



U.S. Department of Transportation
National Highway Traffic Safety Administration

DOT Auto Safety Hotline
Vehicle Owner's Questionnaire
To Report Vehicle Safety Defects
1-888-DASH-2-DOT
(1-888-327-4236)
INTERNET: www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 100148

Date Received

Repository

20 APR 16 11:24
28-APR-2006

Reference No.
10156370

OWNER INFORMATION (Type or Print)

Name [REDACTED]

Address [REDACTED]

City WORTHINGTON

State OH

Zip Code [REDACTED]

Daytime Telephone Number [REDACTED]

E-mail Address

Evening Telephone Number

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle?
In the absence of a signature, your name or address to the vehicle manufacturer.
Signature of Owner [REDACTED] Date 5/4/06

YES NO *LYM*

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side
L14GW48S64C [REDACTED]

Make
JEEP

Model
GRAND CHEROKEE

Model Year
2004

Date Purchased
24-MAR-03

Dealer's Name and Telephone Number
CROWN CHRYSLER JEEP 614-761-2360

Engine:
No. Cylinders 6

Fuel Type:
Gas

Original Owner

Dealer's City
DUBLIN

State
OH

Zip Code

Transmission Type
AUTOMATIC

Antilock Brakes
 Cruise Control

Powertrain
4 WHEEL DRIVE

Vehicle Component Code
034530 SERVICE BRAKES, HYDRAULIC; FOUNDATION COMPONENTS

Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)
20-APR-2006

Failure Mileage
35662

Failure Speed

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make:

Tire Model (Name or Number)

Tire Size (Example P215/65R15)

DOT No. (Example: DOTNALSABC036)

Original Equipment
 Prior Repair

Failure Location:

Tire Component Code

Tire Failure Type

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make:

Date Manufactured:

Model No./Name:

Seat Type:

Installation System:

Child Seat Component Code:

Failed Part:

APPLICABLE INCIDENT INFORMATION

(Please describe in detail the incident(s), failure(s), crash(es), and injury(ies).)

Crash

Yes No

Fire

Yes No

Number of Persons Injured

Number of Deaths

Reported to Police

N

Narrative Description of Incident(s), Crash(es), and Injury(ies).

Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure; i.e., parts repaired or replaced (and if old part is available).

DT*: THE CONTACT STATED WHILE APPLYING BRAKE PRESSURE AT VARIOUS SPEEDS, THERE WAS A PRONOUNCED VIBRATION IN THE FRONT END OF THE VEHICLE. THE VEHICLE WAS SEEN BY A DEALER FOR INSPECTION. THE DEALER REPLACED THE FRONT ROTORS AND PADS WHICH CORRECTED THE PROBLEM.

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice.

ATTACH ADDITIONAL SHEETS IF NECESSARY

The Privacy Act of 1974 (Public Law 93-502) This information is requested pursuant to authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond to this questionnaire. Your response may be used to assist the NHTSA in determining whether a Manufacturer should take appropriate action to correct a safety defect. If the NHTSA proceeds with administrative enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.

Ref # 10156370

Dear Sir:

May 4, 2006

I contacted Chrysler Customer Service on 4-20-2006 at 800-992-1997 and reported my brake problem to Patty. She gave me a ref # 14849983. I explained the nature of the problem, a severe vibration when applying the brakes at any speed. The dealer had advised me the front brake rotors and pads needed to be replaced and brakes were only covered under the warranty for 12 months.

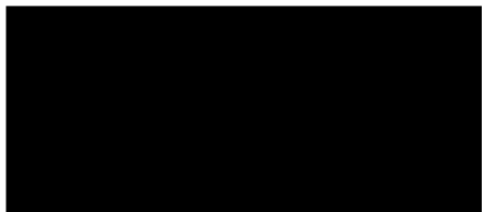
I also informed Patty that we had an identical problem with our 1998 Jeep Grand Cherokee and the front rotors were replaced 6/29/2000 under Recall 879. The front rotors were replaced 11/28/2000 a second time after being diagnosed as warped.

Patty transferred me to another man, whose name I did not get, and after checking he stated that there was no way that Chrysler would provide any assistance in dealing with this problem.

It seems to me that rather than fix the problem for future models Chrysler chose to reduce the brake warranty on later models.

I am enclosing a copy of the receipt for the repairs on the 2004 Grand Cherokee. In addition I am enclosing copies of the two repairs on the 1999 Grand Cherokee that shows both front and rear rotors being replaced under recall #879.

Thank you for your interest in this matter.



**THE ATTACHMENTS TO THIS
DOCUMENT HAVE BEEN REMOVED
TO PROTECT UNWARRANTED
INVASION OF PERSONAL PRIVACY
PURSUANT TO EXEMPTION 6 OF
THE FREEDOM OF INFORMATION
ACT (FOIA), 5 U.S.C. 552(b)(6).**