



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
(1-888-327-4238)
INTERNET: www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 100148

Date Received

31-MAY-2006

Repository

Reference No.
10158660

OWNER INFORMATION (Type or Print)

Name: [REDACTED]
Address: [REDACTED]
City: HIGHLAND State: MI Zip Code: [REDACTED]

Daytime Telephone Number

Evening Telephone Number

Email Address

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle? YES NO
In the absence of an authorization, NHTSA WILL NOT provide your name or address to the vehicle manufacturer.
Signature of Owner: [REDACTED] Date: 5/15/06

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side: 1J4GW68N [REDACTED]
Make: JEEP Model: GRAND CHEROKEE Model Year: 1999
Date Purchased: 12-APR-99 Dealer's Name and Telephone Number: VILLAGE CHRYSLER JEEP 248-549-5300 Engine: No. Cylinders: 8 Fuel Type: Gas
Original Owner: Dealer's City: ROYAL OAK State: MI Zip Code: 48073
Transmission Type: AUTOMATIC Antilock Brakes Cruise Control Powertrain: 4 WHEEL DRIVE
Vehicle Component Code: 034530 SERVICE BRAKES, HYDRAULIC; FOUNDATION COMPONENTS
Multiple Failure: BRAKES

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s): 31-MAY-2006 Failure Mileage: 53600 Failure Speed: [REDACTED]

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make: [REDACTED] Tire Model (Name or Number): [REDACTED] Tire Size (Example P215/65R15): [REDACTED]
DOT No. (Example: DOTM1A9ABC036): [REDACTED] Original Equipment Prior Repair Failure Location: [REDACTED]
Tire Component Code: [REDACTED] Tire Failure Type: [REDACTED]

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make: [REDACTED] Date Manufactured: [REDACTED] Model No./Name: [REDACTED]
Seat Type: [REDACTED] Installation System: [REDACTED]
Child Seat Component Code: [REDACTED] Failed Part: [REDACTED]

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: [REDACTED] Number of Deaths: [REDACTED] 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 AT 40 MPH, THE VEHICLE WOBBLER AND THE BRAKES PULSATED WHILE PRESSURE WAS APPLIED TO THE PEDAL. ALSO, THE ABS LIGHT ILLUMINATED INTERMITTENTLY. THE DEALER REPLACED THE FRONT ROTORS, CALIPERS AND PADS, WHICH CORRECTED THE PROBLEM FOR A SHORT TIME. THE VEHICLE HAS BEEN TO THE DEALER FOR THIS PROBLEM SEVERAL TIMES TO HAVE THE ROTORS TURNED OR REPLACED. THE AVERAGE TIME BETWEEN FAILURES IS ABOUT 6000 MILES. IN 2004 THE CONTACT TOOK THE VEHICLE TO ANOTHER DEALER WHO REPLACED THE ROTORS. AGAIN, THE PROBLEM HAS REOCCURRED AND THE DEALER DETERMINED THAT BOTH THE FRONT AND REAR ROTORS NEEDED TO BE REPLACED.

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.

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

This vehicle has been in several times for replacement of front power brakes, calipers, discs replaced. Brake shaft, hand problem with transfer case as well other problems. The major problem has been 16 times I have had 1000 miles waiting on this problem and doing a state no solution to the problem now at \$3,000.00 in total and need again front + back discs replaced. *Sincerely,*

ATTACH ADDITIONAL SHEETS IF NECESSARY.

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

400 Seventh St., S.W.
Washington, D.C. 20590

Official Business
Penalty for Private Use \$300



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POSTAGE WILL BE PAID BY NATL. HWY. TRAFFIC SAFETY ADMIN.

U.S. Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NVS-210
400 7th Street, SW
Washington, DC 20590



Think your vehicle has a safety defect?



If so: Use the enclosed form to file a report.

or visit: www.safercar.gov

or call: Vehicle Safety Hotline 888-327-4236



Vehicle Owner's Questionnaire (VOQ)
U.S. Department of Transportation
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**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).**