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

2007 DEC 12 AM 11:15

FOR AGENCY USE ONLY 100148	
Date Received 19-SEP-2007	**Repository** ☐
	Reference No. 10203429

OWNER INFORMATION (Type or Print)

Name [redacted]		Daytime Telephone Number [redacted]	E-mail Address
Address [redacted]		Evening Telephone Number	
City MENOMONEE FALLS	**State** WI	**Zip Code** [redacted]	

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle? ☒ *YES* ☐ *NO*
In the absence of an a[redacted]ur name or address to the vehicle manufacturer.
Signature of Owner [redacted] Date 9/24/07

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side	Make	Model	Model Year
1J4GW48S32C[redacted]	JEEP	GRAND CHEROKEE	2002

Date Purchased	Dealer's Name and Telephone Number			Engine:	Fuel Type:
SEPT. ~~1-MAY~~-02	ERNIE VON SCHLEGORN INC			No: Cylinders 6	Gas
Original Owner ☒	Dealer's City MENOMONEE FALLS,	State WI	Zip Code 53052		

Transmission Type		Powertrain	Vehicle Component Code
AUTOMATIC	☒ Antilock Brakes ☒ Cruise Control	4 WHEEL DRIVE	034530 SERVICE BRAKES, HYDRAULIC:FOUNDATION COMPONENTS Multiple Failure: 2

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)	Failure Mileage	Failure Speed	
30-AUG-2004	14131	40	HAD TO HAVE ROTORS REFACED.

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: DOTMAL9ABC036)	☐ 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	Fire	Number of Persons Injured	Number of Deaths	Reported to Police
☐ Yes ☒ No	☐ Yes ☒ No	0	0	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).

TL*THE CONTACT OWNS A 2002 JEEP GRAND CHEROKEE. WHILE DRIVING 40 MPH, THE BRAKE PEDAL AND STEERING WHEEL PULSATED WHEN THE BRAKES WERE APPLIED. THE ROTORS WERE PREVIOUSLY REGROUNDED AT THE DEALER, HOWEVER, THE FAILURE CONTINUED. THE DEALER REPLACED THE BRAKE PADS AND ROTORS. THE FAILURE MILEAGE WAS 14,131 AND CURRENT MILEAGE WAS 32,899 ~~unknown~~ brakes + rotors were replaced.

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice. ATTACH ADDITIONAL SHEETS IF NECESSARY

The Privacy Act of 1974-Public Law 93-579 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 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.

September 20, 2007

Daimler Chrysler Motor Corporation
Product Complaint Manager - Jeep
PO Box 21-8004
Auburn Hills, MI 48321-8004

RE: 2002 Jeep Grand Cherokee
VIN#1J4GW48S32C[redacted]

Dear Jeep Manager:

Chrysler Motors had a recall on 2000 and 2001 Jeeps for defective rotors. My 2002 Jeep was shipped to the dealer on 5/17/02. I had to have the rotors refaced at 14,131 miles on August 30, 2004 and on September 17, 2007 had to have the rotors and brakes replaced due to severe brake pulsation with 32,888 miles on the car. I was told the 2002 Jeep models were not included in the recall.

My son has a 2000 and a 2001 Jeep Cherokee and both cars had to have rotors refaced at approximately 15,000 miles and replaced at 30,000 miles. His were covered under the Jeep recall. I believe my 2002 Jeep Cherokee was manufactured either late 2001 or early 2002 with the identical defective rotors as the 2001 models and should be covered under the recall. Chrysler acknowledged the rotors were defective and the customer experiences severe pulsation when stepping on the brakes, in fact the whole car shakes. I believe this is a safety hazard and should be covered under Chrysler's recall.

I have never had to have brakes replaced at 32,000 miles on any car I owned. I look forward to hearing from you regarding reimbursement for the enclosed rotor and brake replacement[redacted]

Thank you

[redacted]

Menomonee Falls, WI [redacted]
[redacted]

Attachments (3)

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