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

Posted

Vehicle Owner's Questionnaire

TO REPORT VEHICLE SAFETY DEFECT
1-888-DASH-2-DOT
1-888-327-4236
INTERNET: <http://www.nhtsa.dot.gov>

RECEIVED FOR AGENCY USE ONLY

Date Received
FEB 23 AM 6:08
OFFICE OF DEFECTS INVESTIGATION

Oil or
rt_dif
od_rt
up_itr

Reference No.

551064

OWNER INFORMATION (Type or Print)

[Redacted Owner Information]

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 [Redacted] Date 1/21/00

VEHICLE INFORMATION

Vehicle Ident. No. (VIN) (17 Digits) 134GWSF88XC542756 <small>(Located at bottom of windshield on driver's side)</small>	Vehicle Make JEEP	Vehicle Model GRAND CHEROKEE LAREDO	Vehicle Year 1999	Current Odometer Reading 16832
Purchased Date 12/4/98	Dealer's Name SHELLEY WARREN	State MD	Zip Code 21029	Engine Size (CID/CC/L) 4L No. Cylinders 6
<input type="checkbox"/> New <input checked="" type="checkbox"/> Used	Dealer's City CLARKVILLE	Cruise Control <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	Drivetrain <input type="checkbox"/> Front <input type="checkbox"/> Rear <input checked="" type="checkbox"/> 4-Wheel	<input type="checkbox"/> Turbo <input type="checkbox"/> Diesel <input type="checkbox"/> Gas <input checked="" type="checkbox"/> Fuel Injection
Transmission Type <input type="checkbox"/> Manual <input checked="" type="checkbox"/> Automatic	Antilock Brakes <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	Restraint System <input checked="" type="checkbox"/> Driverside Airbag <input type="checkbox"/> Motorbelt <input checked="" type="checkbox"/> Passengerside Airbag <input type="checkbox"/> 2-Point Belt <input checked="" type="checkbox"/> 3-Point Belt	Vehicle Type <input type="checkbox"/> Car <input checked="" type="checkbox"/> Sport Ult. <input type="checkbox"/> Truck <input type="checkbox"/> Van <input type="checkbox"/> Motorcycle	Body Style <input type="checkbox"/> 2-Door <input checked="" type="checkbox"/> 4-Door <input type="checkbox"/> Stationwagon <input type="checkbox"/> Pick-Up Truck <input type="checkbox"/> Other

FAILED COMPONENT(S)/PART(S) INFORMATION

Component BRAKE SYSTEM	Part Name(s) PADS AND ROTORS	Location <input checked="" type="checkbox"/> Left <input checked="" type="checkbox"/> Right <input checked="" type="checkbox"/> Front <input type="checkbox"/> Rear	Failed Part(s) <input checked="" type="checkbox"/> Original <input checked="" type="checkbox"/> Replacement
No. of Failures	Date(s) of Failure(s) 4, 8, 12, 19	Failed Part(s) Available? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	NHTSA Previously Contacted? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
	Mileage at Failure(s) 6K, 8K, 14K		
	Vehicle Speed at Failure(s) 55-60 MPH		

APPLICABLE INCIDENT INFORMATION

(Please describe in detail the incident(s), Failure(s), Crash(es), and Injury(ies) on the back of this form)

Crash <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Number Persons Injured	Number of Fatalities	Estimated Property Damage \$ _____	Reported to Police <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
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INFORMATION ON TIRE FAILURE(S) (IF APPLICABLE)

To report defective or failed tires provide the following: DOT Number, Tire Manufacturer, Tire Name, Tire Size (include all numbers and letters).
Note: This information not required for normal operation tires.

DOT	Manufacturer	Tire Name	Complete Tire Size
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TIRE SIZE

TIRE NAME

TIRE MANUFACTURER

U.S. DOT safety standard code
The number may be on the inner side of the tire and have up to 11 letters and numbers. Usually located near rim flange on side opposite whitewall or on either side of blackwall tire.

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 to this questionnaire. Your response maybe used to assist the NHTSA in determining whether a manufacturer should take appropriate action to correct a safety defect. If the NHTSA proceeds with administration 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)

BRAKES SQUEAK WHILE STOPPING ESPECIALLY AFTER DRIVING AT HIGHWAY SPEEDS AND THEN COMING TO A STOP (INTERSTATE OFF-RAMP, E.C.)

CAR WAS TAKEN IN, NOTHING WAS DONE (AT DEALER)

BRAKES CONTINUED SQUEAKING

CAR WAS TAKEN IN AND PADS WERE REPAIRED (AT DEALER)

BRAKES STARTED TO SQUEAK AGAIN AND VIBRATING AND PULSATING OCCURRED WHILE BRAKING.

DEALER CHANGED ROTORS

ATTACH ADDITIONAL SHEETS IF NECESSARY

BRAKES ARE ONCE AGAIN SQUEAKING.

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



BUSINESS REPLY MAIL

FIRST CLASS PERMIT NO 73173 WASHINGTON, D.C.

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

U.S. Department of Transportation
National Highway Traffic Safety Administration
DOT Auto Safety Hotline, NSA-10.1
400 7th Street, SW
Washington, DC 20590



VEHICLE OWNER'S QUESTIONNAIRE

DOT AUTO SAFETY HOTLINE

TO REPORT VEHICLE SAFETY DEFECTS
COMPLETE THIS FORM

OR

DASH2DOT

and dial toll free at

1-888-DASH-2-DOT

1-888-327-4236

DOT Auto Safety Hotline
(DASH) 2 DOT



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<http://www.nhtsa.dot.gov/hotline>