



**DOT Auto Safety Hotline
Vehicle Owner's Questionnaire (VOQ)**

**NATIONWIDE 1-888-DASH-2-DOT
1-888-327-4236
www.nhtsa.dot.gov/hotline**

FOR AGENCY USE ONLY 258

Data Received 24-FEB-2000	Od_or _____
	rt_dt _____
	od_rt _____
	up_ltr _____
Reference No. 719182	

Do you authorize NHTSA to provide a copy of report to the manufacturer of your vehicle? YES NO
In the absence of an authorization, NHTSA WILL NOT provide your name and address to the vehicle manufacturer.

Signature of Owner _____ Date ____/____/____

VEHICLE INFORMATION

Vehicle Ident. No. (VIN) <small>(Listed at front of windshield or drivers side)</small> 1J4GW58N0XC515562	Vehicle Make JEEP	Vehicle Model GRAND CHEROKEE	Vehicle Year 1999	Current Odometer Reading
---	-----------------------------	--	-----------------------------	--------------------------

Purchase Date 01-DEC-1998	Dealer's Name _____	Engine Size (CID/CYL) 4.7L V	<input type="checkbox"/> Turbo <input type="checkbox"/> Diesel <input type="checkbox"/> Gas <input checked="" type="checkbox"/> Fuel Injection
<input checked="" type="checkbox"/> New <input type="checkbox"/> Used	City _____ State _____ Zip Code _____	No. Cylinders _____	

Transmission Type <input type="checkbox"/> Manual <input type="checkbox"/> Automatic	Antilock Brakes <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	Restraint System <input type="checkbox"/> 3-Point Belt <input type="checkbox"/> Motorbell <input type="checkbox"/> Driverside Airbag <input type="checkbox"/> 2-Point Belt <input type="checkbox"/> Passengerside Airbag	Cruise Control <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	Drive Train <input type="checkbox"/> Front <input type="checkbox"/> Rear <input checked="" type="checkbox"/> 4-Wheel	Vehicle Type <input type="checkbox"/> Car <input type="checkbox"/> Sport Ult <input type="checkbox"/> Van <input type="checkbox"/> Truck <input type="checkbox"/> Minivan <input type="checkbox"/> Motorcycle <input type="checkbox"/> Other _____	Body Style <input type="checkbox"/> 2-Door <input type="checkbox"/> 4-Door <input type="checkbox"/> Stationwagon <input type="checkbox"/> Pick Up Truck <input checked="" type="checkbox"/> Other _____
--	---	---	--	---	--	--

FAILED COMPONENT(S)/PART(S) INFORMATION

Component 03273000	Par. Name(s) BRAKES:HYDRAULIC:DISC:ROTOR:DISC HUB	Location <input type="checkbox"/> Left <input type="checkbox"/> Right <input type="checkbox"/> Front <input type="checkbox"/> Rear	Failed Part(s) <input type="checkbox"/> Original <input type="checkbox"/> Replacement
------------------------------	---	--	---

No. of Failures 4	Date(s) of Failure(s) 24-FEB-2000	Failed Part(s) Available? <input type="checkbox"/> Yes <input type="checkbox"/> No	Mileage at Failure(s) 1000	NHTSA Previously Contacted? <input type="checkbox"/> Yes <input type="checkbox"/> No
	Vehicle Speed at Failure(s) 50			

APPLICATION 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 type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Number of Persons Injured	Number of Fatalities	Estimated Property Damage	Reported to Police <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
---	---	---------------------------	----------------------	---------------------------	---

NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)

ON MY NEW 1999 JEEP GRAND CHEROKEE, THE BRAKE ROTORS HAVE REPEATEDLY WARPED, CAUSING SEVERE SHAKING OF THE STEERING WHEEL AND CAR WHEN THE BRAKES ARE APPLIED, WHICH GREATLY DECREASES THE SAFETY AND EFFECTIVENESS OF THE CAR'S BRAKING. IN THE 14 MONTHS AND 14,398 MILES SINCE I BOUGHT THE CAR NEW, THE DEFECTIVE BRAKE ROTORS HAVE BEEN IN FOR REPAIR/SERVICE FOUR TIMES SO FAR. THE DEALER INFORMS ME THAT THE MANUFACTURER (DAIMLER-CHRYSLER) STATES THAT THE PROBLEM IS WIDESPREAD, THAT THE PROBLEM IS CAUSED BY HEAT BUILD-UP THAT IS CAUSED BY THE USE OF NEW SINTERED METAL (NON-ASBESTOS) BRAKE PADS THAT (THE DEALER SAYS) ARE NOW FEDERALLY MANDATED ON ALL NEW CARS. FURTHERMORE, THE MANUFACTURER'S POSITION IS THAT THEY WILL REPAIR OR REPLAC

CONTINUED ON BACK PLEASE

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 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.