



**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 25-SEP-2000 | Od_or _____ |
| | rt_dt _____ |
| | od_rt _____ |
| | up_ltr _____ |
| Reference No. 732468 | |

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> 1J4GW58S2XC615958 | Vehicle Make JEEP | Vehicle Model GRAND CHEROKEE | Vehicle Year 1999 | Current Odometer Reading |
|---|-----------------------------|--|-----------------------------|--------------------------|

| | | | |
|---|---------------------------------------|-----------------------------------|---|
| Purchase Date 01-JAN-1999 | Dealer's Name _____ | Engine Size (CID/CC/L) 4.1 | <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 checked="" type="checkbox"/> 3-Point Belt <input type="checkbox"/> Driverside Airbag <input type="checkbox"/> Passengerside Airbag <input type="checkbox"/> Motorbell <input type="checkbox"/> 2-Point Belt | 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"/> Van <input type="checkbox"/> Minivan <input type="checkbox"/> Other _____ <input type="checkbox"/> Sport Ult Truck <input type="checkbox"/> Motorcycle | 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 03250000 | Part Name(s) BRAKES:HYDRAULIC:ANTI-SKID SYSTEM | 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 2 | Date(s) of Failure(s) 01-AUG-2000 Mileage at Failure(s) 24000 Vehicle Speed at Failure(s) 40 | Failed Part(s) Available? <input type="checkbox"/> Yes <input type="checkbox"/> No | NHTSA Previously Contacted? <input type="checkbox"/> Yes <input type="checkbox"/> No |
|-----------------------------|---|---|---|

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)

I CONTACTED NHTSA LAST WEEK. UPDATE: I RECEIVED A TECHNICAL SERVICE BULLITIN #05-01-00 REV A DATED 14 APRIL 00. UNDER DISCUSSION THE BULLITIN STATES, " A NEW BRAKE PAD REPAIR KIT HAS BEEN RELEASED WHICH CONTAINS AN ADHESIVE BACKING. THIS WILL PROVIDE FOR A MORE POSITIVE RELEASE OF THE BRAKE PAD WHEN THE BRAKE PEDAL IS RELEASED. THIS, IN TURN WILL MOVE THE PAD AWAY FROM THE ROTOR, RESULTING IN LESS FRICTION AND WEAR, WHICH RESULTED FROM THE PAD RESTING ON THE ROTOR WHEN BRAKES WERE NOT APPLIED." THE BULLITIN GOES INTO THE REPAIR AND THEN GOES INTO THE POLICY. THE POLICY IS "REIMBURSABLE WITHIN THE PROVISIONS OF THE WARRANTY" REMEMBER, I HAD THE BRAKES AND ROTORS CHANGED IN JAN 2000. NINE MONTHS LATER I NEED TO REPAIR THEM AGAIN BUT I HAVE TO PAY FOR THE REPAIRS. REA

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.

U.S. Department
of TransportationNational Highway
Traffic Safety
Administration

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