



**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  28-SEP-2000	Od_or _____
	rt_dt _____
	od_rt _____
	up_ltr _____
Reference No.  732717	

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> <b>1J4GW68N7XC575313</b>	Vehicle Make <b>JEEP</b>	Vehicle Model <b>GRAND CHEROKEE</b>	Vehicle Year <b>1999</b>	Current Odometer Reading
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Purchase Date <b>01-OCT-1999</b>	Dealer's Name _____	Engine Size (CID/CC/L) <b>4.7</b>	<input type="checkbox"/> Turbo <input type="checkbox"/> Diesel <input type="checkbox"/> Gas <input checked="" type="checkbox"/> Fuel Injection
<input type="checkbox"/> New <input checked="" 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 _____
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**FAILED COMPONENT(S)/PART(S) INFORMATION**

Component <b>03270000</b>	Par. Name(s) <b>BRAKES:HYDRAULIC:SHOE:DISC BRAKE SYSTEM</b>	Location <input type="checkbox"/> Left <input type="checkbox"/> Front <input type="checkbox"/> Right <input type="checkbox"/> Rear	Failed Part(s) <input type="checkbox"/> Original <input type="checkbox"/> Replacement
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No of Failures <b>1</b>	Date(s) of Failure(s) <b>14-SEP-2000</b>	Mileage at Failure(s) <b>30600</b>	Vehicle Speed at Failure(s) <b>55</b>	Failed Part(s) Available? <input type="checkbox"/> Yes <input type="checkbox"/> No	NHTSA Previously Contacted? <input type="checkbox"/> Yes <input type="checkbox"/> No
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**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 <b>0</b>	Number of Fatalities <b>0</b>	Estimated Property Damage	Reported to Police <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
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**NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)**

I HAD A PULSATION/ROUGHNESS WHEN BRAKING. THE FRONT ROTORS WERE FOUND TO HAVE TWO TO FOUR 1/2 TO 1 INCH CRACKS COMING FROM THE CENTER HUB HOLES. IF THESE CRACKS WENT UNDETECTED, IT WOULD OF CAUSED A SERIOUS ACCIDENT. THE DEALERSHIP AND DAIMLERCHRYSLER ARE STATING THE REASON WHY I'M HAVING THE PROBLEMS IS BECAUSE OF MY FIRST BRAKE JOB, DONE ONLY ABOUT 10,000 MILES AGO. THEY SAID THAT NON-MOPAR PADS (WAGNER) WERE USED. MY MECHANIC CHECKED THE PADS, WHICH ARE STILL LIKE NEW, AND FOUND NOTHING WRONG. I HAVE HAD 5 CHEROKEES TO DATE AND MY MECHANIC HAS ALWAYS USED WAGNER AND HAS HAD NO PROBLEMS. IN DOING RESEARCH ON 1999 JGC ROTORS, THERE HAVE BEEN MANY COMPLAINTS ON THESE ROTORS. EVEN IN PASS YEARS THEY HAVE HAD RECALLS FOR ROTORS

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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No. of Failures <b>1</b>	Date(s) of Failure(s) <b>14-SEP-2000</b> Mileage at Failure(s) <b>30600</b> Vehicle Speed at Failure(s) <b>55</b>	Failed Part(s) Available? <input type="checkbox"/> Yes <input type="checkbox"/> No	NHTSA Previously Contacted? <input type="checkbox"/> Yes <input type="checkbox"/> No

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