



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

Auto Safety Hotline

Vehicle Owner's Questionnaire

NATIONWIDE 1-800-424-9393
DC METRO AREA (202) 366-0123
INTERNET: <http://www.nhtsa.dot.gov>

FOR AGENCY USE ONLY 258

Date Received

09-MAR-2001

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Reference No.

742197

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) (Located at bottom of windshield or driver's side door)	Vehicle Make	Vehicle Model	Vehicle Year	Current Odometer Reading
1J4G268S8XC755613	JEEP	GRAND CHEROKE	1999	

Purchase Date 01-OCT-2099	Dealer's Name _____	Engine Size (CID/CC/L) 4.0L	☐ Turbo ☐ Diesel ☐ Gas ☒ Fuel Injection
☒ New ☐ Used	City _____ State _____ Zip Code _____	No Cylinders _____	

Transmission Type	Antilock Brakes	Restraint System	Cruise Control	Drive Train	Vehicle Type	Body Style
☐ Manual ☐ Automatic	☒ Yes ☐ No	☒ 3-Point Belt ☐ Driverside Airbag ☐ Passengerside Airbag ☐ Motorbelt ☐ 2-Point Bel	☒ Yes ☐ No	☐ Front ☒ Rear ☐ 4-Wheel	☐ Car ☐ Van ☐ Minivan ☐ Other	☐ Sport Util ☐ Truck ☐ Motorcycle ☐ 2-Door ☐ 4-Door ☐ Stationwagon ☐ Pick Up Truck ☒ Other

FAILED COMPONENT(S)/PART(S) INFORMATION

Component 03270000	Part Name(s) BRAKES:HYDRAULIC:SHOE:DISC BRAKE SYSTEM	Location ☐ Left ☐ Right ☐ Front ☐ Rear	Failed Part(s) ☐ Original ☐ Replacement
No of Failure 3	Date(s) of Failure(s) C5-FEB-2000 5311 Mileage at Failure(s) 45	Failed Part(s) ☐ Yes ☐ No	NHTSA Previously ☐ Yes ☐ 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 ☐ Yes ☐ No	Fire ☐ Yes ☒ No	Number of Persons Injured	Number of Fatalities	Estimated Property Damag	Reported to Police ☐ Yes ☒ No
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NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)

FRONT BRAKE ROTORS REPLACED 2 TIMES AND NOW IN NEED OF REPLACEMENT AGAIN AS STEERING WHEEL AND FRONT END VIBRATE WITH BRAKING AT SPEEDS IN EXCESS OF 45 MPH. CALLED CHRYSLER CUSTOMER SERVICE AND SPOKE TO REPRESENTATIVE (MICHAEL FARROW) ON 09/13/2000 ABOUT PROBLEM AFTER SECOND FAILURE. HE STATED " I DO NOT HAVE ANYTHING IN FRONT OF ME TO INDICATE A PROBLEM WITH THE BRAKE SYSTEM ON THAT VEHICLE". THERE HAVE BEEN SEVERAL TECHNICAL SERVICE BULLETINS FOR THE BRAKES AND I SUSPECT AT LEAST ONE OF THESE HAD BEEN ISSUED WHEN HE MADE THAT COMMENT. HE STATED THAT IT MIGHT BE RELATED TO MY DRIVING HABITS AND WAS NOT A DEFECT WITH THE AUTOMOBILE. THE SERVICE MANAGER AT THE DEALERSHIP TOLD ME AFTER FIXING THE PROBLEM THE FIRST TIME AT 5311 MILES THAT HE HOPED I WOULDN'T BE B.

CONTINUE ON REVERSE

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.