



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

13-FEB-2002

Od_or _____
rt_dt _____
pd_rt _____
up_lr _____

Reference No.

758206

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) (Location at bottom of windshield and driver's side door) 1J4GW58N3XC630690		Vehicle Make JEEP	Vehicle Model GRAND CHEROKE	Vehicle Year 1999	Current Odometer Reading
Purchase Date ☒ New ☐ Used	Dealer's Name _____ City _____ State _____ Zip Code _____		Engine Size (CID/CC/L) 4.7	☐ Turbo ☐ Diesel ☐ Gas ☒ Fuel Injection	
Transmission Type ☐ Manual ☐ Automatic	Antilock Brakes ☒ Yes ☐ No	Restraint System ☒ 3-Point Belt ☐ Motorbelt ☐ Driverside Airbag ☐ 2-Point Bel ☐ Passengerside Airbag	Cruise Control ☒ Yes ☐ No	Drive Train ☐ Front ☐ Rear ☒ 4-Wheel	Vehicle Type ☐ Car ☐ Sport Util ☐ Van ☐ Truck ☐ Minivan ☐ Motorcycle ☐ Other _____ Body Style ☐ 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 4	Date(s) of Failure(s) 27-JUL-1998	Failed Part(s) ☐ Yes ☐ No	NHTSA Previously ☐ Yes ☐ No
	Mileage at Failure(s) 7900		
	Vehicle Speed at Failure(s) 65		

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 0	Number of Fatalities 0	Estimated Property Damag 0	Reported to Police ☐ Yes ☒ No
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NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)

BRAKE ASSEMBLY OVERHEATS CAUSING WARPAGE OF ROTORS AND SUBSEQUENT STEERING SHUDDER . ROTORS ARE WARPING EVERY 10,000 MILES. DEALER HAS TRIED TO CORRECT PROBLEM WITH ONE REPLACEMENT AND THREE MACHINING APPLICATIONS, TWO CONCURRENT. DEALER HAS ADMITTED THIS HAS BEEN A CONSTANT PROBLEM IN GRAND CHEROKEES AND HAS REFUNDED MONEY FOR LAST TWO BRAKE REFACINGS, BUT CANNOT GUARANTEE THE PROBLEM WILL NOT PERSIST. CHRYSLER HAS NOT BEEN HELPFUL OR SENT TECHNICAL REPRESENTATIVE TO INVESTIGATE. I BELIEVE THIS IS BEYOND THE ABILITY OF THE SERVICE DEPARTMENT TO SOLVE. I FEEL THIS IS A SAFETY ISSUE BECAUSE THE SHUDDER BECOMES VIOLENT AT HIGHWAY SPEEDS WHEN BRAKING AND VEHICLE COULD LOOSE DIREC

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.