



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

08-APR-2002

Od_or _____
rt_dt _____
od_rt _____
ip_lr _____

Reference No.

760431

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 door frame) 1J4GX48S71C537952		Vehicle Make JEEP	Vehicle Model GRAND CHEROKE	Vehicle Year 2001	Current Odometer Reading
Purchase Date 01-NOV-2000	Dealer's Name _____		Engine Size (CID/CC/L) _____	☐ Turbo ☐ Diesel ☐ Gas ☒ Fuel Injection	
☒ New ☐ Used	City _____ State _____ Zip Code _____		No Cylinders _____		
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 03250000 03273000	Part Name(s) BRAKES:HYDRAULIC:ANTI-SKID SYSTEM BRAKES:HYDRAULIC:DISC:ROTOR:DISC HUB	Location ☐ Left ☐ Right ☐ Front ☐ Rear	Failed Part(s) ☐ Original ☐ Replacement
No of Failure 2	Date(s) of Failure(s) 06-APR-2002	Failed Part(s) ☐ Yes ☐ No	NHTSA Previously ☐ Yes ☐ No
	Mileage at Failure(s) 14000		
	Vehicle Speed at Failure(s) 40		

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	Reported to Police ☐ Yes ☒ No
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NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)

MY COMPLAINT HAS BEEN FILED WITH DAIMLER-CHRYSLER, THEIR FILE REFERENCE IS 9879536. THE BRAKE ROTORS WERE REPLACED AT ABOUT 14,000 MILES DUE TO WARPAGE. THE SAME CONDITION HAS RECURRED NOW AT 30,120 MILES (I.E., THE NEW ROTORS HAVE ABOUT 16,000 MILES ON THEM. THE DEALER SAYS THAT JEEP USES A POOR QUALITY PRODUCT FROM THEIR SUPPLIER. WHILE THE WARRANTY IS 12,000 MILES, THE ROTORS MEET THAT MINIMUM. HOWEVER, OTHER MANUFACTURERS APPLY A 36,000 MILE WARRANTY ON THEIR BRAKE SYSTEMS WITH THEIR ROTORS NOT WARPING AT ALL, EVEN BEYOND THEIR WARRANTY PERIOD. FOR EXAMPLE, MY BROTHERS FORD F150 HAS OVER 70,000 ON THE ORIGINAL BRAKES & PADS, WITH ABOUT 1/4 " PAD REMAINING...AND NO WARPAGE, NOR "S

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.