

784587

From: siracusa@publicinteractive.com
To: Young, Beverly <NHTSA>, Jimenez, Alberto <NHTSA>, Chiang, George <NHTSA>
Date: 3/30/00 4:59PM
Subject: Car Talk VOQ submission

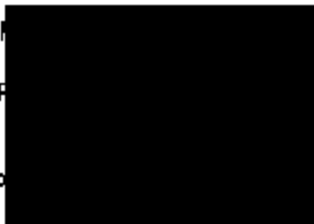
* This data was submitted via a fill-in form at the Cartalk web site
* (<http://www.cartalk.cars.com/Tools/nhtsa.pl>) If you have any problems
* or suggestions regarding the format of this submission, send email
* to webmaster@cartalk.com

SUBMISSION DATE: Thursday, March 30th 2000 at 4:58:14 PM

VEHICLE OWNER'S QUESTIONNAIRE
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OWNER INFORMATION

NAME
ADDRESS
TELEPHONE



NHTSA authorized to send a copy of this report to the manufacturer: No

VEHICLE INFORMATION

VIN: 1j4gw68n7xc62882
MAKE: Jeep
MODEL: Grand Cherokee Ltd
YEAR: 1999

ODOMETER: 35000
PURCHASE DATE: NEW OR USED: New

DEALER NAME: Barry Engle Jeep Eagle (formerly Dan Eastman). Have been servicing at Rocky Mountain Jeep in Ogden, Utah 84405
ADDRESS: Bountiful (purchased) Ogden (serviced), UT 84010

ENGINE SIZE: v8
CYLINDERS: 8

FUEL INJECTION: Yes
TURBO: No
FUEL TYPE:
ANTILOCK BRAKES: Yes
CRUISE CONTROL: Yes

DRIVETRAIN: 4 Wheel
DRIVER AIRBAG: Yes
PASSENGER AIRBAG: Yes
3-POINT BELT: No
MOTOR BELT: No
2-POINT BELT: No
BODY STYLE: Other

FAILED COMPONENT(S)/PART(S) INFORMATION

COMPONENT: *front brake rotors*

PART NAME(S):

LOCATION: Right

NUMBER OF FAILURES: 4 sets of rotors have been intalled on this car in less than 1 year, including the original set.

DATE(S) OF FAILURES: 08-18-99, 10-4-99, 2-17-00 replaced rotors, 07-14-99 turned rotors

MILEAGE AT FAILURE(S): 10K (turned) 13K, 19K, 31K

SPEED AT FAILURE(S): all

MANUFATURER CONTACTED: Yes

NHTSA CONTACTED: No

APPLICABLE ACCIDENT INFORMATION

ACCIDENT: No

FIRE: No

NUMBER OF PERSONS INJURED:

NUMBER OF FATALITIES:

ESTIMATED PROPERTY DAMAGE: \$

DRIVER AIRBAG DEPLOYED:

PASSENGER AIRBAG DEPLOYED:

REPORTED TO POLICE:

INFORMATION ON TIRE FAILURE(S) (IF APPLICABLE)

DOT NUMBER: DOT

TIRE MANUFACTURER:

TIRE NAME:
TIRE SIZE:

ADDITIONAL COMMENTS

I believe that this is a safety problem due to a defective brake system on this car. Daimler Chrysler has decided upon receiving my complaint letter, that it is not their responsibility to permanently correct the problem. I have neighbors and friends who own the same vehicle and year, and have experienced the same warping and replacement of rotors after low miles. Daimler Chrysler issued a TSB on this problem in early 1999, yet is saying that my warping (and evidently others too) is due to "excessive wear". An investigation needs to be conducted to determine the cause of this problem. And if this is a product defect, Daimler Chrysler needs to be held accountable for the defects and the risk they are placing upon consumers.

END OF FORM
