

# 786001

**From:** feedback@cartalk.com  
**To:** Alberto <NHTSA> Jimenez  
**Date:** 5/22/02 9:35AM  
**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](mailto:webmaster@cartalk.com)

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SUBMISSION DATE: Wednesday, May 22nd 2002 at 9:34:06 AM

## VEHICLE OWNER'S QUESTIONNAIRE

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### OWNER INFORMATION

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NHTSA authorized to send a copy of this report to the manufacturer: Yes

### VEHICLE INFORMATION

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VIN: 1J4GW68N9XC549764  
MAKE: Jeep  
MODEL: Grand Cherokee LTD  
YEAR: 1999

ODOMETER: 41465  
PURCHASE DATE: 11/25/00  
NEW OR USED:

DEALER NAME: Fisher Motors  
ADDRESS: Minot, ND 58701

ENGINE SIZE: 437L  
CYLINDERS: 8

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

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

**FAILED COMPONENT(S)/PART(S) INFORMATION**  
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COMPONENT: Brake Rotors  
PART NAME(S): Brake Rotors  
LOCATION: Left Front  
NUMBER OF FAILURES: 4  
DATE(S) OF FAILURES: 1999, 8/2001/ 5/2002  
MILEAGE AT FAILURE(S): ?, 34273 41465  
SPEED AT FAILURE(S): 50-60  
MANUFATURER CONTACTED: No  
NHTSA CONTACTED: No

**APPLICABLE ACCIDENT INFORMATION**  
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ACCIDENT: No  
FIRE:  
NUMBER OF PERSONS INJURED:  
NUMBER OF FATALITIES:  
ESTIMATED PROPERTY DAMAGE: \$  
DRIVER AIRBAG DEPLOYED:  
PASSENGER AIRBAG DEPLOYED:  
REPORTED TO POLICE:

**INFORMAT ON ON TIRE FAILURE(S) (IF APPLICABLE)**  
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DOT NUMBER: DOT  
TIRE MANUFACTURER:  
TIRE NAME:  
TIRE SIZE:

ADDITIONAL COMMENTS

I am on the 4th set of brake rotors with 41,465 miles on my 1999 Jeep Grand Cherokee. On my previous replacement I only got 7,192 miles before the shaking at highway speeds became evident again. I really feel there is a safety issue involved here.

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END OF FORM  
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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 1058**

Date Received

22-MAY-2002

Ord. or  
rt. dt  
pd. rt  
rp. ltr

Reference No.

786001

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>(Location at bottom of and/or above windshield)</small>	Vehicle Make	Vehicle Model	Vehicle Year	Current Odometer Reading		
1J4GW68N9XC549764	JEEP	GRAND CHEROKE	1999			
Purchase Date 25-NOV-2000	Dealer's Name _____		Engine Size (CID/CC/L 8 CYL	<input type="checkbox"/> Turbo <input type="checkbox"/> Diesel <input type="checkbox"/> Gas <input type="checkbox"/> Fuel Injectio		
<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 type="checkbox"/> 3-Point Belt <input type="checkbox"/> Motorbelt <input checked="" type="checkbox"/> Driverside Airbag <input type="checkbox"/> 2-Point Bel <input type="checkbox"/> Passengerside Airbag	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"/> Sport Util <input type="checkbox"/> Van <input type="checkbox"/> Truck <input type="checkbox"/> Minivan <input type="checkbox"/> Motorcycle <input type="checkbox"/> Other _____	Body Style <input type="checkbox"/> 2-Door <input checked="" type="checkbox"/> 4-Door <input type="checkbox"/> Stationwagon <input type="checkbox"/> Pick Up Truck <input type="checkbox"/> Other _____

**FAILED COMPONENT(S)/PART(S) INFORMATION**

Component 03273000	Part Name(s) BRAKES:HYDRAULIC:DISC:ROTOR:DISC HUB	Location <input type="checkbox"/> Left <input type="checkbox"/> Right <input type="checkbox"/> Front <input type="checkbox"/> Rear	Failed Part's <input type="checkbox"/> Original <input type="checkbox"/> Replacement
No. of Failure 4	Date(s) of Failure(s) _____ Mileage at Failure(s) 34273 Vehicle Speed at Failure(s) 60	Failed Part(s) <input type="checkbox"/> Yes <input type="checkbox"/> No	NHTSA Previously <input type="checkbox"/> Yes <input type="checkbox"/> 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 <input type="checkbox"/> Yes <input type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Number of Persons Injured	Number of Fatalities	Estimated Property Damag	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)**

CONSUMER STATES THAT BRAKE ROTORS FAILED, VEHICLE WAS SHAKING AT HIGHWAY SPEED.  
CONSUMER FEEL THERE IS A SAFETY ISSUE INVOLVED ON THE VEHICLE. \*YD

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.