Form Approved: OMB No. 2127-0042

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 436

Date Received: 15-JAN-2002

Od_or ____ ____
rt_dt ____ ____
od_rt ____ ____
op_ltr ____ ____

Reference No.: 8002184

[redacted]

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.) (Locate at bottom of windshield on driver's side)	Vehicle Make	Vehicle Model	Vehicle Year	Current Odometer Readin
NOT AVAILABLE	JEEP	GRAND CHEROKE	2001	

Purchase Dat		Engine Size	
☒ New ☐ Used	Dealer's Name_____ City_____ State_____ Zip Code_____	(CID/CC/L ____ No Cylinders ____	☐ Turbo ☐ Diesel ☐ Gas ☒ Fuel Injectio

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

FAILED COMPONENT(S)/PART(S) INFORMATION

Component	Part Name(s)	Location	Failed Part(s)
03250000 03273000	BRAKES:HYDRAULIC:ANTI-SKID SYSTEM BRAKES:HYDRAULIC:DISC:ROTOR:DISC HUB	☐ Left ☐ Right ☐ Front ☐ Rear	☐ Original ☐ Replacement

No of Failure	Dates of Failure(s)	Failed Part(s)	NHTSA Previously
	01-AUG-2001	☐ Yes ☐ No	☐ Yes ☐ No
	Mileage at Failure(s 12000		
	Vehicle Speed at Failure(s)		

APPLICATION INCIDENT INFORMATION

(Please describe in detail the incident(s), Failure(s), Crash(es), and injury(ies) on the back of this form)

Crash	Fire	Number of Persons Injured	Number of Fatalitie	Estimated Property Damag	Reported to Polic
☐ Yes ☐ No	☐ Yes ☐ No				☐ Yes ☐ No

NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)

BRAKES WERE PULSATING DUE TO WARPED ROTORS, WHICH DECREASED STOPPING DISTANCE. THIS CAUSED STEERING WHEEL TO JERK VIOLENTLY. THE HIGHER THE SPEED, THE MORE PRONOUNCED IT BECAME. DEALER'S REMEDY WAS TO SHAVE DOWN THE ROTORS.*AK

CONTINUED 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 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.

Form Approved O.M.B. No. 2127-0008

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

DOT Auto Safety Hotline

Vehicle Owner's Questionnaire (VOQ)

NATIONWIDE 1-888-DASH-2-DOT
1-888-327-4236
www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 436

Date Received
JAN-2002

DEFECTS INVESTIGATION

Od_or
rt_dt
od_rt
up_ltr

Reference No.
8002184

733733

Work Nu [redacted]
Home Nu

OWNER INFORMATION (Type or Print)

[redacted]

Do you authorize NHTSA to provide a copy of report to the manufacturer of your vehicle? In the absence of an [redacted] *name and address to the vehicle manufacturer.* ☐ YES ☒ NO

Signature of Owner [redacted] Date 01/23/02

VEHICLE INFORMATION

Vehicle Ident. No. (VIN.) (Located at bottom of windshield on driver's side)	Vehicle Mak	Vehicle Mode	Vehicle Year	Current Odometer Readin
1J4GW48S21C559518 NOT AVAILABLE	JEEP	GRAND CHEROK	2001	14,400

Purchase Date: Feb 01 ☒ New ☐ Used

Dealer's Name: Wolfchase Jeep/Chrysler
City: Cordova State: TN Zip Code: 38018

Engine Siz (CID/CC/L): 195hp
No Cylinders: 6
☐ Turbo ☐ Diesel ☒ Gas ☒ Fuel Injectio

Transmission Type	Antilock Brakes	Restraint System	Cruise Contro	Drive Trai	Vehicle Type	Body Style
☐ Manua ☒ Automatic	☒ Yes ☐ No	☒ 3-Point Belt ☒ Driverside Airbag ☒ Passengerside Airbag ☐ Motorbelt ☐ 2-Point Bel	☒ Yes ☐ No	☐ Fron ☒ Rea ☐ 4-W el	☐ Car ☐ Van ☐ Minivan ☐ Other ☒ Sport Ut ☐ Truck ☐ Motorcycle	☐ 2-Door ☒ 4 Door ☐ Stationwagon ☐ Pick Up ☒ Truck

FAILED COMPONENT(S)/PART(S) INFOI MATION

Component	Part Name(s	Loca on	Failed Part(s
03250000 03273000	BRAKES:HYDRAULIC:ANTI-SKID SYSTEM Normal BRAKES:HYDRAULIC:DISC ROTOR DISC HUB → OEM	☒ eft ☒ Right ☒ ront ☐ Rear	☒ Original ☐ Replacemen

No of Failures		Failed Part(s)	NHTSA Previously
1	Date(s) of Failure(s): 01-AUG-2001 Mileage at Failure(s): ~~12000~~ 14,000 Vehicle Speed at I ailure(s): AL	☒ Yes ☐ No	☐ Yes ☒ No

APPLICATION INCIDENT INFOR ATION
(Please describe in detail the incident(s), Failure(s), Crash(es), and injury s) on the back of this form)

Crash	Fire	Number of Persons Injured	Number of Fatalities	timated Property Damage	Reported to Police
☐ Yes ☒ No	☐ Yes ☐ No				☐ Yes ☐ No

NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)

BRAKES WERE PULSATING DUE TO WARPED ROTORS, WHICH DECREASED STOPPING DISTANCE. THIS CAUSED STEERING WHEEL TO JERK VIOLENTLY. THE HIGHER THE SPEED, THE MORE PRONOUNCED IT BECAME. DEALER'S REMEDY WAS TO SHAVE DO N THE ROTORS.*AK

OEM BRAKE Rotors wear very early due to heating with only normal customer braking. Rotors have Tolerance minimal thin causing a warped surface on the Rotors. The ANTI-Skid System is normal.

CONTINUE ON BACK IF NEEDED

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Fold to show Return Address (no stamp needed) Fasten with tape or staple and mail

INFORMATION ON TIRE FAILURE(S) (IF APPLICABLE)

TIRE IDENTIFICATION NO.*	MANUFACTURER/TIRE NAME	SIZE
D O T		

* The identification number consists of 7 to 10 letters and numerals following the letters DOT. It is usually located near the rim flange on the side opposite the whitewall or on either side of a blackwall tire.

NARRATIVE DESCRIPTION (CONTINUED)

However, Anti-skid compensation for warped rotors is to pulsate as though in a panic stop. At low speeds the action is merely an annoying pulsation or lunging action. At highway speeds the lunging action is violent. The steering wheel vibrates wildly as the anti-skid system compensates for the warped rotors. The uneven pre-mature wear on the right & left front rotors causes the steering wheel vibration. Lastly, the net remains stopping distance is seriously degraded, anti-skid system compromised, and driver safety reduced.

Thank you!

☆ U.S. G.P.O.: 1992 – 625-697 / 60080

U.S. Department of Transportation

National Highway Traffic Safety Administration

400 Seventh St., S.W.
Washington, D.C. 20590

Official Business
Penalty for Private Use $300

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BUSINESS REPLY MAIL

FIRST CLASS PERMIT NO. 73173 WASHINGTON, D.C.

POSTAGE WILL BE PAID BY NATL HWY TRAFFIC SAFETY ADMIN

U.S. Department of Transportation
National Highway Traffic Safety Administration
Information Management Staff NSA-10.01
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Washington, DC 20590