



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 920

Date Received

31-JAN-2002

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

Reference No.

8003281

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		
1J4GW58S2XC700010	JEEP	GRAND CHEROKE	1999			
Purchase Date <input checked="" type="checkbox"/> New <input type="checkbox"/> Used	Dealer's Name City _____ State _____ Zip Code _____	Engine Size (CID/CC/L) _____ No. Cylinders _____	<input type="checkbox"/> Turbo <input type="checkbox"/> Diesel <input type="checkbox"/> Gas <input type="checkbox"/> Fuel Injectio			
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 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 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 type="checkbox"/> 4-Door <input type="checkbox"/> Stationwagon <input type="checkbox"/> Pick Up Truck <input checked="" 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 11	Dates of Failure(s) _____ Mileage at Failure(s) 6500 Vehicle Speed at Failure(s) _____	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 type="checkbox"/> No	Number of Persons Injured 0	Number of Fatalities 0	Estimated Property Damag	Reported to Police <input type="checkbox"/> Yes <input type="checkbox"/> No
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### NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)

**BRAKE ROTORS WILL WARP AND CAUSE VIBRATION IN VEHICLE, AND PARTICULARLY, IN STEERING COLUMN, MORE SEVERE AT HIGHER SPEEDS, EVERY 6,000 TO 8,000 MILES. DEALERSHIP HAS EXAMINED VEHICLE ELEVEN TIMES AND, REPLACED/ RECUT ROTORS FIVE TIMES. SERVICES PERFORMED BY DEALERSHIP DID NOT EFFECTIVELY PREVENT ROTORS FROM WARPING AGAIN. PLEASE PROVIDE ANY ADDITIONAL INFORMATION / DOCUMENTATION.\*AK**

COPIES OF THIS FORM ARE:

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.

U.S. Department of Transportation National Highway Traffic Safety Administration		DOT Auto Safety Hotline <b>Vehicle Owner's Questionnaire (VOQ)</b> NATIONWIDE 1-888-DASH-2-DOT 1-888-327-4236 www.nhtsa.dot.gov		AGENCY USE ONLY 920	
		<b>RECEIVED</b> <b>OFFICE INVESTIGATION</b>		<b>DATE RECEIVED</b> 51-JAN-2002	
<b>OWNER INFORMATION (Type or Print)</b> [Redacted] 736687				<b>Reference No.</b> 8003281	
<b>Do you authorize [Redacted] of your vehicle?</b>				<input checked="" type="checkbox"/> YES <input type="checkbox"/> NO	
<b>Signature of Owner</b> [Redacted]				<b>and address to the vehicle manufacturer</b> Date 2/10/02	
VEHICLE INFORMATION					
<b>Vehicle Ident. No. (VIN)</b> (located at bottom of windshield on driver's side) 1J4GW58S2XC700010		<b>Vehicle Make</b> JEEP	<b>Vehicle Model</b> GRAND CHEROK	<b>Vehicle Year</b> 1999	<b>Current Odometer Reading</b> 31700
<b>Purchase Date</b> 9/99	<b>Dealer's Name</b> DON PHILLIPS JEEP		<b>Engine Size (CID/CC)</b> 242	<input type="checkbox"/> Turbo <input type="checkbox"/> Diesel <input checked="" type="checkbox"/> Gas <input type="checkbox"/> Fuel Injectio	<input type="checkbox"/> Turbo <input type="checkbox"/> Diesel <input checked="" type="checkbox"/> Gas <input type="checkbox"/> Fuel Injectio
<input checked="" type="checkbox"/> New <input type="checkbox"/> Used	<b>City</b> FREDERICK <b>State</b> MD <b>Zip Code</b> 21702		<b>No. Cylinders</b> 6		
<b>Transmission Type</b> <input type="checkbox"/> Manua <input checked="" type="checkbox"/> Automatic	<b>Antilock Brakes</b> <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<b>Restraint System</b> <input checked="" type="checkbox"/> 3-Point Belt <input type="checkbox"/> Motorbelt <input checked="" type="checkbox"/> Driver's Side Airbag <input type="checkbox"/> 2-Point Belt <input checked="" type="checkbox"/> Passenger's Side Airbag	<b>Cruise Control</b> <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<b>Drive Type</b> <input type="checkbox"/> Front <input type="checkbox"/> Rear <input checked="" type="checkbox"/> All-wheel	<b>Vehicle Type</b> <input type="checkbox"/> Car <input type="checkbox"/> Van <input type="checkbox"/> Minivan <input type="checkbox"/> Other
					<b>Body Style</b> <input type="checkbox"/> 2-Door <input checked="" type="checkbox"/> 4-Door <input type="checkbox"/> Stationwagon <input type="checkbox"/> Pick Up <input checked="" type="checkbox"/> Truck
FAILED COMPONENT(S)/PART(S) INFORMATION					
<b>Component</b> 03273000	<b>Part Name(s)</b> BRAKES:HYDRAULIC:DISC:ROTOR:DISC HUB		<b>Location</b> <input checked="" type="checkbox"/> Left <input type="checkbox"/> Right <input checked="" type="checkbox"/> Front <input type="checkbox"/> Rear	<b>Failed Part(s)</b> <input type="checkbox"/> Original <input checked="" type="checkbox"/> Replacement	
<b>No. of Failures</b> 11	<b>Date(s) of Failure(s)</b> <b>Mileage at Failure(s)</b> 6500 <b>Vehicle Speed at Failure(s)</b>		<b>Failed Part(s)</b> <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<b>NHTSA Previously</b> <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.)					
<b>Crash</b> <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<b>Fire</b> <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<b>Number of Persons Injured</b> 0	<b>Number of Fatalities</b> 0	<b>Estimated Property Damage</b>	<b>Reported to Police</b> <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)					
BRAKE ROTORS WILL WARP AND CAUSE VIBRATION IN VEHICLE, AND PARTICULARLY, IN STEERING COLUMN, MORE SEVERE AT HIGHER SPEEDS, EVERY 8,000 TO 8,000 MILES. DEALERSHIP HAS EXAMINED VEHICLE ELEVEN TIMES AND, REPLACED/RECUOT ROTORS FIVE TIMES. SERVICES PERFORMED BY DEALERSHIP DID NOT EFFECTIVELY PREVENT ROTORS FROM WARPING AGAIN. PLEASE PROVIDE ANY ADDITIONAL INFORMATION / DOCUMENTATION.*AK					
CONTINUE ON BACK IF NEEDED					
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.					

