


DOT Auto Safety Hotline		FOR AGENCY USE ONLY 1368	
 U.S. Department of Transportation National Highway Traffic Safety Administration	Vehicle Owner's Questionnaire (VOQ) NATIONWIDE 1-888-DASH-2-DOT 1-888-327-4236 www.nhtsa.dot.gov/hotline		Date Received 10-APR-2002
	OWNER INFORMATION (Type or Print) [Redacted] 747747		Od_or rt_dt od_rt up_ltr Reference No. 8007325
Do you authorize NHTSA to provide a copy of report to the manufacturer of your vehicle? In the absence of an authorized signature, your name and address to the vehicle manufacturer.		<input checked="" type="checkbox"/> YES <input type="checkbox"/> NO Signature of Owner [Redacted] Date 4/18/02	
VEHICLE INFORMATION			
Vehicle Ident. No. (VIN) (Located at bottom of windshield on driver's side) 1J4GW58N6XC657866 PLEASE PROVIDE	Vehicle Make JEEP	Vehicle Model GRAND CHEROKEE	Vehicle Year 1999 Current Odometer Reading 38,020
Purchase Date 3/25/99 <input checked="" type="checkbox"/> New <input type="checkbox"/> Used	Dealer's Name FRANK GRIFFIN City ORANGE PARK State FL Zip Code 32073	Engine Siz (CID/CC/L) 4.7 No Cylinders 8	<input type="checkbox"/> Turbo Diesel Gas Fuel Injectic <input checked="" type="checkbox"/>
Transmission Type <input type="checkbox"/> Manual <input checked="" type="checkbox"/> Automatic	Antilock Brakes <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	Restraint System <input checked="" type="checkbox"/> 3-Point Belt <input type="checkbox"/> Motorbelt <input checked="" type="checkbox"/> Driverside Airbag <input type="checkbox"/> 2-Point Belt <input checked="" 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"/> Van <input type="checkbox"/> Minivan <input type="checkbox"/> Other <input checked="" type="checkbox"/> Sport Util Truck <input type="checkbox"/> Motorcycle
Body Style <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			
Component 03273000	Part Name(s) BRAKES:HYDRAULIC:DISC:ROTOR:DISC HUB	Location <input checked="" type="checkbox"/> Left <input checked="" type="checkbox"/> Front <input checked="" type="checkbox"/> Right <input checked="" type="checkbox"/> Rear	Failed Part(s) <input checked="" type="checkbox"/> Original <input type="checkbox"/> Replacement
No of Failures	Date(s) of Failure(s) 26-MAR-2001 Mileage at Failure(s) 375000 Vehicle Speed at Failure(s)	Failed Part(s) <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	NHTSA Previously <input type="checkbox"/> Yes <input checked="" 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 checked="" type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Number of Persons Injured	Number of Fatalities
		Estimated Property Damage	Reported to Police <input type="checkbox"/> Yes <input type="checkbox"/> No
NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)			
BRAKE ROTOR HAS BROKEN, CAUSING PEDAL TO SURGE, AND JERK IN STEERING WHEEL.*AK ROTORS HAVE BEEN WARPED FOR APPROX. 6 MONTHS. WHEN APPLYING BRAKES, STEERING WHEEL SHAKES AND VEHICLE VIBRATES. THIS STARTED WHILE STILL UNDER WARRANTY BUT I HAVE HAD NOTHING BUT EXPERIENCES WITH CHRYSLER AND THE			
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.			

Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies)

DEALERSHIP WHEN TRYING TO GET WARRANTY ISSUES RESOLVED, AFTER 3 YEARS OF FRUSTRATION I REALIZED THEY WOULD BE OF NO ASSISTANCE AND DID NOT EVEN TRY TO GET THE ROTORS REPLACED. AFTER A MAN WAS KILLED HERE IN JACKSONVILLE RECENTLY WHEN THE ROTORS ON HIS 1999 GRAND CHEROKEE BROKE AND LOCKED UP A WHEEL CAUSING HIS VEHICLE TO FLIP OVER, I DECIDED I WAS IN AN UNSAFE CONDITION. HE HAD TAKEN HIS VEHICLE IN FOR WARRANTY WORK THE WEEK BEFORE BECAUSE THE VEHICLE VIBRATED AND THE STEERING WOULD SHAKE WHEN APPLYING BRAKES. THIS ACCORDING TO STATEMENTS MADE BY HIS WIFE IN THE NEWSPAPER.

ATTACH ADDITIONAL SHEETS IF NECESSARY

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



NO POSTAGE NECESSARY IF MAILED IN THE UNITED STATES

BUSINESS REPLY MAIL

FIRST CLASS PERMIT NO 73173 WASHINGTON, D.C.

POSTAGE WILL BE PAID BY NATL. HWY. TRAFFIC SAFETY ADMIN.



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20590+0001



VEHICLE OWNER'S QUESTIONNAIRE

DOT AUTO SAFETY HOTLINE

TO REPORT VEHICLE SAFETY DEFECTS COMPLETE THIS FORM OR

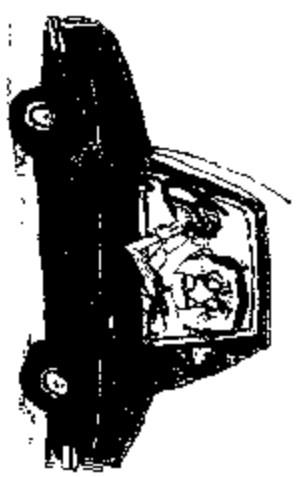
DASH2DOT

and dial toll free at

1-888-DASH-2-DOT

1-888-327-4236

DOT Auto Safety Hotline (DASH) 2 DOT



U.S. Department of Transportation National Highway Traffic Safety Administration <http://www.nhtsa.dot.gov/online>