



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 798

Date Received

22-APR-2002

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

Reference No.

8008180

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		
N/A	JEEP	GRAND CHEROKE	1999			
Purchase Date	Dealer's Name	Engine Size (CID/CC/L)	<input type="checkbox"/> Turbo <input type="checkbox"/> Diesel <input type="checkbox"/> Gas <input type="checkbox"/> Fuel Injectio			
<input checked="" type="checkbox"/> New <input type="checkbox"/> Used	City _____ State _____ Zip Code _____	No Cylinders _____				
Transmission Type	Antilock Brakes	Restraint System	Cruise Control	Drive Train	Vehicle Type	Body Style
<input type="checkbox"/> Manual <input type="checkbox"/> Automatic	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input checked="" 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	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Front <input type="checkbox"/> Rear <input type="checkbox"/> 4-Wheel	<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 _____	<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	Dates of Failure(s) 01-JAN-2000 Mileage at Failure(s) 34000 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	Number of Fatalities	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)

WHEN DRIVING AT HIGHWAY SPEEDS CONSUMER WILL APPLY THE BRAKES AND WHOLE FRONT END OF THE VEHICLE WILL START TO SHAKE VIOLENTLY, ROTORS ON VEHICLE HAVE WARPED SEVERAL TIMES, CONTACTED DEALER, AND THE DEALER WAS NOT WILLING TO DO ANYTHING.

COPIED FROM NHTSA FORM 101

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.



DOT Auto Safety Hotline

Vehicle Owner's Questionnaire (VOQ)

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

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

OWNER INFORMATION (Type or Print)

19542

Work Number

Home Number

8008180
Reference No.

DEFECTS INVESTIGATION OFFICE

22-APR-2002

Date Received

FOR AGENCY USE ONLY 798

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: [Redacted] Date: 5/10/08

VEHICLE INFORMATION

Vehicle Ident. No. (VIN): (located at bottom of windshield in driver's side) N/A
Vehicle Make: JEEP
Vehicle Model: GRAND CHEROKEE
Vehicle Year: 1999
Current Odometer Reading: 34,823

Purchase Date: 09/09
Dealer's Name: Norco Motors
City: Potomac, State: PA, Zip Code: 19114
Engine Size (CID/CYL): 6
No. Cylinders: 6
Turbo: Turbo Diesel Gas Fuel Injectio

Transmission Type: Manual Automatic
Antilock Brakes: Yes No
Restraint System: 3-Point Belt 2-Point Belt Motorbolt
Cruise Control: Yes No
Drive Type: Front Rear 4-Wheel

FAILED COMPONENT(S)/PART(S) INFORMATION

Component: 03273000
Part Name(s): BRAKES:HYDRAULIC:DISC:ROTOR:DISC HUB
Location: Front Left Right Rear
Failed Parts: Original Replacement

No. of Failures: 3
Date(s) of Failure(s): 01-JAN-2000
Mileage at Failure(s): 34000
Vehicle Speed at Failure(s): 60 mph
Failed Part(s):
NHTSA Previously: Yes 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: Yes No
Fire: Yes No
Number of Persons Injured: N/A
Number of Failures: N/A
Estimated Property Damage: N/A
Reported to Police: Yes No

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

WHEN DRIVING AT HIGHWAY SPEEDS CONSUMER WILL APPLY THE BRAKES AND WHOLE FRONT END OF THE VEHICLE WILL START TO SHAKE VIOLENTLY, ROTORS ON VEHICLE HAVE WARPED SEVERAL TIMES, CONTACTED DEALER, AND THE DEALER WAS NOT WILLING TO DO ANYTHING.
Manufactures
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CONTINUE ON BACK IF NEEDED

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

There seems to be a problem with the front braking system when at 34000 miles the front rotors have warped and require replacement for the third time. As the rotors warp, the vehicle cannot be driven on the highway since the front end shakes violently when the brakes are applied at speeds over 50 mph. The risk of an accident is high. I know several other owners of Jeep Grand Cherokees and most of them have had the same experience with the front rotors. The dealer where I purchased my Jeep (Norco Motors) has been wonderful.

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.

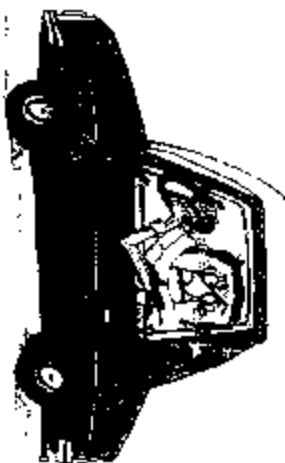
U.S. Department of Transportation
National Highway Traffic Safety Administration
DOT Auto Safety Hotline, NSA-10.1
400 7th Street, SW
Washington, DC 20590



20590+0001



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National Highway Traffic Safety
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<http://www.nhtsa.dot.gov/hotline>



DOT Auto Safety Hotline
(DASH) 2 DOT

1-888-DASH-2-DOT
1-888-327-4236

DASH2DOT
and dial toll free at

TO REPORT VEHICLE SAFETY DEFECTS
COMPLETE THIS FORM
OR

DOT AUTO SAFETY HOTLINE

QUESTIONNAIRE



**VEHICLE
OWNER'S**