



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 231

Date Received

06-MAY-2002

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

Reference No.

8009264

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 dashboard)</small>	Vehicle Make	Vehicle Model	Vehicle Year	Current Odometer Reading		
	FORD TRUCK	EXPLORER	2000			
Purchase Date <input type="checkbox"/> New <input checked="" 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 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 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	Dates of Failure(s) _____ Mileage at Failure(s) _____ 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)

WHILE APPLYING BRAKES AT ANY SPEED VEHICLE STEERING WHEEL WOULD VIBRATE HARD. DEALER HAS REPAIRED AND REPLACED ROTORS TWICE. CONSUMER NOTICED PROBLEM RETURNING EVERY 6-8 THOUSAND MILES. PLEASE PROVIDE FURTHER INFORMATION. *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

Vehicle Owner's Questionnaire (VOQ)

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

FOR AGENCY USE ONLY

231

Date Received

06-MAY-2002

od_or
rt_dt
od_tr
up_tr

DEFECTS INVESTIGATION
Reference No.
8009264

OWNER INFORMATION (Type or Print)

752597

GREENBARE CA 94904

Work Number

Home Number

Do you authorize
In the absence
Signature of Owner

Manufacturer of your vehicle? YES NO
Your name and address to the vehicle manufacturer.

Date 5/30/02

VEHICLE INFORMATION

Vehicle Ident. No. (VIN.) (Located at bottom of windshield on driver's side)
Vehicle Make Jeep TRUCK
Vehicle Model Grand Cherokee
Vehicle Year 1999
Current Odometer Reading 20021

Purchase Date 10/99
Dealer's Name Sahu Irish
City San Rafael State CA Zip Code 94901
Engine Size (CID/CC/L) 8
No. Cylinders 8
 Turbo
 Diesel
 Gas
 Fuel Injection

Transmission Type Automatic
Antilock Brakes Yes
Restraint System
 3-Point Belt
 Driverside Airbag
 Passengerside Airbag
Motorbelt 2-Point Belt
Cruise Control Yes
Drive Train
 Front
 Rear
 4-Wheel
Vehicle Type
 Car
 Van
 Minivan
 Other
 Sport Ut
 Truck
 Motorcycle
Body Style
 2-Door
 4-Door
 Stationwagon
 Pick Up
 Truck

FAILED COMPONENT(S)/PART(S) INFORMATION

Component 03273000
Part Name(s) BRAKES:HYDRAULIC:DISC:ROTOR:DISC HUB
Location
 Left Right
 Front Rear
Failed Part(s)
 Original
 Replacement
No. of Failures 2
Date(s) of Failure(s) 8000
Mileage at Failure(s) 16000
Vehicle Speed at Failure(s)
Failed Part(s)
 Yes No
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 0
Number of Fatalities 0
Estimated Property Damage 0
Reported to Police Yes No

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

WHILE APPLYING BRAKES AT ANY SPEED VEHICLE STEERING WHEEL WOULD VIBRATE HARD. DEALER HAS REPAIRED AND REPLACED ROTORS TWICE. CONSUMER NOTICED PROBLEM RETURNING EVERY 6-8 THOUSAND MILES. PLEASE PROVIDE FURTHER INFORMATION. *AK
This is a problem for every 1999 Grand Cherokee owner I have ever talked to. Chrysler is stonewalling the problem.

CONTINUE ON BACK IF NEEDED

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