



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

21-MAY-2002

Ord. or
rt_dt _____
pd_rt _____
rp_lr _____

Reference No.

8010237

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		
	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 checked="" 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-APR-1999	Failed Part(s) <input type="checkbox"/> Yes <input type="checkbox"/> No	NHTSA Previously <input type="checkbox"/> Yes <input type="checkbox"/> No
	Mileage at Failure(s) 55000		
	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 <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)

BRAKE ROTORS WERE WARPING. CONSUMER HAS HAD ROTORS REPLACED THREE TIMES ALREADY. CONTACTED DEALER ,AND THE DEALER COULD NOT FIND REMEDY TO THE PROBLEM.*AK

COPIED FROM NHTSA FILE # 02-010

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
 U.S. Department of Transportation
 National Highway Traffic Safety Administration
 www.nhtsa.gov/hotline
 1-888-327-4236
 NATIONWIDE 1-888-DASH-2-DOT

Vehicle Owner's Questionnaire (VOQ)
 OWNER INFORMATION TYPE: **BEDFORD MA**
 Work Number: **755114**
 Home Number: **[REDACTED]**

Do you authorize NHTSA to provide a copy of report to the manufacturer of your vehicle?
 YES NO
 Signature of Owner: **[REDACTED]**
 Date: **7/20/02**

FOR AGENCY USE ONLY 798
 Date Received: **07 AUG 12**
 DEFECTS INVESTIGATION REF ID: **21-MAY-2002**
 Reference No. **8010237**

Vehicle Ident. No. (VIN) (locate at bottom of driver's side door): **1546W52282591404**
 Vehicle Make: **JEEP**
 Vehicle Model: **GRAND CHEROKEE**
 Vehicle Year: **1999**
 Current Odometer Reading: **59,000**

Purchase Date: **2-1-99**
 New Used
 Dealer's Name: **Kawker Jeep**
 City: **Woburn** State: **MA** Zip Code: **[REDACTED]**
 Engine Size (CID/CIL): **[REDACTED]**
 No Cylinders: **[REDACTED]**
 Turbo Diesel Gas Fuel Injectio

FAILED COMPONENT(S)/PART(S) INFORMATION

Transmission Type: Automatic Manual
 Antilock Brakes: Yes No
 Restraint System: 3-Point Belt 2-Point Belt Driver Side Airbag Passenger Side Airbag
 Cruise Control: Yes No
 Drive Trail: Front Rear 4-Wheel
 Vehicle Type: Car Van Minivan Other Sport Uti Truck Motorcycle Truck Stationwagon Pick Up Truck
 Body Style: 2-Door 4-Door

FAILED COMPONENT(S)/PART(S) INFORMATION

Component: **03273000**
 Part Name(s): **BRAKES-HYDRAULIC;DISC;ROTOR;DISC HUB**
 Location: Front Left Right Rear
 Failed Part(s): Original Replacement
 No of Failures: **3**
 Date(s) of Failure(s): **01-APR-1999**
 Mileage at Failure(s): **55000**
 Vehicle Speed at Failure(s): **[REDACTED]**
 Failed Part(s): Yes No
 Previously: Yes No
 NHTSA: 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
 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(ES)

BRAKE ROTORS WERE WARPING. CONSUMER HAS HAD ROTORS REPLACED THREE TIMES ALREADY. CONTACTED DEALER, AND THE DEALER COULD NOT FIND REMEDY TO THE PROBLEM. AK

Form Approved: OMB No. 2127-0006
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Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies)

The 99 Jeep Grand Cherokee Laredo has had the Front Rotors replaced three (3) times in less than 60,000 miles of normal driving. When braking at low speed the car pulsates, when braking at high speed the car shakes and the steering wheel shakes violently. Control of the car is a problem at speeds greater than 55 mph with medium to max braking. The dealer refuses to warrantee this problem with a proper repair. I have been told that a TSO has been used effectively 5/02 to address this problem. The owner is being charged for the repair. The TSO replaces pads, Rotors + calipers. I feel that Jeep should pay under recall because I know other owners who have had the same problem and after three attempts it is still not fixed properly.

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



2059040001



VEHICLE OWNER'S QUESTIONNAIRE

DOT AUTO SAFETY HOTLINE

TO REPORT VEHICLE SAFETY DEFECTS
COMPLETE THIS FORM

OR

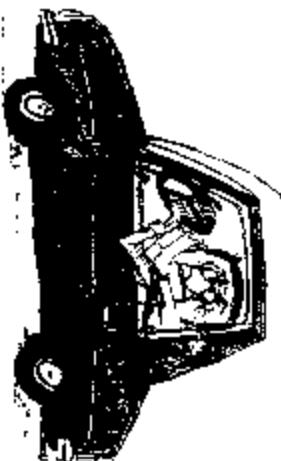
DASH2DOT

and dial toll free at

1-888-DASH-2-DOT

1-888-327-4236

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(DASH) 2 DOT



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