



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

27-JUN-2001

Od_or _____
rt_dt _____
pd_rt _____
rp_lr _____

Reference No.

891356

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) (Location at bottom of windshield and driver's side door)		Vehicle Make	Vehicle Model	Vehicle Year	Current Odometer Reading
1J4GW58N4XC690039		JEEP	GRAND CHEROKE	1999	
Purchase Date	Dealer's Name _____		Engine Size (CID/CC/L _____)	☐ Turbo ☐ Diesel ☐ Gas ☐ Fuel Injection	
☒ New ☐ Used	City _____ State _____ Zip Code _____		No Cylinders _____		
Transmission Type	Antilock Brakes	Restraint System	Cruise Control	Drive Train	Vehicle Type
☐ Manual ☐ Automatic	☐ Yes ☒ No	☒ 3-Point Belt ☐ Driverside Airbag ☐ Passengerside Airbag ☐ Motorbelt ☐ 2-Point Belt	☐ Yes ☒ No	☐ Front ☐ Rear ☐ 4-Wheel	☐ Car ☐ Van ☐ Minivan ☐ Other _____ ☐ Sport Utl ☐ Truck ☐ Motorcycle
				Body Style	
				☐ 2-Door ☐ 4-Door ☐ Stationwagon ☐ Pick Up Truck ☒ Other _____	

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 Failure	Date(s) of Failure(s) 01-JUN-1999 17 Mileage 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	Number of Fatalities	Estimated Property Damag	Reported to Police ☐ Yes ☒ No
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NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)

WHILE DRIVING AND UPON APPLYING BRAKES CONSUMER BRAKES WERE VIBRATING, AND THE STEERING WHEEL WIGGLING. CONSUMER HAS CONTACTED DEALER. DEALER NOTICED THAT ROTORS HAVE GONE BAD, NEEDED REPLACING. PLEASE PROVIDE ANY FURTHER DETAILS.*AK

COPIES OF REPORTS - FREE -

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 TransportationNational 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 798

Date Received

01 JUL 19 AM 9:20
27 JUN 2001OFFICE
DEFECTS INVESTIGATIONOd. or
rt. dt
ad. rt
up. ltr

Reference No.

891356

Work Number

Home Number

Do you authorize NHTSA to provide a copy of report to the manufacturer of your vehicle?
in the absence of an authorized signature☒ YES☐ NO

address to the vehicle manufacturer.

Signature of Owner

Date 7/11/01

VEHICLE INFORMATION

Vehicle Ident. No. (VIN) (located at bottom of windshield or driver's side)	Vehicle Make	Vehicle Model	Vehicle Year	Current Odometer Reading
1J4GW58N4XC690039	JEEP	LAREDO GRAND CHEROK	1999	19803
Purchase Date JUNE, 1999	Dealer's Name JAY WOLFE JEEP 913-788-3333		Engine Size (CID/COM) 4.7 L.	☐ Turbo ☐ Diesel ☒ Gas ☐ Fuel Injection
☒ New ☐ Used	City KANSAS CITY State KS Zip Code 66112	No Cylinders 8		
Transmission Type ☐ Manual ☒ Automatic	Antilock Brakes ☒ Yes No	Restraint System ☒ 3-Point Belt ☐ Motorbelt ☒ Driverside Airbag ☐ 2-Point Belt ☐ Passengerside Airbag	Cruise Control ☒ Yes No	Drive Train ☐ Front ☐ Rear ☒ 4-Wheel
Vehicle Type ☐ Car ☐ Van ☐ Minivan ☐ Other		Body Style ☐ 2-Door ☒ 4-Door ☐ Stationwagon ☐ Pick Up Truck ☐ Other		

FAILED COMPONENT(S)/PART(S) INFORMATION

Component 03273900	Part Name(s) BRAKES:HYDRAULIC:DISC:ROTOR:DISC HUB - PERHAPS MASTER CYLINDER OR PRESSURE REGULATOR	Location ☒ Left ☒ Right ☒ Front ☒ Rear	Failed Part(s) ☒ Original ☐ Replacement
No. of Failures CONTINUOUS DEGRADATION	Date(s) of Failure(s) 01 JUN. 2000 Mileage at Failure(s) 9,000 Vehicle Speed at Failure(s) MOST NOTICEABLE AT HIGHER SPEEDS - GRADUAL	Failed Part(s) Available? ☒ Yes ☐ No	NHTSA Previously Contacted? ☐ 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 Fatalities N/A	Estimated Property Damage N/A	Reported to Police ☐ Yes ☒ No
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NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)

WHILE DRIVING AND UPON APPLYING BRAKES CONSUMER BRAKES WERE VIBRATING, AND THE STEERING WHEEL WIGGLING. CONSUMER HAS CONTACTED DEALER. DEALER SURMISED THAT ROTORS HAVE GONE BAD, NEEDED REPLACING. PLEASE PROVIDE ANY FURTHER DETAILS. AK SEVERITY OF BRAKE VIBRATION VARIES WITH SPEED AND BRAKE PEDAL PRESSURE. IT ALSO VARIES FOR UNKNOWN REASONS. IT CAN BE SUBTLE OR VERY VIOLENT. THE BRAKES HAVE NEVER BEEN SUBJECTED TO SEVERE SERVICE - CAR MOSTLY DRIVEN BY MY WIFE. DEALER TOLD ME THAT BRAKE PROBLEMS WERE NOT COVERED BY FACTORY WARRANTY. OVERALL BRAKING

CONTINUE ON BACK PAGE(S)

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Fold to show Return Address (no stamp needed) Fasten with tape or staple and mail

INFORMATION ON TIRE FAILURE(S) (IF APPLICABLE)

TIRE IDENTIFICATION NO.*

D O T

MANUFACTURER/TIRE NAME

SIZE

* The identification number consists of 7 to 10 letters and numerals following the letters DOT. It is usually located near the rim flange on the side opposite the whitewall or on either side of a blackwall tire.

NARRATIVE DESCRIPTION (CONTINUED)

EFFECTIVENESS GREATLY REDUCED. BRAKES HAVE GONE FROM BEING
THE BEST I EVER TRIED TO ABOUT THE WORST (IMAGINABLE).
FIRST MENTIONED THE PROBLEM TO THE DEALER SERVICE
MANAGER AT ABOUT 1-YR OLD 9,000 ODOMETER MILEAGE.

☆ U.S. G.P.O. 1982-825-887 / 82588

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



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UNITED STATES

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National Highway Traffic Safety Administration
Information Management Staff NSA-10.01
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Washington, DC 20590