

10007327

From: Margaret Cauthome
To: [REDACTED]
Date: 11/18/02 9:16AM
Subject: Re: 2001 Jeep Wrangler clutch master cylinder hose failure #764870

Dear [REDACTED] NVS-216mc
Ref: 764870

Thank you for your correspondence dated July 29, 2002, concerning your 2001 Jeep Wrangler. Due to limited resources we were not able to respond to you in a more timely manner. We regret any inconvenience our delay may have caused you.

We appreciate the report you provided via the Internet on July 29, 2002. Reports from motorists are a very important source of information for us. Each report is analyzed and entered into a database to assist us in identifying potential recall inadequacies and safety defects to determine whether an investigation is warranted.

The additional information you have provided will be added to your report. It will be used with other reports to identify safety-defect trends that require our attention.

If further assistance is needed, please contact Mr. Michael J. Jordan, Safety Defects Program Assistant, Correspondence Research Division, at (202) 493-0576.

Sincerely,

Alberto A. Jimenez, Chief
Correspondence Research Division
Office of Defects Investigation
Enforcement

2003 APR -7 AM 9:40

>>> [REDACTED] 07/29/02 02:54PM >>>
I have filed the complaint form already, but that form has no provisions for attaching files that I could see. I am attaching the two photos that I have now in case they can be attached to the complaint. The ODI number is 764870.

> Dear Consumer
> If you would like to file a complaint, you can contact our hotline at 800
> -424-9393 or go our website at www.nhtsa.dot.gov and fill out a complaint form
> .

> >>> [REDACTED] 07/29/02 01:10PM >>>

> From: [REDACTED]
> Comments:
> I have a 2001 Jeep Wrangler Sahara with approximately 20 km. The hydraulic u
> nion fitting between the clutch master cylinder reservoir and the hose disasse
> mbled while driving on the highway. The failure caused a rapid loss of clutch
> hydraulic fluid, leaving the vehicle inoperable without any warning.
>
> The vehicle was serviced by the dealership that it was purchased from two days
> , and approximately 100 miles prior to the failure (the service was for the de

Closed out
2/25/03

From: WebMaster
To: Margaret Cauthome
Date: 7/29/02 4:20PM
Subject: Fwd: Re: 2001 Jeep Wrangler clutch master cylinder hose failure

*Add to:
#764870*

OFFICE OF THE
ATTORNEY GENERAL
STATE OF NEW YORK
1000 NASSAU ST.
ALBANY, NY 12242-1000
518-474-2200

From: [REDACTED]
To: Webmaster <NHTSA>
Date: 7/29/02 3:00PM
Subject: Re: 2001 Jeep Wrangler clutch master cylinder hose failure

I have filed the complaint form already, but that form has no provisions for attaching files that I could see. I am attaching the two photos that I have now in case they can be attached to the complaint. The ODI number is 764870.

> Dear Consumer

> If you would like to file a complaint, you can contact our hotline at 800
> 424-9393 or go our website at www.nhtsa.dot.gov and fill out a complaint form

>

>

> >> [REDACTED] 07/29/02 01:10PM >>>

>

> From: [REDACTED]

> Comments:

> I have a 2001 Jeep Wrangler Sahara with approximately 20 km. The hydraulic union fitting between the clutch master cylinder reservoir and the hose disassembled while driving on the highway. The failure caused a rapid loss of clutch hydraulic fluid, leaving the vehicle inoperable without any warning.

>

> The vehicle was serviced by the dealership that it was purchased from two days ago, and approximately 100 miles prior to the failure (the service was for the debris shield recall and a lube, oil and filter change). The dealership and The DaimlerChrysler Customer Assistance Center contend that the dealer is not at fault, and the repair is therefore covered under warranty. That means that they believe that root cause of the failure is due to either the design or manufacturing process. In either case, this would cause other Jeep vehicles to experience a catastrophic loss of clutch hydraulic fluid while in operation.

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> This is a serious safety issue. I have digital photos of the failed joint. Please let me know if there is an email address where I can send them to you.

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> Thank you,

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> West Hartford, CT

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> From: HTSA Web Site.

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|  U.S. Department of Transportation National Highway Traffic Safety Administration | Auto Safety Hotline Vehicle Owner's Questionnaire NATIONWIDE 1-800-424-8393 DC METRO AREA (202) 366-0123 INTERNET: http://www.nhtsa.dot.gov | | FOR AGENCY USE ONLY 258 | | |
| | Date Received 29-JUL-2002 | | Od_or _____ Rt_dt _____ Ed_r1 _____ Sp_tr _____ | | |
| OWNER INFORMATION (Type or Print) <div style="background-color: black; width: 100%; height: 20px;"></div> | | | Reference No. 764870 | | |
| WEST HARTFORD CT | | | Work Number _____ Home Number _____ | | |
| Do you authorize NHTSA to provide a copy of report to the manufacturer of your vehicle? <input type="checkbox"/> YES <input type="checkbox"/> NO In the absence of an authorization, NHTSA WILL NOT provide your name and address to the vehicle's manufacturer. | | | | | |
| Signature of Owner _____ Date _____ | | | | | |
| VEHICLE INFORMATION | | | | | |
| Vehicle Ident. No. (VIN.) <small>(Located at bottom of windshield on driver's side)</small> 1J4FA58S81P354747 | | Vehicle Make JEEP | Vehicle Model WRANGLER | Vehicle Year 2001 | Current Odometer Reading _____ |
| Purchase Date 01-JUN-2001 | Dealer's Name _____ City _____ State _____ Zip Code _____ | | Engine Size (CID/CC/L) 4.0-L No. Cylinders _____ | <input type="checkbox"/> Turbo <input type="checkbox"/> Diesel <input type="checkbox"/> Gas <input checked="" type="checkbox"/> Fuel Injected | |
| <input checked="" type="checkbox"/> New <input type="checkbox"/> Used | <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"/> Drivewayside Airbag <input type="checkbox"/> 2-Point Belt <input type="checkbox"/> Passengerside Airbag | <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No | <input type="checkbox"/> Front <input type="checkbox"/> Rear <input checked="" type="checkbox"/> 4-Wheel |
| <input type="checkbox"/> Car <input type="checkbox"/> Van <input type="checkbox"/> Minivan <input type="checkbox"/> Other _____ | | <input type="checkbox"/> Sport Ut <input type="checkbox"/> Truck <input type="checkbox"/> Motorcycle | | <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 07100000 | Part Name(s) POWER TRAIN:CLUTCH ASSEMBLY | | Location <input type="checkbox"/> Left <input type="checkbox"/> Front <input type="checkbox"/> Right <input type="checkbox"/> Rear | Failed Part(s) <input type="checkbox"/> Original <input type="checkbox"/> Replacement | |
| No of Failure 1 | Date(s) of Failure(s) 28-JUL-2002 Mileage at Failure(s) 20000 Vehicle Speed at Failure(s) 50 | | 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 checked="" type="checkbox"/> No | Number of Persons Injured 0 | Number of Fatalities 0 | Estimated Property Damage _____ | Reported to Police <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No |
| NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES) | | | | | |
| <p>I HAVE A 2001 JEEP WRANGLER SAHARA WITH APPROXIMATELY 20 KMI. THE HYDRAULIC UNION FITTING BETWEEN THE CLUTCH MASTER CYLINDER RESERVOIR AND THE HOSE DISASSEMBLED WHILE DRIVING ON THE HIGHWAY. THE FAILURE CAUSED A RAPID LOSS OF CLUTCH HYDRAULIC FLUID, LEAVING THE VEHICLE INOPERABLE WITHOUT ANY WARNING. THE VEHICLE WAS SERVICED BY THE DEALERSHIP THAT IT WAS PURCHASED FROM TWO DAYS, AND APPROXIMATELY 100 MILES PRIOR TO THE FAILURE (THE SERVICE WAS FOR THE DEBRIS SHIELD RECALL AND A LUBE, OIL AND FILTER CHANGE). THE DEALERSHIP AND THE DAIMLERCHRYSLER CUSTOMER ASSISTANCE CENTER CONTEND THAT THE DEALER IS NOT AT FAULT, AND THE REPAIR IS THEREFORE COVERED UNDER WARRANTY. THAT MEANS I</p> | | | | | |
| <small>CONTINUE ON BACK IF NEEDED</small> | | | | | |
| <small>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.</small> | | | | | |



