



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

DOT Auto Safety Hotline

Vehicle Owner's Questionnaire

To Report Vehicle Safety Defects

1-888-DASH-2-DOT

(1-888-327-4236)

INTERNET: www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 100145

Date Received

2003 MAY 27 PM 1:05
17 APR 2003

Repository ☐

Reference No.

10016078

OWNER INFORMATION (Type or Print)

Name

Address

City LEWISVILLE

State TX

Zip Code

Daytime Telephone Number

E-mail Address

Evening Telephone Number

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle? ☒ YES ☐ NO

In the absence of an authorization, NHTSA will not disclose your name or address to the vehicle manufacturer.

Signature of Owner

Date 5/1/03

VEHICLE INFORMATION

Please fill in vehicle identification number (VIN) and make and model of vehicle.

PLEASE FILL IN

1J4GW48S34C412345

Make

JEEP

Model

GRAND CHEROKEE

Model Year

2001

Date Purchased

11/2001

Dealer's Name and Telephone Number

Engine:

No. Cylinders

Fuel Type:

gas

Original Owner

Dealer's City

State

Zip Code

Transmission Type

☒ Antilock Brakes

Powertrain

☒ Cruise Control

Vehicle Component Code

030000 SERVICE BRAKES, HYDRAULIC

Multiple Failure:

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)

20-MAR-2003

Failure Mileage

43000

Failure Speed

Slow - heavy
speed

defective calipers causing warping of rotors & uneven
brake pad wear.

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make

Tire Model (Name or Number)

Tire Size (Example P215/65R15)

DOT No. (Example: DOTM19ABC036)

☐ Original Equipment

☐ Prior Repair

Failure Location:

Tire Component Code

Tire Failure Type

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make:

Date Manufactured:

Model No./Name:

Seat Type:

Installation System:

Child Seat Component Code:

Failed Part:

APPLICABLE INCIDENT INFORMATION

(Please describe in detail the incident(s), failure(s), crash(es), and injury(ies).)

Crash

☐ Yes ☒ No

Fire

☐ Yes ☒ No

Number of Persons Injured

0

Number of Deaths

0

Reported to Police

N

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

Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure; i.e., parts repaired or replaced (and if old part is available).

THE STEERING WHEEL SHOOK WHEN THE BRAKES WERE APPLIED. THE DEALER WAS NOTIFIED. *NLM

Please see attached description/Documentation

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice.

ATTACH ADDITIONAL SHEETS IF NECESSARY.

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 responses 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 responses, or a statistical summary thereof, may be used in support of the agency's action.

Documentation of Brake System problem for Jeep Grand Cherokee (VIN 1J4GW48S31C681680)

While applying brakes (at slow or highway speeds), the brake pedal, seat, instrument panel and steering wheel/assembly pulsates and shake violently. At highway speeds, upon a hard brake, the steering wheel can jerk out of driver's hand if driver is not prepared. This began as a mild symptom; more of a vibration felt in the steering wheel and has progressively gotten worse. Below, I have documented my history with this problem and this document will be notarized by me when I have finished. In summary, I feel that DaimlerChrysler has an obligation to its customers to recall and replace the faulty brake systems they installed and sold in their vehicles. I have not been very satisfied with my dealings with this company in this matter. Their final compromise is sufficient until a recall is mandated and, then I would expect to be refunded my out-of-pocket expenses in this matter.

In short, I have had two service providers direct me back to the dealer for repair of my brake system for the symptoms my vehicle is exhibiting. Both have told me that the cause of the problem is defective calipers, which periodically stick, not releasing properly. This condition is causing the extreme unequal wear of the brake pads and warping of the rotors. I was informed of their opinion that if a simple brake job were performed (pads and resurface rotors) I would see a disappearance of the symptoms for awhile however, one of two things would occur in the near future: 1) the rotors are so badly warped that resurfacing them would leave them so thin that they would barely meet minimum specification, thus would be more prone to warping due to heat and 2) even if the rotors are replaced, the original calipers will continue to malfunction and in time I would be presented with the same situation that I am currently experiencing. Keep in mind, that these service providers have no good reason to turn down my money and I feel they have performed a valuable consumer duty in making me aware of this situation. I was also informed that DaimlerChrysler is aware of this problem and has issued a Technical Service Bulletin 05-003-02 Rev A in regards to this issue. The Huffines Chrysler service department examined my vehicle and claims that the calipers are working fine and that a brake job would fix this problem.

I have taken my complaint through the ranks of DaimlerChrysler, from the Service Manager to the Customer Center (customer #110-974-60) to no avail. Due to the service technician's diagnosis and the mileage of my vehicle, they deny any assistance. My argument, by the way to the mileage of my vehicle, is that I had my vehicle in the shop four times for warranty repair last year with no notice at all from the service dealership that they were aware of a potential safety issue with 2001 Jeep Grand Cherokee's brake system, thus I was never given the knowledge or opportunity to request a check/repair under warranty. After the final denial of assistance from the DaimlerChrysler Customer Center, I contacted the Service Manager to suggest a compromise...I would let his service department perform a brake job on my vehicle, as this is the claimed fix for my vehicles problem according to their diagnosis. In return, I ask that they monetarily stand behind their diagnosis. If the symptoms that my vehicle is currently experiencing re-occur within one year, the service department will perform the required repairs to my vehicle as stated in the TSB 05-003-02 Rev A to bring the safety level of my vehicle back up to standard. This would include, at no charge to me, replacing the calipers, pads, attachment bolts, banjo sealing washers and rotors...and any other non-mentioned part/service to repair the brake system.

Timeline:

Date	Description
03/23/03	Called Merlin's Muffler and Brake to inquire on Brake Service. Spoke with owner and was advised, after describing problem, that he has seen numerous 2000-2001 Jeep Grand Cherokees with same problem and advised that this was more than likely caused by defective calipers, which should be repaired by dealership. He requested to bring Jeep in for examination.
03/24/03	Took Jeep to Merlin's Muffler and Brake for Inspection. Owner confirmed original conversation day before. Advised me to take car to dealership for repair, as should be covered in TSB.
03/25/03	Called and spoke with Huffines Chrysler Service Manager (Gerald Watson). Described situation and was asked to bring vehicle in for examination.
03/26/03	Dropped vehicle off at service department. Later that day, picked up car. Was advised that calipers were not the problem and that repair under the TSB would not be honored as calipers were working fine and car was out of warranty. Quote from invoice "Front rotors warped. Front and rear rotors slight grooving. Calipers are working properly at this time. Owner Advised. Recommend 4 wheel brake job replace all four linings and machine all rotors est \$295.00+tax."
	I disagreed with this diagnosis and stated such to the service advisor. I was told that the warping was normal or could be caused by excessive braking (although no bluing of rotors evident (via Merlin's)). I was advised the course of action to take to complain and seek assistance from DaimlerChrysler.
4/15/03	Decided to take vehicle to one more service provider. I wanted to have a third separate opinion to see which of the two previous diagnosis this service provider concurred with: Huffines Chrysler or Merlin's. They were not told of any previous history with the two previous brake inspections. The technician at Just Brakes gave the same diagnosis of the problem as Merlin's. This reinforced my sense that Chrysler should fulfill their obligation to repair the parts that they knew to be deficient. Just Brakes Comments were 1) brake pads thick, worn uneven crystallized 2) Front brakes under warranty or TSB number 05-003-02 rev a 3) RF pads much thinner than LF indicates that caliper not releasing properly - front rotors worn- with runout in rotors-most likely will not machine out within specifications.
04/17/03	Decided to pursue complaint procedure within DaimlerChrysler to seek repair of brake system under TSB.
04/17/03	Called NHTSA and filed consumer complaint (reference number 10016078)
04/21/03	Called DaimlerChrysler Customer Center to file complaint and request assistance. Spoke with "Kevin". Was informed that I would need to take the vehicle back to Huffines Chrysler and have it re-diagnosed. While the vehicle was there, I was to call the 1-800-992-1997 number and let them talk to the service technician. Concluded that call, was not provided with customer number. This seemed like odd instructions, however I called

	Gerald Watson and Huffines Chrysler and relayed the instructions I was given and asked his assistance in complying. He also stated instructions sounded odd and stated that he would speak with his rep and get back with me. Concluded that call.
04/24/03	Gerald Watson (huffiness) called back to inform me that he had spoken with his rep and that they had reviewed my file and that Huffines Chrysler would not honor the TSB for my vehicle and replace the brake system as prescribed. I was told to contact the DaimlerChrysler Customer Center if I wished.
04/25/03	Called DaimlerChrysler Customer Center. Spoke with Cody. Told her of the entire history of my issue/complaint and asked for assistance. She placed me on hold and spoke with Gerald Watson. When she returned, she stated that the district manager had reviewed the case and the decision was made to not assist in repairing the brakes under the TSB. I asked how could the district manager make a final decision when they had not even considered Just Brakes diagnosis nor re-examined the vehicle. Was not given a viable answer. I was told this decision was final. I asked if there were any other people I could talk to, and was told no. I asked for the District manager's name and phone number so that I could discuss this with them and was denied. Was given customer number 110-974-60 for future reference.
04/25/03	I contacted the Service Manager to suggest a compromise...I would let his service department perform a brake job on my vehicle, as this is the claimed fix for my vehicles problem according to their diagnosis. In return, I ask that they monetarily stand behind their diagnosis. If the symptoms that my vehicle is currently experiencing re-occur within one year, the service department will perform the required repairs to my vehicle as stated in the TSB 05-003-02 Rev A to bring the safety level of my vehicle back up to standard. This would include, at no charge to me, replacing the calipers, pads, attachment bolts, banjo sealing washers and rotors...and any other non-mentioned part/service to repair the brake system. Gerald was very understanding of my disappointment and frustration and stated that he understood my need for some financial/guarantee if I were to pursue the prescribed repair to my vehicle as stated by Huffines Chrysler's service department. He said that we would consult with his rep and get back to me with a decision.
04/29/03	Gerald Watson called and said that his rep was agreeable to the proposition. He asked for my email address and stated that he would have this agreement written up and sent to me. I agreed that once I received/reviewed it I would contact his department for an appointment to bring the Jeep in for repair.
5/1/03	Received email document from Gerald Watson: "Kathy, Per our conversations, I have received approval from the factory representative to document assistance in the future regarding the current brake vibration issue. The following statement will be written on the repair invoice for your records. In the event that brake vibration reoccurs within 12 months or 12,000 miles of this brake pad replacement and rotor machining, and the vibration in the front

	brakes is determined to be a direct result of left front or right front brake caliper failure, DaimlerChrysler will replace both brake calipers and rotors at no cost to the current owner (Kathy Ludwig, vin # TJ4GW48S31C681680). If you have any questions, please do not hesitate to contact me. Gerald Watson Service Manager
5/1/03	Called Gerald and stated I will take the Jeep in the morning to have a brake service performed at his dealership.

Attached Documents:

1. Huffines Chrysler Inspection papers:
 - a. description of problem (1 page) MARKED A
 - b. Vehicle Information Plus Summary Report (2 pages), MARKED B,C
 - c. scratch paper from tech with specs and prices of repairs (1 page), MARKED D
 - d. Huffines Chrysler recommended services hard copy (1 page), MARKED E
 - e. Huffines Chrysler Invoice for services (1 page) MARKED F
2. Just Brakes Inspection and notes (1 page) MARKED G
3. TSB 05-003-02 REV A (4 pages) MARKED H, I, J, K
4. Hard copy of email from Gerald Watson and attached word document (2 pages), MARKED L, M

This is a true and accurate detail of circumstances and communications in regards to this issue, to the best of my knowledge.

May 1, 2003

SUBSCRIBED AND SWORN BEFORE ME

THIS 1st DAY OF MAY, 2003.

Sharon J. Mayfield
NOTARY PUBLIC





Ray Huffines Chevrolet • Huffines Hyundai
Huffines Chrysler - Jeep - Dodge

31C 681 680

CUST. NAME [REDACTED] VIN [REDACTED]

ADDRESS [REDACTED] CITY [REDACTED] STATE [REDACTED] ZIP [REDACTED]

☐ CELL PHONE NO. [REDACTED] ☐ EMAIL [REDACTED]

☐ HOME PHONE NO. [REDACTED] ☐ BUSINESS PHONE NO. [REDACTED]

BEST NUMBER TO REACH YOU [REDACTED] YEAR 01 MODEL JEEP G. CHRYSLER

LICENSE [REDACTED] TAG # 5440 S/A # MR. WATSON/MATT

COLOR GOLD MILEAGE 42163

1. SERVICE OPERATION (CWI) - SHUTTERS WHEN STOPPING...

2. SERVICE OPERATION (CWI) - SPURGE WITH

3. SERVICE OPERATION (CWI) - MR. WATSON.
SEE MR. WATSON.

4. SERVICE OPERATION (CWI)

5. SERVICE OPERATION (CWI)

6. SERVICE OPERATION (CWI)

Recommendations

- ☐ Mile service
- ☐ L.O.F. UP TO DATE
- ☐ Tire Rotate PER OWNER
- ☐ F.E. Alignment
- ☐ Tire Balance
- ☐ Trans service
- ☐ Maintenance Tune-up
- ☐ Brakes
- ☐ Cooling system service
- ☐ Differential service
- ☐ Other

NOTICE PURSUANT TO § 70.001, TEXAS PROPERTY CODE

I AM THE PERSON OR AGENT ACTING ON BEHALF OF THE PERSON, WHO IS OBLIGATED TO PAY FOR THE REPAIR OF THE MOTOR VEHICLE SUBJECT TO THE REPAIR CONTRACT. I UNDERSTAND THAT THIS VEHICLE IS SUBJECT TO REPOSSESSION IN ACCORDANCE WITH § 90.609, TEXAS BUSINESS AND COMMERCE CODE, IF A WRITTEN ORDER FOR PAYMENT FOR REPAIR ON THE VEHICLE IS STOPPED, DISHONORED BECAUSE OF INSUFFICIENT FUNDS, NO FUNDS, OR BECAUSE THE DRAWER OR MAKER OF THE ORDER HAS NO ACCOUNT OR THE ACCOUNT ON WHICH IT IS DRAWN HAS BEEN CLOSED.

I HAVE BEEN ADVISED OF THE MAINTENANCE NEEDS FOR MY VEHICLE

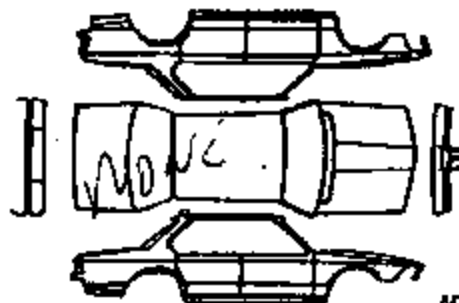
CUST. INT. [Signature]

VALUABLES REMOVED FROM VEHICLE ACKNOWLEDGEMENT

CUST. INT. [Signature]

SIGNATURE OF PERSON RESPONSIBLE OR AGENT FOR PERSON

I HEREBY AUTHORIZE THE REPAIR WORK LISTED TO BE DONE ALONG WITH THE NECESSARY MATERIAL AND AGREE THAT YOU ARE NOT RESPONSIBLE FOR LOSS OR DAMAGE TO VEHICLE, ARTICLES LEFT IN VEHICLE IN CASE OF FIRE, THEFT, OR ANY OTHER CAUSE BEYOND YOUR CONTROL OR FOR ANY DELAYS CAUSED BY UNAVAILABLE PARTS OR DELAYS IN PARTS SHIPMENTS BY THE SUPPLIER OR TRANSPORTER. I HEREBY GRANT YOU AND / OR YOUR EMPLOYEES PERMISSION TO OPERATE THE VEHICLE HEREIN DESCRIBED ON STREETS, HIGHWAYS OR ELSEWHERE FOR THE PURPOSE OF TESTING AND / OR INSPECTION. AN EXPRESS TECHNICIANS LIEN IS HEREBY ACKNOWLEDGED ON ABOVE VEHICLE TO SECURE THE AMOUNT OF REPAIRS THERETO.



EXTERIOR INSPECTION ACKNOWLEDGEMENT

-----VEHICLE INFORMATION PLUS SUMMARY REPORT-----

03/26/2003 11:56

HUFFINES CHRYSLER JEEP

PAGE 1

VIN: 1J4GW48S31C581680 WCC: 336 Current Odometer: 42163 Miles
 Yr/Model: 2001 JEEP GRAND CHEROKEE LAREDO 4X4 SPOR In-Serv Date: 04/16/2001

-----VEHICLE SUMMARY-----

BodyStyle: WJH74 Build Date: 04/10/2001 Hour: 01
 Color 1: PUB - Woodland Brown Satin Glow
 2: QUBS - Woodland Brown Satin Glow
 Engine: Engine - 4.0L Power Tech I-6 BOOK: R
 Trans: Transmission - 4-Spd. Automatic, 42RE CARLINE: Z
 Seller: 49980 NOT AVAILABLE Zone: 63
 Country: USA Desc: UNITED STATES
 Sale Type: 7-RENTAL-INDEPENDENT Last Odometer: 35775 Miles on 11/20/2002
 WARNING: OWNER'S LAST NAME DOES NOT MATCH WHAT YOU ENTERED 'LUDW'.

-----CUSTOMER NAME AND ADDRESS-----

**** CURRENT OWNER NAME ****
 Title Code: 06 BUSINESS
 Business Name: 02240-DOLLAR RENT A CAR SYSTEMS INC
 Address: PO BOX 33167
 City: TULSA
 Province/State: OK OKLAHOMA
 Postal Code: 74153
 Phones - Home: Bus:
 Fax:
 Language Pref: 010 ENGLISH
 Country: UNKNOWN

-----ORIGINAL OWNER NAME-----

First Name:
 Middle Initial:
 Last Name: 02240-DOLLAR RENT A CAR SYSTEMS INC

-----SERVICE HISTORY (LAST 24 MONTHS)-----

Repair Date	Dealer/Payee	Claim #	Transaction Type
11/20/2002	67703-HUFFINES CHRYSLER JEEP D	080847	RECALL REPAIR
	LOP: 11B06182 Shield, intake manifold-		
09/04/2002	67703-HUFFINES CHRYSLER JEEP D	068286	WARRANTY REPAIR
	LOP: 21960550 UNASSIGNED		
08/24/2002	60010-PRESTON CHRY-JEEP LLC	011294	WARRANTY REPAIR
	LOP: 14500198 INSP TAG & RPL F/HSE		
03/07/2002	67703-HUFFINES CHRYSLER JEEP D	045367	WARRANTY REPAIR
	LOP: 08502001 MDL, VRHD CNL-CMPSS		
10/03/2001	X7257-DOLLAR RAC DALLAS	187531	WARRANTY REPAIR
	LOP: 08080101 TEST & RPL		
05/01/2001	X7221-DOLLAR RAC DENVER	PREPNV	PREPARATION
	LOP: 95900040 ROAD READY		

-----WARRANTY COVERAGE SUMMARY-----

WCC: 336	Original	Deduct	Expires	Remaining
BASIC:	36 Mos or 36000 Miles	0	04/16/2004	*** EXPIRED (ODOMETER)
POWERTRAIN:	36 Mos or 36000 Miles	0	04/16/2004	*** EXPIRED (ODOMETER)
PERFORATION:	60 Mos or 100000 Miles	0	04/16/2006	37 Mos or 57837 Miles
EMISSIONS:	36 Mos or 36000 Miles	0	04/16/2004	*** EXPIRED (ODOMETER)
ADJUSTMENTS:	36 Mos or 36000 Miles	0	04/16/2004	*** EXPIRED (ODOMETER)
AIR COND.:	36 Mos or 36000 Miles	0	Basic Cvr	Refer to Specific LOPS

EX.FED.EMIS: 96 Mos or 80000 Miles 0 Basic Cvrgr Refer to Specific LOPS

Refer to Specific LOPS for Additional Coverage and Limits

In-Service Odometer: 8 Miles Roadside Assistance: NO
Master Shield: N/A Transferable - Factory Warranty: N/A
Veh. Restrictions: NO RESTRICTIONS - Service Contract: NO

*** Above info has been adjusted in accordance to local laws ***

-----CURRENT VEHICLE TRANSFER INFORMATION-----

Restrictions: NO RESTRICTIONS

FACTORY WARRANTY ODOMETER LEFT: 0.000 % TIME LEFT: 35.369 %

WCC	MODEL YRS	BASIC	POWERTRAIN	DED	RUST PROTECTION
336	1995-96	3/36	3/36	0	7/100
	1997-01	3/36	3/36	0	5/100

WARRANTY COVERAGE GOES WITH THE VEHICLE. INFORM DAIMLER-
CHRYSLER OF ANY SUBSEQUENT OWNER'S NAME AND ADDRESS CHANGES USING
'VEHICLE OWNERSHIP INFO UPDATE/TRANSFER' ON THE VIP UPDATE MENU.

NO SERVICE CONTRACTS FOR THIS VEHICLE

Use 'VEHICLE OWNERSHIP INFO UPDATE/TRANSFER' on the VIP update menu to xfer.

-----SERVICE CONTRACT-----

NO SERVICE CONTRACTS FOR THIS VEHICLE

-----RECALL INFORMATION-----

Recall Number	Description	Launch Date	Repair Date
-----INCOMPLETE RECALLS-----			
C07	RECOMMENDATIONS FOR AVOIDING UNINTEN	02/17/2003	
-----COMPLETE RECALLS-----			
B06	INTAKE MANIFOLD DEBRIS SHIELD	05/09/2002	11/20/2002

-----OPEN CAIR SUMMARY-----

NO OPEN CAIRS FOR INQUIRING DEALER FOR THIS VEHICLE

-----E N D O F R E P O R T-----

MAR 26 15.0

MAR 26 13.8

Right
Rear
Axle seal

2.5

35.00

78.00

28.00

50 12 824AA

— 5

— 6

Seal

Brng

RINS

DECLINED

4 wheel

Broke

\$295.00

+ TAX

DECLINED

RIGHT REAR AXLE SEAL #199.75 (L)

141.00

340.75
+ TAX

625 20

STANDARD
TIME

FLAT

HOURS

MIN

TIME

OFF

ON

OPER NO

65577

655379

655379

655379

655379

680901

le

CHRYSLER
Jeep
SERVICE
BULLETIN

NUMBER: 05-003-02 REV. A

GROUP: Brakes

DATE: Jun 10, 2002

This bulletin is intended as service information only and is not an authorization to repair. No part of this publication may be reproduced, stored in a retrieval system, or transmitted, in any form or by any means, electronic, mechanical, photocopying, recording, or otherwise, without written permission of DaimlerChrysler Corporation.

THIS BULLETIN SUPERSEDES TECHNICAL SERVICE BULLETIN 05-003-02, DATED MAY 13, 2002, WHICH SHOULD BE REMOVED FROM YOUR FILES. ALL REVISIONS ARE HIGHLIGHTED WITH "ASTERISKS" AND INCLUDES A CHANGE TO THE LABOR OPERATION NUMBER TO REFLECT THE BRAKE CALIPER AS THE CAUSAL PART.

SUBJECT:

Front Brake Pulsation During Light To Moderate Brake Application

OVERVIEW:

This bulletin involves the replacement of both front brake rotors and caliper assemblies.

MODELS:

1998 - 2002 (WJ) Grand Cherokee

NOTE: THIS BULLETIN APPLIES TO GRAND CHEROKEE VEHICLES BUILT PRIOR TO MAY 11, 2002 (MOH 0611XX).

SYMPTOM/CONDITION:

The customer may experience a vibration of the steering wheel, floor, seat, instrument panel, or a minor pedal pulsation (brake roughness) under light to moderate pedal application. This condition may be caused by excessive thickness variation of the brake rotor surface.

DIAGNOSIS:

1. Determine if the front brake vibration/pulsation is caused by excessive thickness variation of either front brake rotor.
2. If excessive thickness variation of the front brake rotor is at fault perform the Repair Procedure.
3. If this bulletin has already been performed, and front brake pulsation/vibration is present, do not perform the Repair Procedure. Investigate other possible causes for front brake pulsation/vibration.

PARTS REQUIRED:

Qty.	Part No.	Description
1	05063174AA	Package, Front Brake (Complete: left and right calipers w/pads, attachment bolts, and banjo sealing washers)
2	52098672	Rotor, Front Brake 120.67042
1	04318080AB	Fluid, Brake (DOT 3 / MS-4574)
	5093 183AA	BRAKE PAD SET, 7846-D945

D-945 is the new pad number. If it already has this installed - after 5/11/02 it'll already have the new brakes.

REPAIR PROCEDURE:

1. Raise and support vehicle.
2. Remove both front wheel and tire assemblies.
3. Remove a small amount of brake fluid from the brake master cylinder reservoir with a clean suction gun.
4. Starting with one of the brake/rotor assemblies, bottom the caliper pistons into the caliper by prying the caliper over.
5. Clean the banjo fitting at the end of the brake hose. Remove the brake hose banjo fitting from the caliper. Discard both used banjo copper gasket washers.
6. Remove the two caliper attaching bolts used to secure the caliper mounting bracket (including caliper) to the steering knuckle. Discard the old caliper, mounting bracket, and both attaching bolts.
7. Remove and discard the old brake rotor.

NOTE: NEW BRAKE ROTORS MUST BE USED WITH THE NEW BRAKE CALIPERS.

8. Thoroughly clean the surface of the wheel hub/bearing assembly where it mates to the brake rotor. The hub surface must be free of corrosion and dirt so that the new brake rotor nests flush against the hub. This important step will prevent excess rotor lateral runout (Fig. 1).

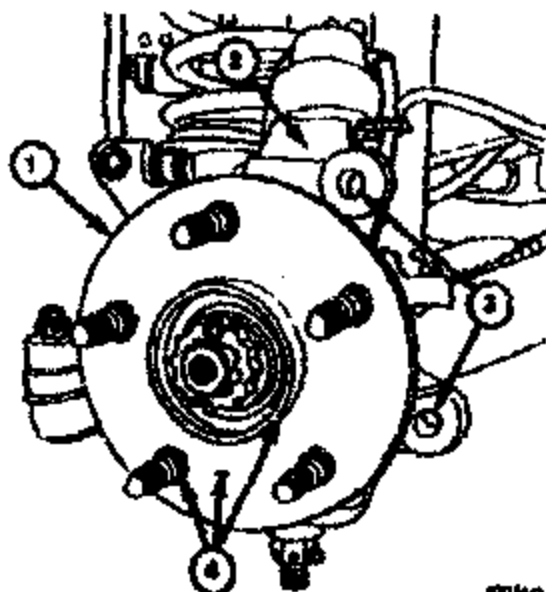


Fig. 1 CLEAN WHEEL HUB SURFACE

- 1 - Hub/Bearing Assembly
- 2 - Steering Knuckle
- 3 - Caliper Attaching Bolt Holes And Surface - Clean
- 4 - Thoroughly Clean Hub Surface Of Rust And Debris

9. Inspect the new brake rotor and its mating surface with the hub/bearing assembly. Install the new brake rotor to the hub/bearing assembly.

- Using a dial indicator, match mount the brake rotor to the hub/bearing assembly until the minimum lateral runout for the new brake rotor and hub/bearing assembly combination is obtained. This important step will prevent excess rotor runout.
11. Verify that the maximum allowable lateral runout of the brake rotor and hub/bearing assembly combination does not exceed 0.025 mm (0.001 in.). If the lateral runout is in excess of specification then the cause must be determined and corrected before proceeding further with this repair.
12. Inspect the new caliper. Each caliper has a letter "L" or "R" to denote left side or right side of vehicle respectively. Be careful not to dislodge the caliper brake pads and anti-rattle springs when handling the caliper. Remove shipping packing (Fig. 2).

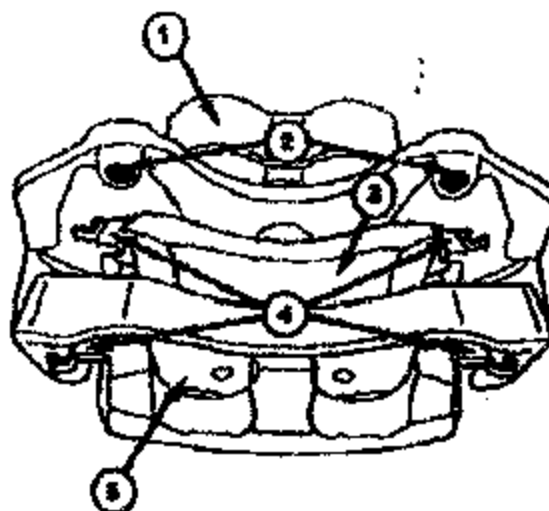


FIGURE 2

Fig. 2 CALIPER ASSEMBLY

- 1 - Caliper Assembly
 - 2 - Caliper-to-Steering Knuckle Attaching Bolt Threaded Holes
 - 3 - Inboard Brake Pad
 - 4 - Anti-Rattle Springs
 - 5 - Outboard Brake Pad
-
13. Install the new caliper assembly to a clean steering knuckle mating surface.
 14. Install two new caliper assembly attaching bolts (included in front brake package).
Tighten each bolt to 80 - 115 Nm (66 - 85 ft. lbs.).
 15. Verify that the brake hose banjo fitting, attaching bolt, and caliper port are clean.
 16. Install a new copper gasket washer (included in front brake package) on each side of the brake hose banjo fitting.
 17. Using a banjo bolt, attach the brake hose fitting and new copper gasket washers to the caliper.

NOTE: VERIFY THAT THE BRAKE HOSE IS NOT TWISTED OR KINKED. MAKE SURE THE HOSE IS ROUTED PROPERLY.

[REDACTED]

From: Gerald Watson [gerald.watson@huffines.net]
Sent: Thursday, May 01, 2003 10:51 AM
To: [REDACTED]
Subject: brakes

5/1/2003

Per our conversations, I have received approval from the factory representative to document assistance in the future regarding the current brake vibration issue.

The following statement will be written on the repair invoice for your records.

In the event that brake vibration reoccurs within 12 months or 12,000 miles of this brake pad replacement and rotor machining, and the vibration in the front brakes is determined to be a direct result of left front or right front brake caliper failure, DaimlerChrysler will replace both brake calipers and rotors at no cost to the current owner ([REDACTED], vin # 1J4GW48S31C681680).

If you have any questions, please do not hesitate to contact me.

Gerald Watson
Service Manager

**THE ATTACHMENTS TO THIS
DOCUMENT HAVE BEEN REMOVED
TO PROTECT UNWARRANTED
INVASION OF PERSONAL PRIVACY
PURSUANT TO EXEMPTION 6 OF
THE FREEDOM OF INFORMATION
ACT (FOIA), 5 U.S.C. 552(b)(6).**