



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

Date Received

2003 MAY 27 PM 3:35

Od_or _____
rt_dt _____
od_rt _____
up_tr _____

Reference No.

1002986

OWNER INFORMATION (Type or Print)

Name

Street

Apt. No.

City

State

Zip

WAYCROSS

GA

Daytime 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 provide your name or address to the vehicle manufacturer.

Signature of Owner

Date 5/19/03

PRODUCT INFORMATION

Vehicle Identification No. (VIN)
(17 Digits)(Located at bottom of
windshield on driver's side)

Make

Model

Year

1J4FY19P95P222985

JEEP

WRANGLER

1995

Purchased Date

Dealer's Name

Engine Size
(CID/CCL)

256

 Turbo Diesel Gas Fuel Injection

9-29-95

NALEY JEEP

 New Used

Dealer's City

State

Zip Code

No. Cylinders

4

BRUNSWICK

GA

31525

Manufacture Date
(on driver's door or pillar)

Transmission Type

Restraint System

Cruise Control

Drivetrain

Vehicle Type

Body Style

10-94

 Manual Automatic Driveline Air Bag Motorcyclist Passengerside Air Bag 2-Point Belt 3-Point Belt

I THINK

 Yes No Front Rear 4-Wheel Car Van Minivan Other Sport Utility Truck Motorcycle 2-Door 4-Door Stationwagon Pick Up Truck Other

FAILED COMPONENT(S)/PART(S) INFORMATION

Part Name(s) CATALYTIC CONVERTER -
EXHAUST MANIFOLD STUDS - PARTING BRAKE
ASSEMBLY

Location

 Left Right Front Rear

Failed Part(s)

 Original Replacement

Handicap Adaptive Equip

 Yes No

TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Brand

Tire Name

Complete Tire Size

DOT No.

No. of Failures

Date(s) of Failure(s)

Mileage at Failure(s)

Vehicle Speed at Failure(s)

Failed Part(s)
Available? Yes NoNHTSA Previously
Contacted? Yes No

APPLICABLE INCIDENT INFORMATION

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

Crash

Fire

Number of Persons Injured

Number of Fatalities

Reported to Manufacturer

 Yes No Yes No

1

0

 Yes No

Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies). APPROXIMATELY APRIL 16 1996 IN MY 'N SAVES' PARKING LOT MY JEEP POPPED OUT OF THE EMERGENCY BRAKE ENGAGEMENT. IT ROLLED BACK AND HIT A VAN. I SUFFERED AN INJURY IN MY INSURANCE POLICY AS A RESULT. I HAD ALREADY INFORMED NALEY JEEP OF THE PROBLEM BEFORE THE INCIDENT WHEN I HAD MY JEEP BEING REPAIRED FOR THE 1ST OR 2ND TIME WITH CATALYTIC CONVERTER RATTLING. THEY SAID NOTHING WAS WRONG THEN THE ACCIDENT AND I REPORTED IT AGAIN AND STILL NOTHING WAS DONE. GOT 2ND RECALL NOTICE ON 4-29-03 ABOUT "PARTING BRAKE ASSEMBLY." BOTH NALEY JEEP & LEE ANDERSON JEEP (NOW WILSON TALKER) ALONG WITH DAIMLER CHRYSLER CORP. HAVE GIVEN TERRIBLE CUSTOMER SERVICE. THE VEHICLE WAS NOT WORKING BUT "A LEMON." FUEL SENSOR 02 SENSOR WENT OUT CAT. CONV. WENT OUT HOW 7 TIMES PARTING BRAKE ASSEMBLY IS FAULTY - EXHAUST MANIFOLD STUDS WERE FAULTY AND PARTING THATS IT. WHO KNOWS. I DO NOT HAVE ALL ACCEPTS

The Privacy Act of 1974 - Public Law 93-579 This information is requested pursuant to 49 U.S.C. Chapter 301. You are under no obligation to respond to this questionnaire. Your response may be used to assist NHTSA in determining whether a manufacturer should take appropriate action to correct a safety defect. If NHTSA proceeds with administration enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.

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

DR LETTERS AND I APPREIZE I DO HAVE ONE FROM LEE ANDERSON (WILSON TUCKER) ON THE LAST REMA
OF CATALYTIC CONVERTER-IT TELLS A GOOD BIT OF THE STORY WITH THE CATALYTIC CONV. HOWEVER ON THE
PHONE CALLS THAT I MADE IT'S MY WORD AGAINST THEM. I FEEL SORRY FOR CHRYSLER CUSTOMERS ESPECIALLY
NALEY & LEE ANDERSON (WILSON TUCKER) CUSTOMERS. VEHICLES ARE EXPENSIVE AND A CUSTOMER DESERVES
BETTER SERVICE THAN WHAT I GOT, I'M THE OWNER OF A 1995 JEEP THAT SINCE AUGUST OF 2002
HAS NOT BEEN RUNNING, AND ITS BECAUSE OF FAULTY PARTS AND PROBABLY SIMPLE PATCH WORK INSTEAD OF
REPAIR WORK

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

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
Office of Defects Investigation, NSA-10.01
400 7th Street, SW
Washington, DC 20590

NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES

Complete and return or place in your car manual for future use



**VEHICLE
OWNER'S**

QUESTIONNAIRE

(V00Q)

DOT AUTO SAFETY HOTLINE

TO REPORT VEHICLE SAFETY DEFECTS

COMPLETE THIS FORM

OR

DASH 2 DOT

and dial toll free at

1-888-DASH-2-DOT

1-888-327-4236

DOT Auto Safety Hotline

(DASH) 2 DOT



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National Highway Traffic Safety
Administration

www.nhtsa.dot.gov/hotline

DAIMLERCHRYSLER

0181453

VIN 1J4FY19P9SP222086

WAYCROSS GA

EXTENDED WARRANTY FOR THE OUTER EXHAUST MANIFOLD STUDS

Dear : *MY FATHER*
HE CO-SIGNED

DaimlerChrysler Motors Corporation continuously strives to maintain the highest level of customer satisfaction. For that reason DaimlerChrysler Motors Corporation is extending the emission warranty coverage for the outer exhaust manifold studs on your vehicle to 8 years or 80,000 miles, whichever comes first from the vehicle's warranty start date. This extension applies to the vehicle regardless of ownership.

The outer exhaust manifold attaching studs may break on some 1993 through 1999 Jeep Cherokee, 1993 through 1999 Jeep Wrangler, and 1996 through 1999 Dodge Dakota vehicles equipped with a 2.5L engine. Though this may allow some exhaust gas leakage to occur, this does not pose any risk to you or your passengers.

If you are not experiencing problems with your outer exhaust manifold studs no action by you is required. In the event you hear increased exhaust noise or have any indication that your exhaust manifold studs have broken, please contact your dealer for diagnosis. Repairs involving the replacement of your outer exhaust manifold studs will be completed at no charge to you within the 8 years or 80,000 mile emission warranty limits.

If you previously paid for a repair involving the replacement of the outer exhaust manifold studs within the above time/mileage limits, you may be eligible for reimbursement. To request reimbursement, mail a copy of this letter, your current name and address with zip code, along with the ORIGINAL paid customer repair order (keeping a copy for your records) to:

DaimlerChrysler Motors Corporation
Customer Assistance Center
P.O. Box 1040
St. Charles, MO 63302-9804
ATTN: Warranty Assistance

Enclosed is an addendum extending your emission warranty coverage on the outer exhaust manifold studs. We suggest that you apply it to the inside cover of your warranty booklet.

Should you have any questions concerning this letter, contact your dealership. In the event that you need further assistance you may call 1-800-992-1997.

DaimlerChrysler Motors Corporation is taking this action to demonstrate its commitment to your continued satisfaction.

GAIL WALLS

DaimlerChrysler Motors Corporation

DAIMLERCHRYSLER

* SAFETY RECALL TO REPLACE YOUR VEHICLE'S PARK BRAKE PEDAL ASSEMBLY *

Dear Wrangler Owner: P.S. PORTION OF 1ST Letter

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

DaimlerChrysler Corporation has determined that a defect, which relates to motor vehicle safety, exists in some 1990 through 1995 model year Jeep® Wrangler vehicles.

The problem is...

The park brake pedal assembly on your vehicle (identified on the enclosed form) may self-release without warning, allowing unintended vehicle movement. Unintended movement of the vehicle could injure those in and/or near the vehicle or cause an accident without warning.

What DaimlerChrysler and your dealer will do...

DaimlerChrysler will repair your vehicle free of charge (parts and labor). To do this, your dealer will replace the park brake pedal assembly. The work will take less than one hour to complete. However, additional time may be necessary depending on how dealer appointments are scheduled and processed. **This recall does NOT include replacement of any base service brake components (brake shoe and lining, drums, wheel cylinders, etc.). If base service brake repairs are required, the additional associated costs are the owner's responsibility.**

What you must do to ensure your safety...

- Simply contact your dealer right away to schedule a service appointment. Ask the dealer to hold the part for your vehicle or to order it before your appointment.
- Bring the enclosed form with you to your dealer. It identifies the required service to the dealer.

If you need help...

If you have questions or concerns which the dealer is unable to resolve, please contact the DaimlerChrysler Customer Assistance Center at 1-800-853-1403. A representative will assist you.

If you have already experienced the problem described above and have paid to have it repaired, you may send your original receipts and/or other adequate proof of payment to the following address for reimbursement: DaimlerChrysler Customer Assistance Center, P.O. Box 1040, St. Charles, MO 63302-1040, Attention: Reimbursement.

If your dealer fails or is unable to remedy this defect without charge and within a reasonable time, you may submit a written complaint to the Administrator, National Highway Traffic Safety Administration, 400 Seventh Street, S.W., Washington, DC 20590, or call the toll-free Auto Safety Hotline at 1-888-327-4236.

We're sorry for any inconvenience, but we are sincerely concerned about your safety. Thank you for your attention to this important matter.

*Buckle up
for Safety*

Customer Services Field Operations
DaimlerChrysler Corporation
B03

5-8-94

TO WHOM IT MAY CONCERN

MY NAME IS [REDACTED], I PURCHASED A 1995 JEEP WRANGLER ON 9.29.95, SINCE I'VE HAD NOTHING BUT PROBLEMS. I TOOK MY JEEP BACK TO VALLEY IN BRUNSWICK GA ON 5-6-94 (MONDAY) AND IT WAS REPAIRED AGAIN YESTERDAY. THIS IS THE THIRD TIME I'VE TAKEN MY JEEP TO BRUNSWICK BECAUSE LEE ANDERSON HERE WANT HONOR THE MANUF. WARRANTY, I WAS EATING UP MY MILES DURING THIS TIME. THIS IS 124 MILES ROUND TRIP FOR ME. THE CUSTOMER SERVICE IS TERRIBLE SO FAR. RIGHT NOW THE CATALYTIC CONVERTER IS BAD. I'M A PAYING CUSTOMER AND WOULD APPRECIATE SOME ASSISTANCE

THANK

[REDACTED]

P.S. I ALSO HAVE PROBLEMS WITH THE VEHICLE'S EMERGENCY BRAKE. THE BRAKE KEEPS DIS-ENGAGING AFTER IT IS PRESSED. THE DEALERSHIPS SAY I'M NOT ENGAGING IT PROPERLY. IS THIS A PROBLEM

TO WHOM IT MAY CONCERN: OR WHO CARES

7-19-99

MY NAME IS [REDACTED]. I PURCHASED A 1995 JEEP WRANGLER FROM NALLEY IN BRUNSWICK GA ON 9-29-95. AGAIN THE CATALYTIC CONVERTER HAS GONE BAD AGAIN. TRUTHFULLY I'VE FORGOTTEN BUT THIS IS AT LEAST THE FOURTH TIME MAYBE THE FIFTH TIME THIS HAS HAPPENED. AFTER COMPLAINING ENOUGH ^{LEE ANDERSON (WAYCROSS GA)} FINALLY DID THIS LAST REPAIR ON 7-15-99. THEY DID STATE ON INVOICE THOUGH THAT THERE ISN'T HARDLY ANY FLANGE LEFT ON MUFFLER TO CAT. MR LARR VERALLY SAID THAT THIS SHOULD FIX MY PROBLEM BUT SINCE THE AMOUNT OF FLANGE TO CAT WAS A MINIMUM THAT I WOULD PROBABLY HAVE PROBLEMS AGAIN. THIS WAS DUE TO THE REPAIRS DONE BY NALLEY IN BRUNSWICK GA. I ASKED WHY DIDN'T THEY CORRECT THE COMPLETE PROBLEM BUT THEY SAID THEY DID NOT CAUSE THE PROBLEM. I GOT HOME AND CALLED DAIMLER CHRYSLER AND GAVE MY STORY. I WAS TOLD THAT WITH THE HISTORY OF THE VEHICLE IF I HAD ANY PROBLEMS I WOULD BE TAKEN CARE OF. I HOPE SO, EVERY CUSTOMER IS SUPPOSE TO BE IMPORTANT BUT I DON'T FEEL I AM. THIS VEHICLE IS A LEMON AND I'M MORE THAN A PATIENT CUSTOMER RIGHT NOW. I HOPE YOU HAVE SOME UNDERSTANDING OF MY SITUATION

THANK

[REDACTED]

**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).**