



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 100079

Date Received
23-APR-2004

Repository
Reference No.
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OWNER INFORMATION (Type or Print)

Name _____
Address _____
City ROYAL OAK State MI Zip Code _____

Daytime Telephone Number _____
E-mail Address _____

Do you authorize NHTSA to contact the manufacturer of your vehicle?
In the absence of an authorized signature or address to this vehicle manufacturer. YES NO
Signature of Owner _____ Date 11/11/04 *UPS*

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at Bottom of windshield on driver's side
134GW48301C671916

Make JEEP Model GRAND CHEROKEE Model Year 2001

Date Purchased 4-2001 Dealer's Name and Telephone Number BIRMINGHAM CHRYSLER-JEEP
Original Owner Dealer's City Troy, MI State MI Zip Code _____
Transmission Type AUTOMATIC Antilock Brakes Cruise Control Powertrain 4 WHEEL DRIVE
Vehicle Component Code 034500 SERVICE BRAKES, HYDRAULIC; FOUNDATION COMPONENTS
Multiple Failure: 3

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s) 26-APR-2004 Failure Mileage 10000 Failure Speed _____

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: DOTM1A9ABC036) 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 _____ Number of Deaths _____ 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).

DEALER REPLACED AT 10,000 MILES THE FRONTS ROTORS AND PADS. AT 30,000 MILES THE REAR AND FRONT ROTORS/PADS, AND CALIPERS WERE REPLACED. AT 48,000 MILES ROTORS WERE RESURFACED, AND REPLACED THE PADS. *AK
Front + Rear

Front brakes - 3 times in 3 years -

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

April 13, 2004

THE MIDWESTERN AUTO GROUP
5016 POST ROAD
COLUMBUS, OH 43235-4618

Attn: Mr. Dan Smith

Re: Lost Car Key

As requested by phone this morning, attached please find a copy of my vehicle registration, my driver's license and a copy of my credit card so that you can provide a new set of remote keys for my Saab.

In case you need to contact me: [REDACTED] Fax: [REDACTED]

Thanks,

[REDACTED]

DETAILED DESCRIPTION OF THE PROBLEM

This car was purchased from the original owner and it had no remote key, just the regular key. With it I operated the vehicle for several years, without a problem. The doors would unlock normally and the trunk as well.

The first time the problem occurred, on March 5, 2004 a discharged battery had just been replaced. After parking the car by my office and locking it with the key, I was not able to unlock it back. I called the local AAA and the technician tried to unlock the vehicle for one hour and then gave up. Next I called my personal mechanic at Fischer's Service and Towing in Butler, PA and Tom Fischer could not unlock it either. He finally reached the convertible roof locks with a wire and forced the roof partially down. Still, the unlocking door knobs did not operate. He opened the car trunk, fastened the battery cable that was loose and was able to unlock the car using the regular key.

One week later I parked the car by my garage and found out that I was locked inside. The door knobs did not respond, the lock did not respond. The power windows worked, as well as the roof. I had to escape the car through the roof since I have arthritic knees. In the same day I contacted two Saab authorized dealers. The first one, Wright Automotive Group in Wexford, Pa told me to take the car to their shop and they would have to replace the safety system (computer) and issue a new set of remote keys to operate the doors. Their cost estimate started at \$1700 in parts. I then contacted the original dealer, Midwestern Auto Group in Dublin, OH who sold the car to the original owner. After explaining the situation they told me they could sell me a copy of the original key to unlock the vehicle. I was billed \$39.15 plus \$7.95 freight plus \$3.18 sales tax for the exact copy of the key I already had and that did not work. Invoice attached.

Next I drove the car to Foreign Tech in Butler, PA and asked if they could get my car door open at any cost. They contacted Saab who informed the computer module could not be by-passed to unlock the doors manually. I had to have the computer replaced and the charges would not be less than \$1700 plus labor.

Since March 5 I could not unlock my car doors. I consider this a serious safety issue, especially during emergencies when the driver has to escape the vehicle in a hurry. Therefore I do not think I should pay Saab anything to solve a problem I did not cause.



May 25, 2004

██████████
Charlotte, NC ██████████
April 22, 2004

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FORD MOTOR COMPANY
Customer Assistance Center
16800 Executive Plaza Drive
P. O. Box 6248
Dearborn, MI 48121

Gentlemen:

I am the owner of a 1999 Mercury Grand Marquis VIN 2MEFM75W2XX719698.
Mileage 61,000.

The vehicle was repaired on 3/19/01 by Queen City Lincoln Mercury. They replaced a cracked cylinder head. A copy of the invoice is attached. The mileage at that time was 20,794.

Recently (59,700 miles) I noticed oil leakage that appeared to be the same as that from the first cracked cylinder head. My service manager inspected the problem: oil leaking from the head.

I have been the owner of at least 15 Ford products and have never had an engine with this problem. The basic engine should last more than 60,000 miles. This is not the first, but the second time, for this same problem. The engine has been rebuilt once. I did inquire about a production replacement the first time. Obviously there are serious problems with this engine.

I ask your help the this warranty problem.

Yours truly,

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bk
Enclosure

**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).**