



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 100147

Date Received: 2004 SEP 13 AM 6:58
20-MAY-2004

Repository

Reference No. 10073853

OWNER INFORMATION (Type or Print)

Name: [Redacted]
Address: [Redacted]
City: CHINO HILLS State: CA Zip Code: [Redacted]
Daytime Telephone Number: [Redacted] E-mail Address: [Redacted]

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle? YES NO
In the absence of an answer, we will use the name or address of the vehicle manufacturer.
Signature of Owner: [Redacted] Date: 9/17/04

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side: 1J4GK48SX1C [Redacted]
Make: JEEP Model: CHEROKEE Model Year: 2001
Date Purchased: Nov 2001 Dealer's Name and Telephone Number: Norco Chrysler Jeep
Original Owner: Dealer's City: Norco, California State: CA Zip Code: 95660 Engine: 6 Fuel Type: GAS
Transmission Type: Automatic Antilock Brakes Cruise Control Powertrain: Rear Axel
Vehicle Component Code: 221200 SEATS:FRONT ASSEMBLY:RECLINER
Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s): 17-MAY-2004 Failure Mileage: 60,000 Failure Speed: 0
I noticed this seat was loose and looked broken and noticed it had broken apart from the bottom rail and T-tired bolts.

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make: [Redacted] Tire Model (Name or Number): [Redacted] Tire Size (Example P215/65R15): [Redacted]
DOT No. (Example: DOTM1A9ABC036): [Redacted] Original Equipment Prior Repair Failure Location: [Redacted]
Tire Component Code: [Redacted] Tire Failure Type: [Redacted]

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make: [Redacted] Date Manufactured: [Redacted] Model No./Name: [Redacted]
Seat Type: [Redacted] Installation System: [Redacted]
Child Seat Component Code: [Redacted] Failed Part: [Redacted]

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).

WHEN DRIVING CONSUMER NOTICED THAT DRIVER'S SIDE SEAT BROKE OFF THE TRACK. CONSUMER TOOK THE VEHICLE TO THE DEALERSHIP FOR REPAIRS. *AK

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 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)

I NOTICED MY FRONT DRIVERS SIDE SEAT WAS ROCKING BACK ONE
MOMENT AND LOOKED UNDER THE SEAT AND NOTICED THE SEAT HAD
BROKEN AWAY FROM ONE OF THE BOLTS. I CONTACTED A DEALER AND
WAS TOLD THAT AT 44,512 MILES IT WAS NOT COVERED UNDER WARRANTY
AND THAT I WOULD HAVE TO PAY FOR IT. I TOLD THEM THAT I WOULD
PAY FOR THE REPAIR, BUT WAS THIS NOT A SAFETY ISSUE SINCE
SO MANY INJURIES RESULT DUE TO SEAT'S BREAKING AWAY FROM
THE CAR. I CONTACTED NHTSA AND ASKED THEM THE SAME
QUESTION AND THEY SAID THE SAME AS THE DEALER. I ASKED
THE DEALER IF THE REPLACEMENT PART WAS THE SAME AS THE
OLD PART AND THEY DID NOT KNOW. THE NEW PART DOES NOT
APPEAR TO BE DIFFERENT THAN THE OLD ONE. I AM THE
ONLY DRIVER OF THIS CAR + AM CONCERNED ABOUT THE SAFETY OF THE SEAT IN AN ACCIDENT.

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



NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES

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, NVS-216
400 7th Street, SW
Washington, DC 20590



**VEHICLE
OWNER'S
QUESTIONNAIRE**

DOT AUTO SAFETY HOTLINE

TO REPORT VEHICLE SAFETY DEFECTS
COMPLETE THIS FORM
ON

DASH2DOT

and dial toll free at

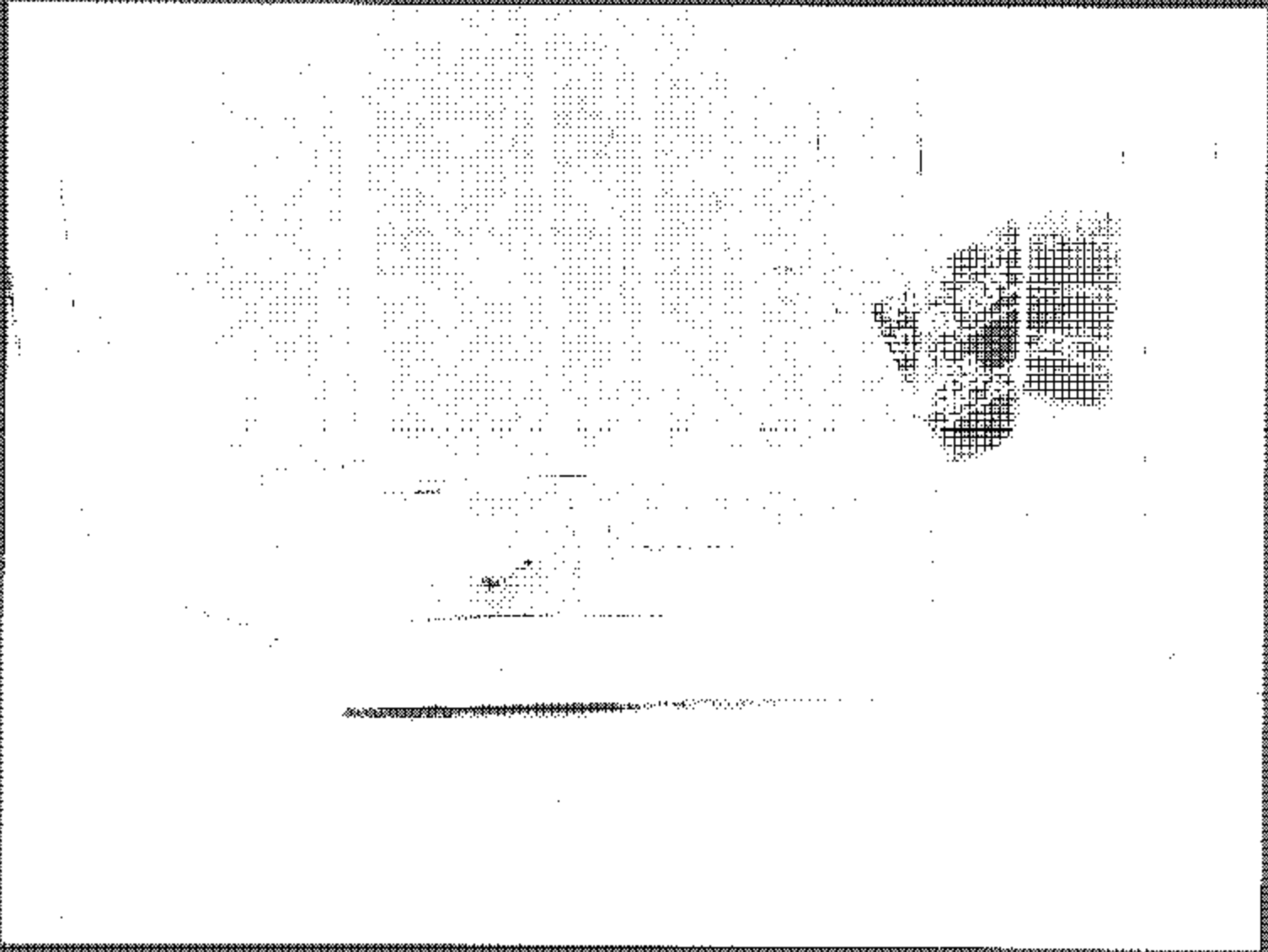
1-888-DASH-2-DOT

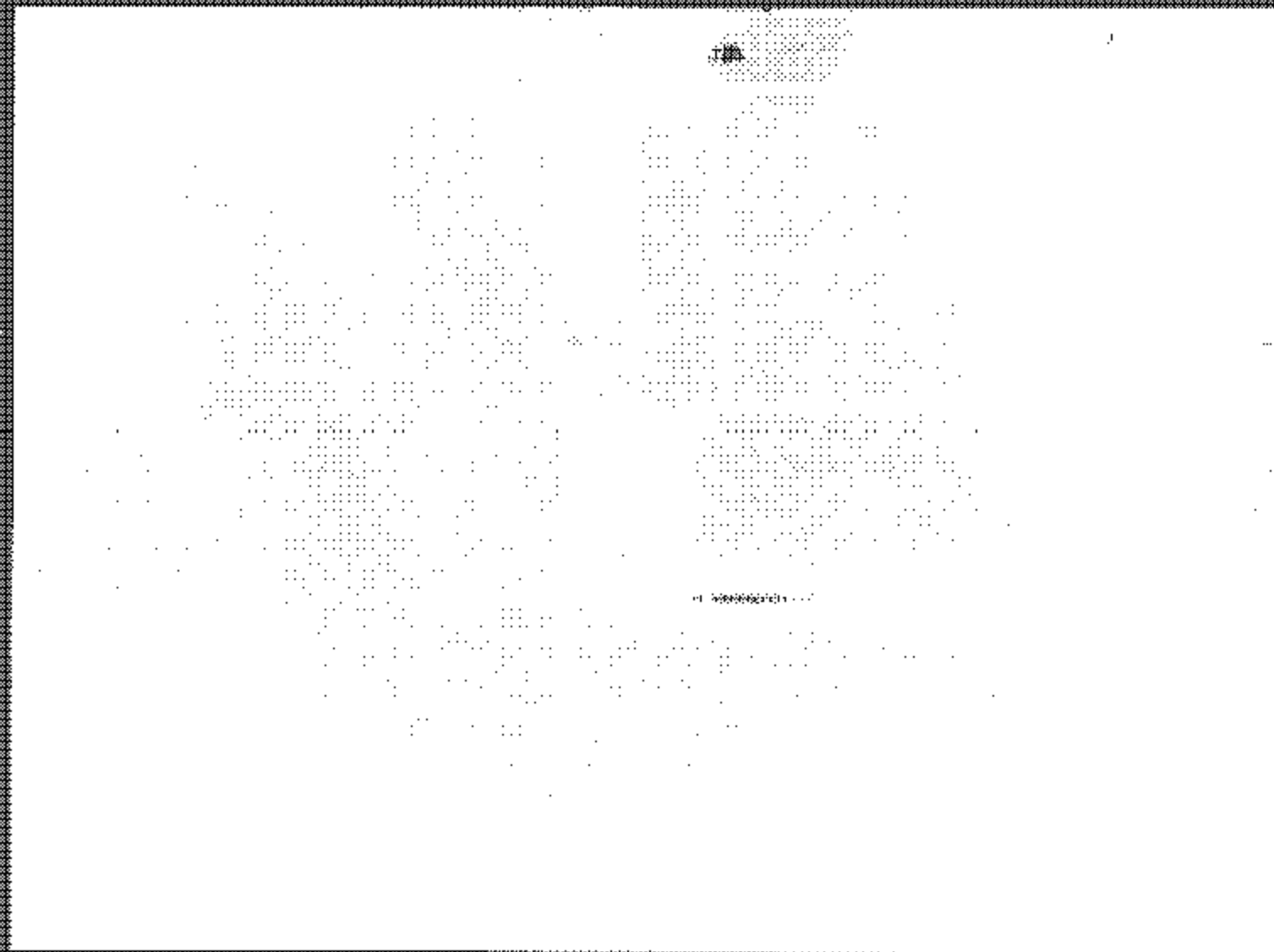
1-888-327-4238

DOT Auto Safety Hotline
(DASH) 2 DOT



U.S. Department of Transportation
National Highway Traffic Safety
Administration
<http://www.nhtsa.dot.gov/odot>





[REDACTED]

From: "customerassist" <customerassist@daimlerchrysler.com>
To: [REDACTED]
Sent: Thursday, May 20, 2004 8:12 AM
Subject: Re: DaimlerChrysler Customer Assistance (KMM1323351V85353LDKM)

Dear [REDACTED]

Thank you for your recent email to DaimlerChrysler Motors Corporation regarding your Grand Cherokee.

I regret your dissatisfaction in your DaimlerChrysler product, or quality of your product, and appreciate the time and effort you took to bring this matter to my attention. Comments like yours are one way to learn of problems that may develop and improvements desired by customers. The information received is used in product development and quality analysis.

Your concerns, particularly in view of the expense and inconvenience involved in this issue, are understandable. However, your request for consideration in this matter must be declined, because the vehicle in question has exceeded the time or mileage limitations of the manufacturer's warranty at the time the expense was incurred.

DaimlerChrysler Motors Corporation has made tremendous gains in customer satisfaction and vehicle quality. Apparently, your expectations have not been met. Please accept my apology for the problems you have experienced.

Thank you for sharing your concerns.

NOTE: Please do not use the 'Reply' function of your email system. If you have a need to respond to this message, please visit us at our reply form (link provided below). Our system is NOT able to accept any emails at this address.

For any future communications related to this email, please refer to the following information:

REFERENCE NUMBER: [REDACTED]

REPLY LINK: http://www.chrysler.com/wccsapp/wccs/brand_forms/us/reply.jsp?trk_ID=KMM1323351C0KM&

Sincerely,

La Shon
Senior Staff Representative
DaimlerChrysler Customer Assistance Center

Original Message Follows:

Form Selected:

Category: US Customer Service

5/20/2004

Brief Description:
-----**Drivers side front seat bottom track coming apart****Comments:**

The drivers side front seat broken away from the front seat track in what appears to be due to faulty meastle or improper engineering. the dealer said that since my warrentie ran out at 60,000 miles I would be responsible for the repair and I have arranged for that repair, but it seems that this is a safety issue that should not come under the warrenty. I am 6' tall and 210 LBS and the only driver of the Jeep. Something like this should not have occured so early and really not at all. Before I pursue other options would you please respond to me. Thanks, [REDACTED]

Sender Information:
-----**Title:** Mr**First Name:** [REDACTED]**Middle Initial:** [REDACTED]**Last Name:** [REDACTED]

From: "customerassist" <customerassist@daimlerchrysler.com>
To: [REDACTED]
Sent: Thursday, May 20, 2004 8:01 AM
Subject: DaimlerChrysler Customer Assistance Center (KMM1323346V65284L0KM)

*****AUTOMATED RESPONSE - DO NOT REPLY TO THIS ADDRESS*****

Thank you for your email inquiry. Your question has been sent to the DaimlerChrysler Customer Assistance Center in order to provide the best answer for your Chrysler, Dodge, or Jeep question. Every effort will be made to respond to your email within 3 (Three) business days.

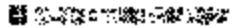
While waiting for our response, feel free to visit our brand web sites at <http://www.chrysler.com>, <http://www.dodge.com> or <http://www.jeep.com>. These sites may provide the information you have requested.

NOTE: This is an automatically generated response. Our system is NOT able to accept email at this address. Please do not use the 'Reply' function of your email.

If this matter is urgent, please call us at 800.992.1997 (8:00 a.m. to 5:00 p.m., Monday thru Friday).

For ALL future communications (related to this email), please refer to the following information:

REFERENCE NUMBER: 12315039



CONTACT JEEP 4x4

Briefly describe:

Please describe in one sentence the reason for contacting us.
(Maximum of 256 characters)

Drivers side front seat bottom track coming apart *

Vehicle Information:

Is this a question regarding your Vehicle? Yes No
(If 'Yes', please fill out the Vehicle Information section)

Please provide the last 8 characters of your VIN (Vehicle Information Number)

VIN: 1C565888 Example: 1B4GP1SRN [redacted] Last 8 of VIN

Current Mileages: 64413

Servicing Dealer/Facility: Jammin Dodge Pomona California

Customer Information:

Title: Mr.

First Name: [redacted] Initial: [redacted]

Last Name: [redacted]

Address 1: [redacted]

Address 2: [redacted]

City: Chino Hills *

State: CA *

Zip Code: [redacted] *

Telephone: Work Home [redacted] *

E-mail Address: [redacted] * Example: johndoe@dcz.com

Comments:
Please enter any additional information that may assist us in responding to your inquiry.

The drivers side front seat broken away from the front seat track in what appears to be due to faulty meatele or improper engineering. the dealer said that since my warrentie ran out at 60,000 miles I would be

* Required field

to

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**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).**