



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

30-JUL-2004

Repository

Reference No.
10083824

2004 JUL 31 PM 6:28

OWNER INFORMATION (Type or Print)

Name [REDACTED]
Address [REDACTED]
City WOODBURN State OR Zip Code [REDACTED]

Daytime Telephone Number [REDACTED]

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 provide your name or address to the vehicle manufacturer.

Signature of Owner [REDACTED] Date 8/10/2004

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side
1JAGW4BS74C [REDACTED] Make JEEP Model GRAND CHEROKEE Model Year 2004

Date Purchased Dec 03 Dealer's Name and Telephone Number Roberson Chrysler 800.333-3631 Engine: No. Cylinders 6 Fuel Type: GAS
Original Owner [X] Dealer's City State Zip Code SALEM OR 97301

Transmission Type AUTOMATIC Antilock Brakes Cruise Control Powertrain Vehicle Component Code 185000 VEHICLE SPEED CONTROL: CRUISE CONTROL
Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s) 30-JUL-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 P215/85R15)
DOT No. (Example: DOTM1A9ABC038) 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).

WHILE ENGAGED IN CRUISE CONTROL AND DRIVING UP A STEEP GRADE VEHICLE JUMPED FROM 2000 RPM'S TO 6000 RPM'S. *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.

The problem has to do with the cruise control. When you have the Cruise control on and you start to go up a small grade in the road a lot of the times the vehicle will jump from 2000 rpm to 4500-6000 rpm. It will drop two or three gears and speed up uncontrollably. This has caused problems with steering and the vehicle has tried to drive off the road in one case. Other times you find yourself in the back seat of the car in front of you. As of this time we have had a number of very close calls. It has gotten so bad that my wife has stated she will not ride in the vehicle if the cruise control is on. On 23 July I called Peggy at the Chrysler customer service department. I was told to turn off the cruise control or turn off the overdrive to stop this problem. I was told they know about this problem but have no plans to fix it. Their customer service department told me it was not Chrysler's policy to talk to the customers about problems and when I asked to talk to someone in charge about this problem was told they do not talk to customers at all. It is this type of attitude that has made me make the following decision.

I was hoping you could pass this along to Chrysler since they refuse to talk to me. I have been a Chrysler customer for over twenty years. My wife was about to buy a new car and it would have been a Chrysler as well. Since we are not looked at as people they will talk to or listen too when we have a problem with their vehicle we will never buy another Chrysler vehicle again. As I have been unable to talk to them and I know this is not your job to pass along this kind of message to Chrysler I was hoping because they refuse to acknowledge us you may be able to get this to them in management. I see no way a company can stay in business these days with this kind of attitude towards their own customers!

The bottom line here is this, the vehicle has a major problem and unless someone fix this problem people are going to get KILLED. I have heard from one other person who stated the same problem that I have stated. This is a major problem and may have already cost someone their life. Please make Chrysler fix the problem. The problem could have been fixed with a simple firmware upgrade to stop the cruise control from jumping to many gears at a time. Put in a delay to the computer so it can not change gears for 5 to 10 seconds when going up a hill. Please do what you can to get to a solution to this problem. Even though I will never buy another Chrysler vehicle, this must be fixed before lives are lost! I don't think that is extreme, just realistic.



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