



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 100192

Date Received

2004 SEP 29 AM 10:21

Repository ☐

11-AUG-2004

Reference No.
10087703

OWNER INFORMATION (Type or Print)

Name XXXXXXXXXX

Address XXXXXXXXXX

City WHEELING

State WV

Zip Code XXXXXX

Daytime Telephone Number

XXXXXXXXXX

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 _____ Date ____/____/____

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side
1J4GW48S22C XXXXXX

Make
JEEP

Model
GRAND CHEROKEE

Model Year
2002

Date Purchased
11-20-01

Dealer's Name and Telephone Number
ELM GROVE DODGE 304-243-1999

Engine:
No: Cylinders

Fuel Type:
Gas

Original Owner
☒

Dealer's City
WHEELING

State
WV

Zip Code
26003

6

Transmission Type
AUTOMATIC

☒ Antilock Brakes
☒ Cruise Control

Powertrain
4 WHEEL DRIVE

Vehicle Component Code
036000 SERVICE BRAKES, HYDRAULIC:ANTILOCK

Multiple Failure: 2

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)
04-AUG-2004
6-28-03

Failure Mileage
26,673
19,780

Failure Speed

BRAKE PETERS
(FRONT)

ADDITIONAL
INCIDENTS

3-6-02 3,793 MILES
12-31-01 12,584 MI
12-03-01 751 MI

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).

CONSUMER COMPLAINED ABOUT A BRAKE PROBLEM. CONSUMER TOOK VEHICLE TO THE DEALER, AND WAS TOLD THAT THE BRAKES WERE PULSATING AND WHIPPED THE STEERING WHEEL BACK AND FORTH. CONSUMER TALKED TO THE SERVICE MANAGER AND THE MANUFACTURER, AND WAS TOLD THAT WARRANTY EXPIRED, AND THEY WON'T REPAIR WITHOUT CHARGING THE CONSUMER. *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)

THERE HAS BEEN A FRONT BRAKE ROTOR PROBLEM SINCE I TOOK DELIVERY ON 11-20-01. THE DEALER REPLACED THE ROTORS ON 3-6-02 AT ONLY 3,793 MILES. THEY REPLACED THEM AGAIN ON 6-22-03 ALONG WITH THE BRAKE CALIPHERS AND PADS. AGAIN ON 8-2-04 THE ROTORS WERE BAD AND THE DEALER SAID I WOULD HAVE TO PAY FOR IT THIS TIME. I HAD THE ROTORS REPLACED AT AN INDEPENDENT REPAIR SHOP SINCE THE CHRYSLER/EEP PARTS ARE OBVIOUSLY NOT GOOD.

F. NET. SAFETY

US Department
of Transportation

National Highway
Traffic Safety
Administration

400 Seventh St., S.W.
Washington, D.C. 20590

Official Business
Penalty for Private Use \$300



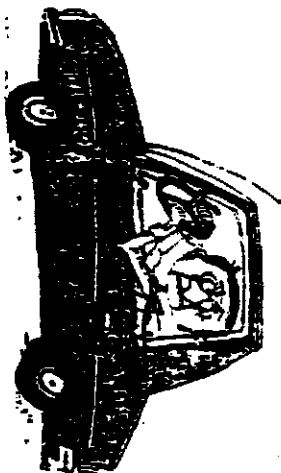
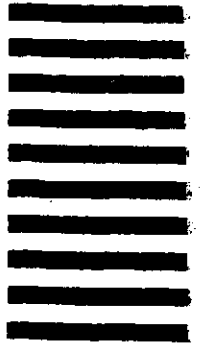
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U.S. Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NVS-216
400 7th Street, SW
Washington, DC 20590



US Department of Transportation
National Highway Traffic Safety
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<http://www.nhtsa.dot.gov/hotline>



DOT Auto Safety Hotline
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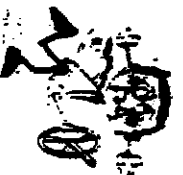
1-888-DASH-2-DOT
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DASH2DOT
and dial toll free at

TO REPORT VEHICLE SAFETY DEFECTS
COMPLETE THIS FORM
OR

DOT AUTO SAFETY HOTLINE

**VEHICLE
OWNER'S
QUESTIONNAIRE**



Dec 28, 2001

Wheeling, WV

Research Department
Daimler Chrysler
PO Box 5022
Rochester MI 48308-9973

Dear Sirs:

Please except this letter as my "Overall Comments" to your attached survey. Because of today's events it has to be very long. I will also send a copy to my salesman Eddy Brown and Mr. Constantin, the owner of Elm Grove Dodge where I bought this Jeep.

When I dealt with Eddy Brown for the vehicle, I felt very comfortable and believed Eddy was sincere in dealing with me. And the other people I met at the dealership all seemed sincere and helpful. I took delivery on Nov 20, 2001, and everything appeared to be fine. Now about 5 weeks later, all is a mess and I feel I bought from the wrong dealership. Having spent 23 years working as a service manager for the 2nd largest Computer Company in the world, I know very much about customer satisfaction, and I can tell you that I am definitely not satisfied at this time. I received your survey just before Christmas and was only somewhat ticked off then so I decided to wait till after Christmas to fill it out. Well, today moved up that timetable.

At first it was several little things that had me a little upset but now the little things have turned into a big thing. First of all when I was dealing with Eddy I told him the radio antenna was too tall for my garage and he said he would get me a shorter one. He didn't and I bought a shorter one at radio shack. No big deal. Then when I took delivery, I told Eddy that there was no cargo net and he said he would get me one. He didn't. No big deal either.

What really ticked me off was that when I ordered the Jeep I told Eddy to tell the shop people to leave off the cross bars from the roof rack and put them inside and that I would put them on when I needed to haul something, figuring that it would be easier to wash the Jeep with them off. Eddy did not tell me that the crossbars were an option so I did not get them. I then started reading the Owner's Manual, The 2002 Jeep Grand Cherokee sales book and the Accessories book. The Sales book says that the Jeep is shipped with "roof rails" but does not list the crossbars as an option or accessory. The window invoice sticker, under "Exterior Features" lists a "Roof Rack" as included with my Jeep. Now to anyone with common sense a roof rack would be a complete rack not just the side rails. After all if you bought a new kitchen range that came with an oven rack, wouldn't you expect more than the side rails? It would be hard to bake a pie on the two side rails. Even in the J.C. Whitney catalog, if I order a roof rack, it comes complete with cross bars.

I called your Customer Assistance center to complain and was told that it used to come with the cross bars but Chrysler changed that to make it a \$100 accessory. He also said that I was not the only one calling and complaining about it. I then sent an E-mail to Customer Assistance and was told the same thing. I can certainly afford \$100 for an accessory if I want one, but since I was not told up front about the charge and the fact that it is pretty damn chinsy of Chrysler after spending that much on a vehicle.

However, I have many friends and acquaintances around this valley and you would not believe some of the comments they make when I tell them about not getting the cross bars. On the 26th, I went to a party of about 60 people, most of whom drive Volvo's and SUV's and I made it a point to tell them about the cross bars when someone asked about my new Jeep. Funny thing is that none of them drove Jeeps and after some of the comments made, I doubt very seriously if any of them will be rushing out to buy a Jeep. Did anyone at Chrysler stop to anticipate how many sales and customer satisfaction would be lost by taking away the

cross bars?

Now for the big problem! I ordered an "air dam" for the back window of the Jeep and it was not in when I took delivery so I went back to the dealer a week later on Dec 3, 2001 to have it installed. During the week that I drove it, I noticed a "grinding" in the right front wheel that could be felt in the steering wheel so I told the service department about it so they could check it out while I was there. After the air dam was installed, I was told that my Jeep was taken for a test drive and that it felt normal. I was also told that "the power steering fluid was under pressure and that that pressure was what I was feeling". Well, DUH! I've only been driving and repairing my own vehicles for 41 years and I actually knew the power steering fluid was "under pressure" and that sure as hell was not the grinding I was feeling. I didn't say anything though, probably because I would have gotten really ticked off if someone tried to force that line down my throat. I just went on my way figuring I'd be back sometime for the grinding and hoped someone might drive it that knew the difference between power steering fluid pressure and a grinding.

But the day wasn't over yet. When I got home, I opened the back lift gate and noticed right away that it would not open all the way and felt "spongy" when it stopped. I checked it out further and found that the air dam that was just installed was hitting the roof and would not let the gate open all the way. Well it was either let it keep hitting the roof and damage the paint and break off the air dam or call the dealer service department back. So I called the dealer and was told to bring it right back. So I went back and they checked it out and said that the air dam "brackets" were installed backwards which was letting the air dam hit the roof. They fixed that and I was on my way home again.

Later on, my wife and I took a little weekend trip and I noticed the grinding and some small "thumping" in the right front wheel. It also felt like you were fighting it to make left turns. I was going to call the service manager at the dealership to plead with him to have someone else check out the right front wheel but it was almost Christmas and I knew I would not be driving it much so I decided to wait till right after Christmas to call. I also received your survey at the same time and I thought about just telling you about it in this letter.

But today changed all that. It snowed here last night so I decided to take the Jeep out to the mailbox, about half a block, and try out the 4-wheel drive. I got hung up trying to get back up my driveway because the Jeep would not go into 4-wheel drive. So I called the dealer service department and a "Jeremy" said I could bring it in the first thing this coming Monday, the 31st. I then decided to go out and read the owner's manual again and try the 4-wheel drive some more. Well, with a lot of playing around, backing up and going forward, it finally went into 4-wheel drive. Then I had a hard time getting it out of 4-wheel drive and when it was out I made a left turn into a gravel lot then cut the wheels to the right to back out and turn around. I then noticed that the front end felt like it was still in 4-wheel drive when I then heard a very loud "crack" coming from the right front. Then it felt like it was out of 4-wheel drive mode. However, when I was coming down a little grade to my house, I hit the brake and heard several "cracking" sounds from the right front area.

Now I am thoroughly ticked off because if the right front wheel had been fixed last month I would not be sitting here in the snow with a \$30,000 vehicle that may or may not go in the snow. My wife wants to go shopping tomorrow but is concerned about breaking down. I told her that we will go and if it breaks down, we will call the 800 number and let them tow it to the dealer. Doesn't your service people know that it is much easier and cheaper to fix a problem when it is small than put it off till it becomes big.

I want to close by saying that in the late 1970's and early 1980's I bought 4 new cars that were all "lemons" from GM and Ford. It took much nagging and time but I finally got them all repaired by the manufacturer. After that I quit buying new cars. I am retired now and wanted to get an SUV and did not want to purchase a used one. I looked at Subaru, Chevy Blazer, VW Pussat and Buick Rendezvous before I tried out a Jeep. I really liked the Pussat and would have bought it but it only has a 5-inch ground clearance. When I tried out the Jeep, Eddy Brown seemed to be the most sincere and knowledgeable sales person I had dealt with. That alone meant a lot when making our decision. I felt very comfortable at the dealership and had every intention of buying more vehicles there. I told Eddy that I would be buying a new car for my son in 2 years

and one for my wife in 3 years. Now, the way things stand, I won't even consider a Chrysler product at any dealership. I must add that neither Eddy nor Mr. Constantine, the owner knows about my dissatisfaction yet. I am certainly hoping that all of this can be settled in a mutually agreeable manor. I ask for no special treatment or to get anyone in trouble. I only ask that this vehicle be repaired to operate like a new vehicle should. I would still like to have a good relationship with Eddy, the service department and everyone else there and be able to tell people that Elm Grove Dodge took care of my problems in a satisfactory manor. Having been in mechanical and electronic service all my life, people still call me for my opinion and advice on everything from cars to computers. It also pains me very much when someone tells me how sharp my Jeep looks and asks how I like it and I have to tell them about the roof rack and the problem in the right front wheel, now the 4-wheel drive, that I believe is related to the wheel problem. When I told a close friend about the Jeep problems, he said he thought that after the beating American car companies took in the 1980's he thought that those problems were put to bed, but apparently not at Jeep. I also feel that Chrysler owes me a set of cross bars for my roof rack and I am wondering if Eddy was too embarrassed to tell me about the crossbars.

Sincerely

A solid black rectangular box used to redact the signature of the sender.

January 9, 2002

Wheeling, WV

Mr. Paul Winters
Service Director
Elm Grove Dodge Chrysler Jeep Inc.
2538 National Road
Wheeling, WV 26003

Dear Mr. Winters:

Attached you will find a copy of a letter I sent to Eddy Brown, Mr. Constantin, and Chrysler Research as well as the small survey I got when I had my Jeep in your service department on 12-31-2001. On this last visit, I asked to ride along with whoever was going to test-drive my vehicle. I explained to your technician that the "grinding" I feel in the right front is more noticeable on smooth roads. He drove up route 40 for awhile and said the steering "felt normal" to him. I asked him to go up Peters Run and try it. Still felt normal to him.

He then pulled off the road in a wide, snow-covered area to check out the 4-wheel drive. He took it in and out several times and said it appeared normal too. He then started back towards your shop and I told him to try putting it in 4-wheel drive while we were moving. I don't recall his exact words but he said you couldn't do that on dry roads because it might damage the drive train. I told him that the owner's manual said you could and he said he wasn't aware of that. I got out the owner's manual and started to read to him from page 181 as we pulled into your parking lot. I read and showed him where it says that in the "full time" 4 wheel drive you could drive on any road surface including dry hard surface roads. I have enclosed a copy so you can read it and perhaps train your technicians how this 4 wheel drive system works. We did not go for another ride so putting it in 4-wheel drive while the vehicle is moving never got tested. So far, I have not been able to get it in 4-wheel drive without stopping and backing up and going forward, sometimes several times to get it into 4-wheel drive. Now we leave it in 4-wheel drive all the time for fear that it won't go in when we are in traffic or a slippery situation.

If that is normal procedure then I feel I have bought a piece of crap! Never in my life have I had this much trouble getting a vehicle into 4-wheel drive. Heck, my farm tractor even goes into 4 wheel drive while it is moving. And to think that "jeep wrote the book on 4-wheel drive"

As you can tell by my previous letter and this one I am not very happy with this vehicle or your service department. After all how can I have any confidence in your technicians when the one who told me my 4 wheel drive appeared to be ok doesn't even know how it operates. I had planned on your people doing my oil changes and other service work when needed but now I will be hesitant to trust my Jeep to your care.

I would like to meet you sometime and all I am asking for is my vehicle to be properly serviced. If the grinding I feel is normal and the 4-wheel drive is normal according to your service people, I will not bother you any more. But if we have an accident that is caused by a defect in this vehicle you will here from my attorney instead of me.

I thought maybe someone would have passed on my last letter to you and I also thought Eddy or someone would call me concerning my situation. But if that is how a customer gets treated after the sale, it tells me a lot about your dealership and Chrysler

Regards

cc: Eddy Brown

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PURSUANT TO EXEMPTION 6 OF
THE FREEDOM OF INFORMATION
ACT (FOIA), 5 U.S.C. 552(b)(6).