



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 2005 JUN 05
(1-888-327-4236)
INTERNET: www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 1368

Date Received

Repository

30-NOV-2004

Reference No.
10101852

OWNER INFORMATION (Type or Print)

Name _____
Address _____
City CLARKSVILLE State AR Zip Code _____

Daytime Telephone Number

E-mail Address

Evening Telephone Number

same

none

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 11/22/05

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side: 1J4GK48544C
Make: JEEP Model: GRAND CHEROKEE Model Year: 2004
Date Purchased: 10-25-03 Dealer's Name and Telephone Number: WHISTON MORGAN MOTOR CO. 409-754-3020 Engine: 4/7L HO Fuel Type: GASOLINE ENGINE INJECTED
Original Owner: Dealer's City: CLARKSVILLE State: ARK Zip Code: 72830
Transmission Type: POWERTRAIN Antilock Brakes Cruise Control Powertrain: WARRANTY Vehicle Component Code: 036000 SERVICE BRAKES, HYDRAULIC; ANTILOCK
Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s): 09-SEP-2004 Failure Mileage: 8620 Failure Speed: 10 MPH ANTILOCK BRAKES
FRONT & BACK

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: DOTM19ABC03B): _____ 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), condition(s), 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). Events leading up to the failure

WHEN BRAKING CONSUMER HEARD A GRINDING NOISE COMING FROM FRONT/REAR BRAKES. DEALERSHIP WAS NOTIFIED, BUT DID NOT RESOLVE THE PROBLEM. *AK

Nothing was done to correct the failure. No parts or repairs. Nothing was done to correct problem month after I got Jeep brakes started to failure, and a awfully noise.

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice. ATTACH ADDITIONAL SHEETS IF NECESSARY

The Privacy Act of 1974 (Public Law 93-502) 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)

FRONT BRAKE'S RUBBING SOUND + GRINDING SOUND AND A VERY NOISY SOUND COMING FROM FRONT + BACK BRAKE'S COULD CAUSE A BRAKE FAILURE. AND CAUSE INJURY OR ACCIDENT. FACTORY ERROR IN BRAKE SYSTEM. I HAS NOTIFIED THE CO. WHISTON MORGAN MOTOR CO. INC. TURNER WHISTON SAID THAT IS NATURE OF JEEP. TO MAKE THAT SOUND. JEEP SUPPOSED TO BE BEST VEHICLE, STRONG ROGGED TERRAN VEHICLE ON MARKET. WHEN I TAKE JEEP IN FOR REPAIR WORK. IT SEEMS LIKE EVERY TIME IT IS READY FOR OIL CHANGE. AT WHISTON MORGAN THEY KEEP KEEP ASKING ME IF THEY DRIVE IT AROUND LOT. AS THEY TAKE IT IN. JUDGE. DEP. AND CHECK IT ALL. AND THEN THEY CALL ME + SAY MY JEEP IS READY. CALL AT PONS. ASK. THEY TOOK ALL 4 WHEELS OFF. I TOOK A BLACK LIGHT + CHECK BRAKE'S. + WHEN IT AROUND ABOUT THE COMMENTS

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

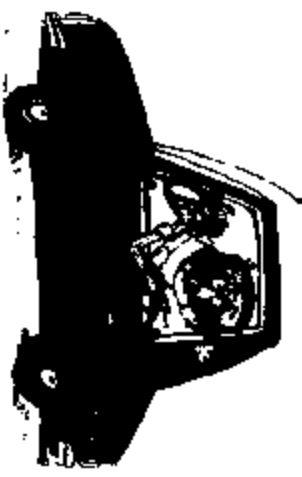


NO POSTAGE NECESSARY IF MAILED IN THE UNITED STATES

BUSINESS REPLY MAIL
FIRST CLASS PERMIT NO 73179 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



U.S. Department of Transportation
National Highway Traffic Safety Administration
www.nhtsa.dot.gov/hotline

DOT Auto Safety Hotline
(DASH) 2 DOT

1-888-DASH-2-DOT
1-888-327-4236

and dial toll free at

DASH2DOT

TO REPORT VEHICLE SAFETY DEFECTS
COMPLETE THIS FORM
OR

DOT AUTO SAFETY HOTLINE

QUESTIONNAIRE



VEHICLE OWNER'S

CUSTOMER ARBITRATION PROCESS APPLICATION - Residents of Arkansas, Kentucky, Idaho and Minnesota ONLY for model year 2002 and later.

Did you contact dealership management regarding your complaint? Yes No
 Did you contact DaimlerChrysler Motors Corporation directly regarding your complaint? Yes No
 Have you met with the Factory Representative regarding your complaint? Yes No
 AR Consumers Only: Indicate if you are requesting a Panel review Yes No
 I want (check one only) a single decision maker and an oral hearing
 a 3-person panel and a documents only review

Your Name _____ Date 1-12-2005

Address _____ Phone _____
 (Street) (City) (State) (Zip) Phone (H) (B)

Selling Dealer WHITSON MORGAN MOTOR Co. Inc. Servicing Dealer CHRIS DICKERSON/532

Vehicle: Year 04 Make Jeep Model GRAND CHEROKEE Delivery Date 10-25-03

Identification No. 1J4G|X|4|8|S|4|4|C|

Is this a leased vehicle? Yes No If yes _____
 (lessor's name and address)

Mileage at time of dispute 006018 Current Mileage 007002

VERY IMPORTANT: Be very specific in describing your current unresolved problems. Include copies of any receipts, service repair orders, complaint letters to the dealer or Zone Representative and any other notes and documents.

Nature of current unresolved problem: * I think it is a factory error in Brakes front + back. needs whole new Brake Repair front + back. Sumner at Whitson Morgan Motor Co. Inc. said that is nature of Jeep don't think so. I have had Jeep in Whitson Morgan 2 times + been there 2 times. Second opinion 1 time.

Number and dates of repair attempts (if any): * (1) 4-20-04 (2) 9-20-04 (3) 11-01-04
 If more, specify 9-25-04

What do you feel should be done to resolve your problem: * Demand a refund or a new vehicle.

ARBITRATION AGREEMENT

I understand that I am not bound by the decision of the Process unless I accept it. I also understand, however, that if I accept the decision, the DaimlerChrysler Motors Corporation (dealer involved and DaimlerChrysler Motors Corporation) will be bound by the decision. I further understand neither I nor the dealer nor DaimlerChrysler Motors Corporation will be represented by legal counsel (except AR, ID, KY, and MN consumers at the hearing on the dispute). If I am dissatisfied with the decision or the dealer's or DaimlerChrysler Motors Corporation's eventual performance, I understand that I may pursue other legal remedies, including the use of small claims court. I understand, however, that whether or not I accept the decision, the decision may be admissible in any subsequent legal proceeding concerning the dispute. This dispute settlement procedure does not take the place of any state or federal legal remedies available to me.

Signed by _____

* Please use additional sheets of paper as necessary to describe these items.

RECEIVED
 1001 JAN 14 2005
 1001 JAN 14 2005

NOTIFICATION TO DAIMLERCHRYSLER MOTORS COMPANY LLC CUSTOMER CENTER

Customer Name _____
Address _____
(Street) (City) (State) (Zip)

CLARKSVILLE, ARK.

Daytime Telephone _____

VIN Number LT4GK48544E

Date of Purchase 10-25-03 (04) Mileage 10

Servicing Dealer WHITSON MORGAN MOTOR CO. INC. CLARK ARK.

Number of days vehicle has been Out-of-Service 3 DAY'S

Number of repair attempts to repair same condition 4 Time's

Description of Concern Since I bought the vehicle, I have had to return it to the dealership a total of 4 times for repair + defects. Substantially impair the use front + back Brakes Rub's. Noised

(Problem)

what was said or Done.

at Whiston Morgan Motor Co. Clarksville, Ark.

I taken my Jeep Cherokee Grande in 3 times for Repair + Defect.

First time. Jerry Callin Chrysler assistant manager of Whiston Morgan Motor Co. I told her about problem with my Jeep the front + back. + we both got in Jeep + she told me to back it up + pull forward 2 or 3 times so I did. + she said that was Brax's adjustment them self. that was first time.

(Second time)

They called me + asked me how my Jeep was doing. + I told her about same. no better. + she told me to bring it back in. so I did + they Aileen + adjusted the front in. Helped some not much. + she called me + asked me if they could keep it over night + I told them they could. + then later on they called me + told me to pick up my Jeep.

(Third time)

(problem)

They called + asked me how my Jeep was doing + I told them about some + they told me to bring Jeep back in so I did. + they checked it out again & wasn't there so I guess they did. + they called + said my Jeep was ready for pickup. so I went + pick Jeep up + then Turner Whiston at Whiston Morgan Motor Co. came out + told me in person. + talked to me about my Jeep. Turner Whiston told me this wasn't much to be done to Jeep. That was nature of a Jeep! so I took Jeep home. + I still have trouble with front + back's Brakes Rubbing + making a grinding sound. like the brakes + what ever it is needs. something needs to be done. + I still don't know problem? so later on I get a letter from Whiston Morgan Motor Co. telling me this was going to send me a quantity letter to fill out in mail but I never get one. I paid a pretty good price for Jeep. so I thought I was getting best what I always wanted. Guess I brought 3 vehicles from Turner Whiston at Whiston Morgan Motor Co. in Clark Ark. new)

11-1-04

Clarksville, Arkansas

Telephone #:

current milisen jeep 04 is # 006018

DaimlerChrysler Motors Co. LLC

Customer Center

P.O. Box 21-8004

Auburn Hills, Michigan 48321-8004

Dear Sir or Madam:

I believe that my Jeep Grand Cherokee Laredo 4x2 is a lemon under the Arkansas new motor vehicle quality assurance act (act 297 of 1993) & am hereby making a written demand for relief under this act. I purchased a Jeep Grand Cherokee Laredo 2WD 2004 model. on 10-25-03 from Whiston Morgan Motor Co, Inc. Clarksville Ark. Since I bought the vehicle, I have had to return it to the dealership a total of 4 times. The vehicle was returned to and authorized dealer for repairs 4 times my vehicle has been out of service for

Repairs for a total of 4 days for
Repairs.

My vehicle has been in Whiston Morgan
Motor Co. on the following dates for
repairs of the following Defects

- front +
Back Brakes
- BILL WHITE'S DODGE CITY PARIS ARKANSAS (SAC AND OPINION)
- 1- 4/20/04 open Date close date 4/20/04 (front + Back Brakes)
 - 2- 9/25/04 open Date close date 9/25/04 (front + Back Brakes)
 - 3- 10/07/04 open date close date 10/07/04 (front + Back Brakes)
 - 4- 11/01/04 open date close date 11/1/04 (front + Back Brakes)

I am currently having the following
problems with my vehicle at this
time.

Front Brakes Rubs, Noises, Grinding
Back Brakes Rubs, Noises, Grinding
front end, noise when stopping.
Back end, Noises of Brakes. I still
don't know problem?

Since these defects substantially
impair the use, value or safety of my
vehicle, I am hereby allowing you one
final opportunity to repair my vehicle
if repairs are not scheduled
within ten days of receipt of this
letter or completed within 10 days

from delivery of the vehicle to you for repair. I am entitled to a replacement vehicle acceptable to me, or a refund calculated in accordance with the provisions New Motor Vehicle Quality Assurance Act.

I look forward to hearing from you soon, you can reach me during the day at 479-754-3511 and in the evening at same phone number.

Sincerely,

P.S.

Bill White in Paris Ark. Jeep + Dodge Dealer. Fourth time I had it in repair shop taken all tires off of Jeep, + checked Brakes shoes with a flash light. But no comments from him. But did take it outside of building + drove it around + back in.

I called Daimler Chrysler Motor's Co. Two times on Oct. 28-04 + Daimler Chrysler told me to take it for a second opinion over at Bill White in Paris Ark. no comments from Service Dep. + then I called back to Daimler Chrysler on 11-1-04 + she said yes, I see you called her before + no comments

TOMMY WILLIAM

ex 457

Called 1-19-05

Takes about 40 days for
Custom Arbitration process
At Whiston Morgan-Meter
Co.



National Center for Dispute Settlement

2777 Stemmons Freeway • Suite 1452

Dallas, Texas 75207

(214) 638-2700

Fax: (214) 638-4054

January 18, 2005

Clarksville, AR

RE: CASE #: 63055005AR

Dear

Your request for arbitration has been received. Your request appears to meet the Customer Arbitration Process requirements for jurisdiction and has been assigned the case number shown above.

Arkansas law allows you the right to orally present your case either in person or via telephone. If you make an oral presentation, you will have to elect whether you want one (1) or three (3) arbiters to hear your case. If you elect three (3) arbiters, you will then be allowed ten minutes to make your presentation. DaimlerChrysler Motors Company LLC (DaimlerChrysler) and the involved dealership will also be afforded the opportunity to make a ten minute presentation. You will then be allowed a five minute rebuttal time. You have the right to be represented by an attorney at this proceeding.

If you do not want to make an oral presentation, your dispute will be decided on the basis of documents submitted by all interested parties. You will receive a call from NCDS to determine which process you will be selecting.

In addition, NCDS will attempt to mediate your dispute prior to arbitration. If you agree to a settlement, the terms of the agreement will be put in writing and you will be asked to sign the settlement agreement. Your case will then be closed.

If you do not agree to a settlement, a decision will be issued after your scheduled hearing or panel review. You will receive a written decision by the arbitrator(s) within ten (10) days after the hearing or panel review. You may either accept or reject the decision. If an award is granted, we will include with the the decision an acceptance agreement which we request you sign and return within thirty (30) days of your receipt. If you accept the decision, DaimlerChrysler and/or the Dealer will comply with the decision within the time stipulated. If you reject the decision, your case will be closed and you will be free to take any action you choose.

If you need information about your case, please call NCDS at 800-777-8119.

Sincerely,

A handwritten signature in black ink, appearing to read 'Toni Williams', is written over a horizontal line.

Toni Williams
Case Administration

cc: Customer Relations Manager, DaimlerChrysler Motors Company LLC

U.S. Postal Service
CERTIFIED MAIL RECEIPT
 (Domestic Mail Only; No Insurance Coverage Provided)
 For delivery information visit our website at www.usps.com

OFFICIAL USE
 UNIT ID: 9830
 Postmark
 Name
 Clerk: KIP3061
 11/06/04

Postage	0.63
Certified Fee	2.30
Return Receipt Fee (Endorsement Required)	1.75
Restricted Delivery Fee (Endorsement Required)	4.65
Total Postage & Fees	\$ 9.33

U.S. Postal Service
CERTIFIED MAIL RECEIPT
 (Domestic Mail Only; No Insurance Coverage Provided)
 For delivery information visit our website at www.usps.com

OFFICIAL USE

Postage \$ 0.63
 Certified Fee 2.30
 Return Receipt Fee (Endorsement Required) 1.75
 Restricted Delivery Fee (Endorsement Required) 4.65
Total Postage & Fees \$ 9.33

Postmark
JAN 12 2004
 Clerk: KIP3061
 USPS

7004 1350 0002 2238 3558
 2445 5343

COMPLETE THIS SECTION FIRST

1. Article Addressed to:
 Nail Center for Dipak Street
 Daimler Chrysler Motor Corp
 Customer Activation Dept
 PO Box 562203
 Dallas TX 75356

2. Article Number (Transfer from service label) **7004 1350 0002 2238 3558**
 Domestic Return Receipt 10255-02-04-1540

3. Service Type
 Certified Mail
 Registered
 Insured Mail
 Restricted Delivery? (Extra Fee) Yes

4. Is delivery address different from item 1? Yes
 If YES, enter delivery address below: No

5. Signature Agent Addressed to Agent
 B. Received Date of Delivery **JAN 10 2004**

COMPLETE THIS SECTION ON DELIVERY

1. Article Addressed to:
 Daimler Chrysler
 PO Box 21
 48321

2. Article Number (Transfer from) **7003 2260 0002 2245 5343**
 Domestic Return Receipt 10255-02-04-1540

3. Service Type
 Certified Mail
 Registered
 Insured Mail
 Restricted Delivery? (Extra Fee) Yes

4. Is delivery address different from item 1? Yes
 If YES, enter delivery address below: No

7004 1350 0002 2238 3558
 2445 5343

7003 2260 0002 2245 5343
 2445 5343

**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).**