



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 241

Date Received

08-DEC-2004

Repository ☐

Reference No.  
10103369

**OWNER INFORMATION (Type or Print)**

Name [REDACTED]  
Address [REDACTED]  
City NORTH Haledon State NJ Zip Code [REDACTED]

Daytime Telephone Number

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 12/16/04

**VEHICLE INFORMATION**

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side  
1J4GW58N310 [REDACTED] Make JEEP Model GRAND CHEROKEE Model Year 2001

Date Purchased  
21-AUG-01

Dealer's Name and Telephone Number

Engine:

No: Cylinders 8

Fuel Type:  
Gas

Original Owner  
☒

Dealer's City

State

Zip Code

Transmission Type  
AUTOMATIC

☒ Antilock Brakes  
☒ Cruise Control

Powertrain  
ALL WHEEL DRIVE

Vehicle Component Code

034530 SERVICE BRAKES, HYDRAULIC:FOUNDATION COMPONENTS

Multiple Failure: 4

**FAILED COMPONENT(S)/PART(S) INFORMATION**

Incident Date(s)  
15-MAR-2004

Failure Mileage  
11500

Failure Speed  
35

**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).

VEHICLE EXPERIENCED VIBRATION WHEN APPLYING THE BRAKES WHILE DRIVING 35-55 MPH. VEHICLE HAS BEEN TO THE DEALER ON THREE SEPARATE OCCASIONS. DEALER TURNED THE FRONT ROTORS ON THE FIRST OCCASION, REPLACED THE FRONT ROTORS ON THE SECOND OCCASION, AND TURNED THE FRONT ROTORS ON THE THIRD OCCASION. CURRENTLY, THE PROBLEM RECURRED WITH LESS THEN 11,500 MILES.\*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 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.

# CUSTOMER ARBITRATION PROCESS APPLICATION

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

12/08/04

Address

North Haledon, NJ

Phone

(H)

(Street)

(City)

(State)

(Zip)

Phone

(B)

(973)

Selling Dealer Borough Chrysler/Jeep

Servicing Dealer

Borough Chrysler/Jeep

Vehicle: Year 01 Make Jeep

Model Gr. Cherokee

Delivery Date 8/21/01

Identification No.

1J4G6W58N31C

Is this a leased vehicle?

Yes ☐

No ☒

If yes

(lessor's name and address)

Mileage at time of dispute

26,715

Current Mileage

38,258

(Last brake service)

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 relevant documents.

Nature of current unresolved problem:

A front brake vibration, believed to be due to defective or poorly designed rotors. Please see Document #1.

Number and dates of repair attempts (if any):

\* First yr.

(1) Service

(2) 5/12/03 (3) 3/15/04

If more, specify

What do you feel should be done to resolve your problem:

Diagnose and correct this brake problem, warranty this correction for three years or 30,000 miles, and repay the cost of the last brake service \$103.35.

## 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, 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 do

\* I was unable to locate this work order.

[REDACTED]  
[REDACTED]  
*North Haledon, New Jersey* [REDACTED]  
[REDACTED]

November 17, 2004

Dear Sir/Madam:

My family and I have been loyal consumers of Chrysler products, owning four Jeeps in the last six years. While the first three Jeeps, two Wranglers and one Grand Cherokee, were considered to be satisfactory; my 2001 Grand Cherokee Limited has been particularly problematic.

Since taking delivery of this Jeep on August 21, 2001 it became necessary to have nine defects corrected by the dealer. Of these, the warping of front brake rotors was and remains most disconcerting. This problem began during my first year of ownership, and was temporarily corrected, under original warranty, by my dealer by resurfacing the rotors. In May of 2003 the rotor problem reappeared. This time my dealer replaced the rotors and calipers, also under warranty. In March of 2004, the rotors warped once more. This time I was informed by my service advisor that Chrysler would not continue to correct this problem. At that point I reluctantly consented to pay to have the rotors resurfaced once more at a cost of \$103.35, and now, the problem is reappearing.

It should be obvious that any chronic and seemingly uncorrectable defect in an automobile's braking system would make one feel that she is driving an unsafe vehicle. Consequently, I request that this defect, which was most apparently present the day I took delivery, be diagnosed and corrected at no additional cost to me.

Please understand that I have no criticism of Borough Chrysler/Jeep. The staff at Borough Chrysler/Jeep have always conducted themselves in a professional manner.

The following information will be helpful in identifying my vehicle and contacting me regarding this issue.

[REDACTED] (Home)

[REDACTED] (Alternate)

[REDACTED] (E-mail)

Dealer:  
Borough Chrysler/Jeep  
168 Hamburg Tpke.  
Wayne, New Jersey 07470  
(973) 595-7666

VIN: 1J4GW58N31C [REDACTED]

Date of delivery: August 21, 2001

Current mileage: 37,512

Service contract: Maximum Care 14983749

Thank you in advance for your prompt attention to this matter.

Sincerely,

[REDACTED]

# DAIMLERCHRYSLER

December 1, 2004

DaimlerChrysler  
Motors Company LLC

[REDACTED]  
[REDACTED]  
North Haledon, NJ [REDACTED]

Reference #12877542

Dear [REDACTED]:

Thank you for your recent letter to DaimlerChrysler Motors Corporation.

We fully appreciate your concern, particularly, in view of the expense and inconvenience involved. However, we are unable to accommodate your request for consideration in this matter. The vehicle in question has exceeded the time or mileage limitations of the warranty (or warranties) we offered on that vehicle at the time it was purchased.

Although we are unable to provide a more favorable reply, we do appreciate your writing to share your concerns with us.

Sincerely,



Stan

Senior Staff

Agent ID: 107

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).