



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 1220

Date Received

11 JAN 2005

Repository ☐

Reference No.

10107210

OWNER INFORMATION (Type or Print)

Name

Address

City RICHMOND

State VA

Zip Code

Daytime Telephone Number

E-mail Address

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle? ☐ YES ☒ NO

In the absence of an address to the vehicle manufacturer.

Signature of Owner

Date 2/1/05

VEHICLE INFORMATION

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

1J4GW48S920

Make

JEEP

Model

GRAND CHEROKEE

Model Year

2002

Date Purchased

5/02

Dealer's Name and Telephone Number

HAYNES JEEP 804 270-5337

Original Owner

☒

Dealer's City

ALBANY, NY

State

NY

Zip Code

Engine:

No. Cylinders

6

Fuel Type:

GAS

Transmission Type

☒ Antilock Brakes

Powertrain

☒ Cruise Control

Vehicle Component Code

190000 TIRES

Multiple Failure: 3 4

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)
26-DEC-2004

Failure Mileage
24000

Failure Speed
45

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make
GOODYEAR

Tire Model (Name or Number)
ALL SEASON

Tire Size (Example P215/65R15)
P 225/75R18

DOT No. (Example: DOTM19ABC036)

M171EVR09027

☒ Original Equipment

☐ Prior Repair

Failure Location: SIDE WALL

Tire Component Code

190000 TIRES

M171EVR09027

Tire Failure Type

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make:

Seat Type:

Child Seat Component Code:

Failed Part:

Date Manufactured:

Model No./Name:

Installation System:

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

Number of Deaths

Reported to Police

0

0

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).

THE MANUFACTURER PUT THE WRONG SIZE TIRES ON THE VEHICLE. IT WAS TOLD TO THE CONSUMER AT 24,000 MILES THAT TIRES WERE WORN OUT. CONSUMER COULD NOT GET THE RIGHT TIRE FOR THE VEHICLE. GOODYEAR WRANGLER, ST ALL SEASON, P22575R18, 104S, WEIGHT RATING 1984 MAXIMUM. *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.

In May of 2002 I purchased a Jeep Grand Cherokee Laredo. The car came equipped with Goodyear Wrangler ST tires, P225/75R16 104S. The tires wore out with at 23000 miles. Goodyear tells me I should get 60 to 70 thousand miles on that tire. In checking for replacements both BF Goodrich and Michelin refused to put their tires on my car. They stated that the tire must have a rating of 106S or larger (see enclosed #1 & #2)

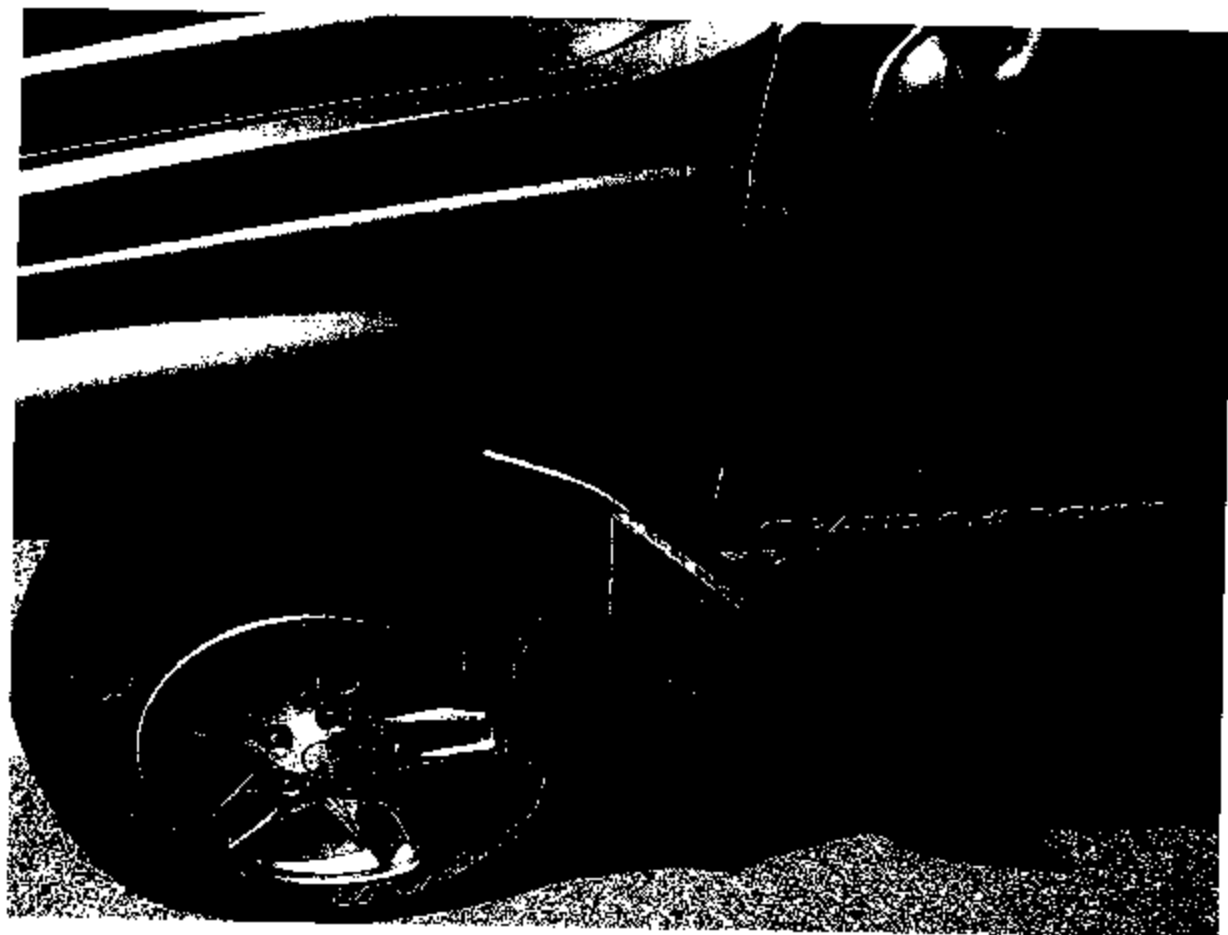
Even though Goodyear requires a 106S (see enclosed #3) they still will put the 104S on the Laredo since they do not make a 106S in that size.

Chrysler admitted the problem and offered to make an adjustment for the poor tire wear. Later they denied the whole thing (see enclosed #4). They refuse to talk about the tires. There is a simple fix, which is to use P245/70R16 tire, which is the alternate tire for that car.

The first week I owned the car I had an accident, which totally destroyed the Left Front tire. See enclosed picture.

At about 45 Miles Per Hour I had to swerve to miss a boat trailer coming across the yellow line into my lane. I do not know if the fast turn caused the tire sidewalls to fail sending me into the trailer or the trailer went into the tire destroying it. I have been told by several tire dealers in Richmond including the supplier for the Dealer from who I bought the car that the sidewalls on the 225's are to weak for my size car. (see enclosed # 5)

Chrysler should be made to replace the undersized tires, for those of us who have had to replace them we should be compasated.



#1



Tire Selector Results

Your vehicle: 2002 JEEP Grand Cherokee Laredo 4x4 (GAWR 5400)

Your vehicle's original equipment tire size: P225/75R18/XL 106S

[Find a Dealer](#)

We're sorry. There are no BFGoodrich® tires that fit for your vehicle.

For further assistance, please email our Customer Relations department, or call 1-877-788-8899 during normal business hours. (Monday - Friday: 8:00 am to 6:00 pm, EST; Saturday: 9:00 am to 5:30 pm, EST.)

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Tire Advisor Results

Find

Your vehicle: 2002 JEEP Grand Cherokee Laredo 4x4 (GAWR 5400)

Your vehicle's original equipment tire size: P225/75R16/XL 1088

[Change Vehicle >](#)

We're sorry. There are no tire matches for your vehicle.

For further assistance, please contact our Customer Relations department by calling 1-800-847-3435 during normal business hours (Monday - Friday: 8:00 am to 6:00 pm, EST; Saturday: 9:00 am to 5:30 pm, EST) or [sending an email](#).

Find

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#4

YAHOO! MAIL

Print - Close Window

Date: Thu, 13 Jan 2005 13:03:47 -0500

To: [REDACTED]

Subject: Re: DaimlerChrysler Customer Assistance (KMM2208631V39 [REDACTED])

From: "customerassist" <customerassist@daimlerchrysler.com>

Dear [REDACTED]

Thanks for your email about the tire issue and inquiry as it relates to your 2002 Grand Cherokee.

I reviewed the prior file in the matter and found no contact with a "Christy" from our office.

For further and direct handling of the matter, please call the tire manufacturer direct at:
Goodyear Customer Relations
Dept. 728
1144 E. Market Street
Akron, OH 44316
800-321-2136

Thanks.

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=KMM2208631C0KM&

Sincerely,

Paul Oster
Senior Staff Representative
DaimlerChrysler Customer Assistance Center

Original Message Follows:

Form Selected:

Category: US Customer Service

Brief Description:

Under size tires with excessive wear

Comments:

Christy was to call me back on Wednesday with a offer to take care of

#5

Online Performance Source

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Tire Search Results

You Selected: 225/75-16 for 2002 Jeep Grand Cherokee Laredo Standard Model [✉ FORWARD PAGE TO A FRIEND](#)
[Save This Vehicle](#) [Select New Make and Year](#)

Performance Category: HP,HPAS**Brands:** BFGoodrich, Bridgestone, General, Michelin**Speed Ratings:** SR,TR,UR,HR,VR,WR,YR,ZR**Results:** 0 that fit your search criteria.[COMPARE SELECTED TIRES](#)

No available tires.

[Home](#) > [Tires](#) > Tire Search Results

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online

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Landcruiser/Millennium cloth, standard on Laredo. Shown in Dark Slate Gray, also available in Sandstone or Taupe.

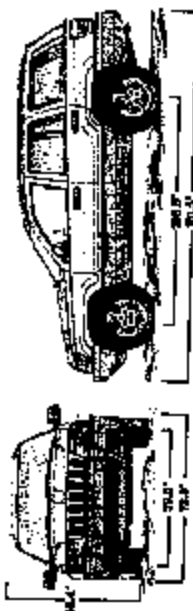


Royale Leather trim, available on Laredo. Shown in Dark Slate Gray, also available in Sandstone or Taupe.



18x7-inch
Silverblade Cast Aluminum
with Sparkle Silver accents
(Standard: Laredo)

LAREDO Specifications



EXTERIOR DIMENSIONS (inches unless otherwise specified)

Length	
Wheelbase	105.9
Overall Length	181.6
Overhang, front/rear	32.1/43.5
Width	
Overall Width	72.3
Track, front/rear	59.5/59.5
Height	
Overall Height (without roof rails)	69.4
Ground Clearance (at curb weight)	Min. available 8.7/ Max. available 9.1
Approach Angle/Departure Angle	30.7°/28.8°
Breakover Angle	22.6°

INTERIOR DIMENSIONS (inches unless otherwise specified)

Head Room, front/rear	38.7/38.5
Leg Room, front/rear	41.4/35.5
Shoulder Room, front/rear	54.9/52.8
Hip Room, front/rear	56.5/52.4
Cargo Volume (cu ft)	
Rear Seats Up	38.0
Rear Seats Folded	72.3
Seating Capacity	5

CAPACITIES/WEIGHTS

Fuel Tank (gal)	20.5
Cooling System (qt)	
4.0L Power Tech I-6 engine	15.0
4.7L Power Tech V-8 engine	14.5
Base Curb Weight (lb)	
4.0L Power Tech I-6 engine, 2WD/4WD	3,760/3,878
4.7L Power Tech V-8 engine, 2WD/4WD	3,988/4,045
Payload Capacity (lb)	
(with all occupants and cargo)	1,000
Maximum Gross Vehicle Weight Rating (lb)	
4.0L Power Tech I-6 engine, 2WD/4WD	5,250/5,400
4.7L Power Tech V-8 engine, 2WD/4WD	5,200/5,400

POWER TRAIN

Engines	Standard 4.0L Power Tech I-6 205 @ 4,800 230 @ 3,000 242 (3,960) 3.60 x 3.41 (93.0 x 88.2) 8.0:1 Sequential multipoint electronic fuel injection	Available 4.7L Power Tech V-8 235 @ 4,800 205 @ 3,200 287 (4,700) 3.60 x 3.40 (93.0 x 85.5) 8.0:1 Sequential multipoint electronic fuel injection
Horsepower, SAE net @ rpm		
Torque, net lb-ft @ rpm		
Displacement, cu in (cc)		
Bore x Stroke, in (mm)		
Compression Ratio		
Fuel System		
Transmissions		
Four-speed automatic with overdrive and lockup torque converter; electronically controlled (4.0L I-6)		
Five-speed automatic with alternate second gear with upshift and kickdown; overdrive and lockup torque converter; electronically controlled (4.7L V-8)		
4-speed automatic		
3-speed automatic		

1st	2.74	3.00
2nd	1.54	1.87 (upshift)
3rd	1.00	1.00 (kickdown)
4th	0.71	1.00
5th	—	0.75
Reverse	2.20	0.67
Axis Ratio, :1	3.55*	3.00

*A 2.7L axle ratio is included if V6 or 4.7L is ordered with the 4.0L Power Tech I-6 engine. Trailer Tow Capacity or Quadra-Trac II is ordered with the 4.0L Power Tech I-6 engine.

FOUR-WHEEL-DRIVE SYSTEMS

Base-Track® NV243	Full-time two-speed with shift-on-the-fly; includes low range (2.72:1) allows for two- or four-wheel-drive mode; full- or part-time 4WD; single-layer transfer case mode operation
Quadra-Track II® NV247	On-demand; utilizes a sensing coupling to automatically send torque to the front drive shaft when wheel slippage occurs; includes low range (2.72:1) single-layer transfer case mode operation

Get more details on Grand Cherokee pricing and features at www.jeep.com — keyword: buildinggrandcherokee



LAREDO Specifications

BODY/SUSPENSION/CHASSIS

Body Design - Uniframo construction

Front Suspension - Solid axle with four locating arms, coil springs, track and stabilizer bars, steering damper and low-pressure gas-charged shock absorbers; dead axle on 4WD models

Rear Suspension - Solid axle with two lower trailing arms, triangular upper arm, coil springs, stabilizer bar, low-pressure gas-charged shock absorbers

Variflex® Rear Differential - Available locking differential that progressively and variably locks in response to wheel slippage as traction conditions allow

Steering - Power-assisted, rack-and-pinion ball joint

Tires - 284, lock-to-lock

Turning Diameter - 37.4 ft, curb-to-curb

Brake System - Front - Hydraulic, power-assisted low-drag ventilated disc brakes; 12.0-inch rotor diameter

Rear - Hydraulic, power-assisted low-drag disc brakes; 12.0-inch rotor diameter

Antilock Brake System - Three-channel with four-wheel active speed sensors and electronic brake distribution (EBD)

TOWING DATA

	Class III Towing (lb)	Class IV Towing (lb)
Maximum Gross Combined Weight Rating	9,580	11,000
Maximum Loaded Trailer Weight	5,000	5,500
Tongue Load Limit	750	750
Trailer Tow Prep Group includes:		
Axle Ratio	3.73:1	3.73:1
Trailer Tow Group includes items listed above, plus:		
Engine Required	4.0L Power Tech V6	4.7L Power Tech V8
Transmission	4-speed automatic	5-speed automatic
Hitch Frame-mounted receptacle for load equalizer-type hitch		
Wiring Harness with 7-pin 4-pin connector feature		

REMARKS: Trailer tow limit is based on a maximum of 64,000 lbs. maximum trailer weight. See Class III or Class IV for details. This chart is meant to serve as a quick and easy reference guide on how to properly equip your Laredo. Consult your dealer for more information. For more information, consult your dealer. See Owner's Manual for important information regarding proper operation of this vehicle.

LAREDO Standard Features and Options

Laredo Standard Features (E Package)

Air Bags* - Next Generation multi-stage driver and front-passenger

Air Conditioning - Manual control

Battery - With Battery-Saver Feature

Brake-Park Interlock - Cannot shift out of Park unless brake pedal is applied

Cargo Area - Tie-down loops in floor/quarter trim

Console - Full-length center

Door Locks - Child-protection rear

Engine - 4.0L Power Tech V6 (includes four-speed automatic transmission)

Engine Immobilizer - Sentry Key®

Floor Mats - Front and rear, carpeted

Fuel Tank - Onboard Refueling Vapor Recovery System

Glass - Tinted, deep-tinted sunscreen on rear door, quarter and liftgate windows

Instrument Cluster - Including tachometer, trip odometer, oil pressure, engine coolant temperature and voltmeter gauges

Liftgate - Rear with fixed intermittent wiper/washer, flipper glass and electric defroster

Lighting, Exterior - Quad-lamp, aero-designed hood lamps with time-delay feature

Interior - Center high-mounted stoplamp, rear liftgate-mounted

Interior - Cargo area lamp, rear passenger overhead reading/courtesy lamp and footlamps

Mirrors, Exterior - Dual, power foldaway

Interior - Rearview, day/night

Power Accessory Delay - Allows operation of certain power accessories for 45 seconds after ignition is turned off or until a door is opened

Power Windows - 12-volt, battery-powered, instrument panel-mounted

Remote Keyless Entry - Two key fob transmitters with controls for power door locks, illuminated entry system, liftgate release and panic alarm

Roof Rack Side Rails

Seats - Leatherette/Millennium cloth, reclining front buckets with 40-way power adjustable driver's seat and rear 40/60 split-folding bench

Shoulder Belts - Height-adjustable front and rear outboard lap/shoulder belts with turning torso and rear-seat center lap belt

Sound System - AM/FM stereo radio with CD player, CD changer controls, clock and six speakers

Steering Wheel - Black vinyl with center-mounted horn pad, height-adjustable steering column

Tires - P225/75R18 Goodyear Wrangler ST all-season, OWL, radial

Transfer Case (4WD models only) - Select-Trac®

Trailer Tow Prep Group - Includes items listed above, plus:

Laredo F Package Standard Features

Automatic Headlamps - Programmable headlamps-on-with-ignition and parade mode feature

HomeLink® Universal Transceiver - Programmable radio frequency codes for up to three different remote-controlled systems

Luxury Group - Automatic-dimming inside rearview mirror, automatic headlamps (ON/OFF)

Mirrors, Interior - Dual illuminated view vanity mirrors with color-coded sunshade/defoggers

Seat - Six-way power adjustable driver's

Sound System - 4-AM stereo/FM stereo radio with full-logic cassette and CD players, CD-changer controls, graphic equalizer and clock

Infinity Gold™ Sound System - with six premium speakers and 180-watt sub-woofer, power amplifier

Steering Wheel - Leather-wrapped (black) with speed control switches and radio controls for volume, radio preset, seek and mode selection

Vehicle Security System - Monitors doors, ignition, hood and liftgate

Laredo F Package Options

Cold Weather Group - Heated exterior mirrors, heated driver and front-passenger seats with HILLO settings (requires leather-trimmed seats)

Engine - 4.7L Power Tech V8 (includes five-speed automatic transmission)

Lighting, Exterior - Fog lamps (integral with front fascias)

Mirrors, Exterior - Power heated

Power Windows - Power-adjustable driver's pedals (requires Luxury Group)

Seats - Royale Leather trim, front buckets with height-adjustable head restraints, six-way power adjustments, seatback map pockets, and rear 40/60 split-folding bench with height-adjustable, folding outboard head restraints

Sound System - 10-disc CD changer, includes cargo area storage and power outlet

Suspension - Opt Country Group with unique front and rear springs, rear junior bumpers/springs, rear stabilizer bar bushings, high-pressure gas-charged shock absorbers, increased ride height of about one inch. Also includes Solid Plate Group, P245/70R18 SR-A OWL all-terrain tires (4WD models only); not available with Class III Trailer Tow Group if power sunroof is ordered

The Pressure Monitoring System - Monitors and displays in EVIC individual tire pressure for all four rotating tires and warns if pressure is high or low at a preset threshold

Trailer Towing - Trailer Tow Group, Class IV, includes 3.73:1 axle ratio, power steering cooler, frame-mounted recuperator hitch, 7-pin 4-way plug adaptor (requires V8 engine)

* Certified to the Federal Regulations that allow use for both adults and children. Children 12 and under should always be in a properly secured child or infant or child restraint system, or a seat belt that is right for their age and size.

* Some Air stereo programming may not be compatible with this radio.

* Leds available

YAHOO! MAIL

Print - Close Window

From: "Michelin Webtire" <michelin.webtire@us.michelin.com>

To: [REDACTED]

Subject: Reply From Consumer Relations

Date: Tue, 18 Jan 2005 08:19:11 -0500

Stan,

Per our conversation, your vehicle lists an option of P245/70R16 106S.
The
Cross Terrain meets these specs and is acceptable to use with your Jeep
Grand Cherokee.

Thanks again Stan and if we can be of further assistance, please
contact us.

If you have additional questions, please respond to this email
or you may call us at 1-800-847-3435 (toll-free) between
8:30AM and 6:00PM Eastern Time Monday through Friday to allow
one of our Consumer Relations Representatives to assist you.

Michelin North America
Consumer Relations Department

(Please Do Not Delete the line below.)

Email ID: [REDACTED]