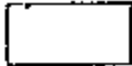


10108859



### Consumer Assistance Office - Metro West, Inc.

209 West Central Street, Natick, MA 01760 • (508) 651-8812  
www.consumermetrowest.org

#### Complaint Form

CASE FOR OFFICE USE

**CONSUMER:** Please supply information below

Name: \_\_\_\_\_  
Address: \_\_\_\_\_  
City/State: Winchester, MA Zip: \_\_\_\_\_  
Tel: Home/ Daytime \_\_\_\_\_

**COMPLAINT IS AGAINST:** Please supply information below

Name: Daimler/Chrysler/Seacoast Jeep of Salisbury  
Address: 158 Elm St / Rt. 110  
City/State: Salisbury, MA Zip: 01952  
Phone: 1-413-0063

Product/service involved: \_\_\_\_\_ Date Purchased: \_\_\_\_\_

Cost of product/service: \_\_\_\_\_ Amount paid at time: \_\_\_\_\_ Was contract signed? \_\_\_\_\_

How did you pay for this product? cash \_\_\_\_\_ check \_\_\_\_\_ credit card \_\_\_\_\_ loan \_\_\_\_\_ other(explain) \_\_\_\_\_

How did you purchase the product? In store \_\_\_\_\_ mail \_\_\_\_\_ phone \_\_\_\_\_ internet \_\_\_\_\_ at home \_\_\_\_\_ other \_\_\_\_\_

Person you dealt with: \_\_\_\_\_

How did you complain? By Phone \_\_\_\_\_ By Letter \_\_\_\_\_ By Email \_\_\_\_\_ In Person \_\_\_\_\_

To whom: \_\_\_\_\_ When: \_\_\_\_\_

What outcome do you seek? \_\_\_\_\_

IF AUTO COMPLAINT: Make/Model Jeep Grand Cherokee Year 2004

Date of purchase 4/9/04

Mileage at Purchase 10 Current Mileage 15,000 +/-

New  Used \_\_\_\_\_ Purchase Price 26,865<sup>00</sup> Purchase  Lease \_\_\_\_\_

Have you contacted another agency? \_\_\_\_\_  
If yes, please give the name of the agency below. \_\_\_\_\_

Have you hired an attorney? NO  
If yes, please give the name of the attorney below. \_\_\_\_\_

Working in cooperation with the Massachusetts Department of the Attorney General

*Jessica*  
1/10/05

Please sign the complaint form after briefly describing your consumer complaints. Try to explain your problem in chronological order using dates, if possible. Please enclose copies of any bills, receipts, contracts, advertisements, repair order or any relevant documents when you return this completed form.

Also, state what action, if any, you have taken to resolve this problem and what you would like as a remedy. Please print or type legibly.

On 11/11/04, my Jeep was taken to Seacrest for a regular oil change service hoses, brakes checked see enclosed invoice. On 11/19/04 at 3:30pm my daughter was backing out of parking space at church parking lot when she attempted to brake to change to go forward she realized the brakes were hard and would not work as a result she called into a parked car causing damage to both vehicles. I called a tow company (AAA) to have vehicle towed as I had no brakes then proceeded to call Seacrest Jeep dealer My husband spoke with Nick Dampoulos co owner and explained the situation to him. He told my husband that he now what the problem was that the brake booster hose had disconnected. He told my husband to reconnect it and not have the car towed. So he proceeded to do reconnect the hose cancelled the tow. The next day 11/22/04 at 8am I took the vehicle to Seacrest they checked brake booster hose connected it back and put clamp on it to prevent it from coming off again. see enclosed invoice dated 11/21/04 I proceeded on Monday 11/22/04 to call Daimler/Chrysler directly to file a complaint. They set up an investigation set me a letter see enclosed, when I work later I received another letter from them, see enclosed dated 12/1/04 stated they investigated & inspected my vehicle. They never contacted me or saw my vehicle. On Tuesday, Dec 7, 2004 I called Daimler to discuss this matter and the gentleman I spoke to who did not give me his name was rude and hung up on me. My concern is that there could be something wrong with the brake system on other 2004 Jeep's and this should be addressed so as what no one has this happen to them. It could have caused a more serious accident or even a death.

MAY WE SEND A COPY OF YOUR COMPLAINT TO THE MERCHANT? YES  NO

Signature \_\_\_\_\_

Date: 12/8/04

#### CONFIDENTIALITY

Your complaint form may be considered a public record, a copy of which is available to any member of the public upon request. In response to such requests, this Office generally will not disclose your name, address, or phone number, or any other information on that form that identifies you, and will not disclose this form in response to any request for complaints submitted by you. Your record in its entirety may, however, be disclosed to state and federal authorities as required by law, and to law enforcement and regulatory agencies who may assist in resolving your complaint.

# DAIMLERCHRYSLER

DaimlerChrysler Corporation  
Customer Claims Resolution Group

November 29, 2004

Winchester, MA

Re: Vehicle: 2004 JEEP GRAND CHEROKEE  
VIN: 1J4GW48S14C

Dear

Thank you for contacting DaimlerChrysler Corporation in regard to the above referenced vehicle. We are in the process of reviewing your file and will inform you of our decision as soon as practicable.

If a vehicle inspection is necessary, you will be contacted by our inspector to set up a vehicle inspection appointment.

Please allow 2 weeks from the date of this letter for processing of your claim. You will be contacted either by telephone or letter.

If you have not been contacted or, should you have any questions, only after the full 2 week period, you may call the number below. Thank you for your cooperation.

Customer Claims Resolution Group

1-866-432-1329 (toll free)

*Respectfully,  
DaimlerChrysler Corporation*

*Sincerely,  
DaimlerChrysler Corporation*

# DAIMLERCHRYSLER

DaimlerChrysler Corporation  
Customer Claims Resolution Group

December 3, 2004

Winchester, MA

**Re: 2004 Jeep Grand Cherokee Laredo, Vin # 1J4GW48S14C251182**

Dear

Thank you for contacting DaimlerChrysler Corporation and raising concerns that you have with the above referenced vehicle. DaimlerChrysler Corporation conducted an investigation into the incident and inspected the vehicle.

Based on the information we received, DaimlerChrysler Corporation must deny your claim. Thank you again for raising your concerns with DaimlerChrysler Corporation. We suggest further inquires be directed to your Insurance company.

Very truly yours,

Customer Claims Resolution Group



## Office of Defects Investigation

### Complaints - Search Results

1 Records Displayed.

Report Date : November 29, 2004 at 04:03 PM  
SEARCH TYPE : VEHICLE  
YEAR : 2004  
Make : JEEP  
Model : GRAND CHEROKEE  
Type : ANY

Make : JEEP                      Model : GRAND CHEROKEE

Year : 2004

Manufacturer : DAIMLERCHRYSLER CORPORATION

Crash : Yes                      Fire : No

Number of Injuries: 0

ODI ID Number : 10086447

Date of Failure: July 19, 2004

VIN : 1J4GX48S44C...

Component: SERVICE BRAKES, AIR:ANTILOCK

**Summary:**

BRAKES FAILED ON MY NEW 2004 JEEP GRAND CHEROKEE WHEN GOING TO PARK HIT A POLE. PUMPED THEM UP AND TOOK TO DEALER. DEALER COULDN'T FIND ANYTHING WRONG. WITHIN NEXT WEEK AT SLOW SPEEDS BRAKES FAILED 3 MORE TIMES CALLED AWRECKER AND TRADED IT IN AFTER DEALER STILL COULDN'T FIND THE PROBLEM AFTER KEEPING IT 5 DAYS. \*AK



# Office of Defects Investigation

2

Complaints

Defect Investigations

Recalls

Service E

Navigate: ODI Home

**Complaints**

- » Search
- » File a Complaint

**Defect Investigations**

- » Search

**Safety Recalls**

- » Search

**Service Bulletins**

- » Search

**Downloads**

**Foreign Campaigns**

- » Search

**EWR Information**

- » Account Management
- » Equipment Manufacturer
- » Low Volume Manufacturer

**Sitemap**

**Contact**

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

**TTY**

- » 1-800-424-9153 or
- » 1-202-484-5238



## VOQ Information

**Completed**

- [Edit consumer](#)
- [Edit complaint](#)
- [Edit vehicle](#)

**Optional**

- [Add tires](#)
- [Add equipment](#)
- [Add childrestraint](#)

**NOTE:** Please review your Complaint information and click on "Submit Complaint" button at bottom of this page to Submit your complaint to NHTSA.

## Consumer Information

**Name :**  
**Org. Name :**  
**Address :**  
**City, State, Zip :** Winchester, MA  
 USA  
**Daytime Phone :**  
**Evening Phone :**  
**Email :**

RECEIVED  
 808-215  
 404 DEC 15 A 9 25  
 DEFECTS INVESTIGATION  
 OFFICE OF

## Complaint Information

**Description :**

My daughter was backing up from a parking space in our church pa as she as she applied the brakes so that she could put vehicle in dr realized that the brakes were not working which caused her to hit e parked vehicle. I called the dealership that I purchased my vehicle Seacoast Of Salisbury, MA. The service department knew exactly w problem was when he spoke to my husband. He said that the Brake must have disconnected causing the brake failure. The vehicle was off-changed on the 11/11/04 at Seacoast and the inspected all hoses brakes. On 11/19/04 the brake booster hose disconnected causing failure. I took the vehicle back the dealership who reconnected the booster hose and put a clamp on it. I then proceeded to call Daimler/Chrysler to file a complaint about this malfunction which c been more serious as my daughter drives the highway to school ev Daimler said they would do an investigation and inspection of my v received a letter from them telling me that they have done an inspe my vehicle and investigated the situation which is not true as they

contacted me. When I called Daimler Chrysler Customer Claims Res Group and explained the situation they hung up on me. I believe th should be a recall on the brake booster hose on the 2004 Jeep Gr C to prevent any further accidents or even deaths. Brake failure is a v serious problem.

**Incident Date :** 11/19/2004 **Fire :** No  
**Num. Failures :** 1 **Property Damage :** No  
**Num. Deaths :** 0 **Crash :** No  
**Num. Injured :** 0 **Police Report :** No  
**Referral Source :** CONSUMER OFFICES

### Vehicle Information

**VIN :** 1J4GW46S14C **Purchase Date :** 4/9/2004  
**Manufacturer :** DAIMLERCHRYSLER CORPORATION  
**Year, Make and Model :** 2004/JEEP/GRAND CHEROKEE **Original Owner :** Yes  
**# of Cylinders :** 6 **Trans. Type :** AUTOMATIC  
**Engine Size :** **VehicleDetails Usage :**  
**Cruise Control :** Yes **Antilock Brakes :** Yes  
**Current Mileage :** **Speed :**  
**Failure Mileage :** **Powertrain :** 4 WHEEL DRIVE  
**Body Style :** SUV **Fuel System :** FUEL INJECTION  
**Fuel Type :** GAS **Vehicle Type :** MULTIPURPOSE

### Vehicle Component Information

**Component 1:** SERVICE BRAKES, AIR SUPPLY; HOSES, LINES/PIPING, AND FITTINGS **OEM:** No

### Vehicle Dealer Information

**Dealer :** 1  
**Name :** Seacoast Motors **Dealer Type :** SALES DEALER  
**Address :** 158 Elm Street  
 Salisbury  
 MA 01952  
**Dealer Phone:** 978 463 0063 **Dealer Fax:** 978 463 0374  
**Email:**  
 **Dealer :** 2  
**Name :** **Dealer Type :** SALES DEALER  
**Address :**

**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).**