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2004 DEC 21 AM 9:2

*LaPlata, Maryland*

November 25, 2004

**Certified Mail - Return Receipt Requested**

Customer Relations  
Chrysler Corporation  
Post Office Box 21-8004  
Auburn Hills, MI 48321

Dear Sir or Madam:

We are writing to notify you of the continuing problems we are experiencing with the antilock brake system (ABS) on our 1990 Jeep Wagoneer, VIN 1J4FN78L1LI. There have been recurring problems with the ABS system on this vehicle since 1991. We have incurred out-of-pocket expenses for repairs not to mention the inconvenience of being without an automobile on the six plus occasions that the vehicle has been in the shop for service.

The most recent problem with the ABS brake system began in September of this year. At that time, I began experiencing intermittent brake failure. Without warning, there was *no* brake when I applied the pedal. The "check ABS" light and complete brake failure occurred simultaneously. The car would continue moving as if on ice as I applied the brake and it would not stop. After seconds, but at the time what seemed like much longer, the brakes slammed on stopping the vehicle abruptly. After that, the system operated properly. After experiencing the brake failure for the second time, I took the vehicle to a local Jeep dealership for a diagnostic check and repair. The dealership replaced the Accumulator. On September 28, 2004, I picked up the vehicle from the dealership after work and headed for home. I drove approximately 6-8 miles and experienced the same brake failure as before. I was traveling in evening rush hour traffic and was almost involved in an accident because of the failure of the brake system. I called the dealership the next day and, at its cost, had the vehicle towed back for service. On October 1, 2004, the brake system was again tested. I was told that the actuator was going bad and it was replaced and paid for by Chrysler Corporation. I picked up the vehicle on the evening of October 4, 2004, and again while driving from the dealership located in Waldorf, Maryland, to my home the brakes failed. At the time, I was approaching a traffic light, and because of my previous experience was not feeling confident about the brake system. As the light changed, I applied the brake and once again, brake failure. Because I was being extremely cautious and had left more than ample room between me and the vehicle ahead of me, I was able to get to the shoulder of the highway thereby avoiding a collision. Again, the brakes grabbed suddenly and

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1/10/05

the vehicle stopped. I called the dealership before ever reaching home with the vehicle to report this experience. The suggestion was to have the vehicle towed back to the dealership for further diagnostics. At this time, the car remains parked at my home.

Chrysler Corporation issued a safety recall to test and repair the antilock brake system indicating "a problem which related to motor vehicle safety exists in some 1989 through 1991 Jeep Cherokee and Wagoneer vehicles equipped with an antilock brake system (ABS)." (Recall #702) A chronology of the work performed on the brake system on our Jeep Wagoneer follows and copies of the repair invoices are enclosed.

<i>Date</i>	<i>Invoice No.</i>	<i>Problem and Remedy</i>	<i>Expense</i>
9/5/91	JEC S6334	Brake default Recall #319T	No Charge
7/19/93	133047	Loss of Brakes; ABS light on Remedy: Replace pump	\$610.56 - out-of-pocket \$542.56 - reimbursed by Chrysler
9/4/97	51259	ABS Light On Remedy: Recall #702 Inspect Replace Pump/Motor	No Charge
10/6/99	74906	ABS Pump running off and on; ABS Light On Remedy: Inspect ABS and Replace Actuator Assembly per Recall #702	No Charge for Actuator Assembly \$162.78 - out-of-pocket for labor
5/22/00	81599	ABS Light On and Off Remedy: Corroded Connector	\$71.83 - out-of-pocket
9/28/04	CHCS187687	Complete brake failure at any time; brakes work for a while then when applied no stopping at all - still have pedal, car glides like on ice, then catch and brakes slam on. Remedy: Performance test; replace Accumulator	\$299.00 - paid out-of- pocket
10/1/04	CHCS187791	Remedy: Test system, found ABS going bad; replace ABS Actuator.	No Charge
10/4/04		Problem: Brake failure in evening rush hour traffic; applied brakes at traffic light and again, no brakes. Remedy: Dealership suggested that car be towed back in for further diagnostics.	

As mentioned above, the vehicle is now parked at our residence and has not been driven since October 4, 2004. Since the last brake failure, we have researched the issue and have found that the recurring problem we are experiencing is not an isolated incident. We have learned that there have been complaints filed with the National Highway Traffic Safety Administration and agencies such as the Center for Auto Safety by other owners of Jeep Wagoneers as well as owners of other Chrysler products who have experienced similar ABS problems. In its letter of January 30, 1997, to Susan M. Cische, Executive Director, Vehicle Compliance & Safety Affairs, Chrysler Corporation, the NHTSA states "Chrysler is responsible for the remedy of these vehicles from this date forward, regardless of vehicle age, mileage, or ownership."

Because of the unreliability and continued problems with the brake system even after repairs have been made and new parts installed, we feel the vehicle is a safety hazard. The recurring ABS brake failure substantially impairs the use and value of our vehicle. We are, therefore, requesting that a representative of Chrysler Motor Corporation contact us as soon as possible at the above address or telephone number regarding this matter.

Sincerely,  


Enclosures

Customer Relations  
Chrysler Corporation  
November 25, 2004  
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cc: ✓ U.S. Department of Transportation  
National Highway Traffic Safety Administration  
Office of Defect Investigation  
NVS/216  
400 Seventh Street, SW  
Washington, DC 20590

Center for Auto Safety  
1825 Connecticut Ave, NW  
Suite 330  
Washington, DC 20009-5708

***SAFETY RECALL TO TEST AND REPAIR YOUR VEHICLE'S ANTILOCK BRAKE SYSTEM***

Dear Jeep Owner:

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

Chrysler Corporation has determined that a problem which relates to motor vehicle safety exists in some 1989 through 1991 Jeep Cherokee and Wagoneer vehicles equipped with an antilock brake system (ABS).

***The problem is...*** The ABS hydraulic control unit on your vehicle (identified on the enclosed form), may experience excessive brake actuator piston seal wear and/or pump-motor deterioration. If this occurs, the ABS function may be lost and reduced power assist may be experienced during braking. This may result in increased stopping distance that could result in an accident.


***What you should do...***

Owners of vehicles that experience any of the following symptoms should contact their dealers *immediately* to schedule a service appointment:

- Either the Brake System Warning Light or the Antilock Warning Light remains *illuminated more than two minutes* after starting the vehicle; *or if either light comes on* at any other time during vehicle operation;
- A *substantial* increase in *brake* pedal force is needed to stop the vehicle; or
- Any other ABS malfunction occurs.

Please bring the enclosed Owner Notification Form with you to your dealer. It explains the required service to the dealer.

If your ABS brake system is operating properly and none of the above symptoms are present, no action is necessary at this time. However, if any of these symptoms appear in the future, contact your dealer for a free repair. *Keep this letter with your vehicle's other owner information in case you notice any of these conditions in the future.*

*Buckle up  
for Safety* 

*Replaced  
A06 97  
Wagoner  
5000*

**What Chrysler  
and your dealer  
will do...**

Chrysler will test your vehicle's ABS for excessive piston seal wear and possible pump-motor deterioration. If problems *with these components* are found at any time during the entire life of your vehicle, **Chrysler** will replace these components free of charge. The test will take about one hour to complete. Another one to three hours *may* be required if components must be replaced. However, additional time may be necessary depending on how dealer appointments are scheduled and processed.

**Extended  
Warranty...**

In addition to this recall action, the warranty period on other ABS components in your vehicle is being extended to 10 years or 100,000 miles, whichever ever occurs first. This means that if any of these other ABS components fail within 10 years or 100,000 miles, your dealer will correct the problem free of charge. This extended warranty is limited to the same conditions defined in the original warranty and does not include any base brake system components (calipers, pad/shoe linings, etc.). Further, Chrysler will reimburse owners for any previous ABS component expenses incurred within the limits of the extended warranty. Just send the original receipt to:

Chrysler Corporation - Recall #702 Reimbursement  
P.O. Box 21-8004  
Auburn Hills, MI 48321-8004

**If you need  
help...**

If you have any questions about whether your ABS system is operating properly, contact your dealer.

If you have trouble getting your vehicle repaired, please call the **Chrysler Customer Center**, toll free, at 1-800-853-1403. A representative will assist you in getting your vehicle repaired. If your dealer fails or is unable to remedy this defect without charge and within a reasonable time, you may submit a written complaint to the Administrator, National Highway Traffic Safety Administration, 400 Seventh Street, S.W., Washington, D.C. 20590, or call the Toll Free Auto Safety Hotline at 1-800-424-9393. (Washington, D.C. area residents may call 366-0123.)

We're sorry for any inconvenience, but we are sincerely concerned about your safety. Thanks for your attention to this important matter.

*Customer Services Field Operations  
Chrysler Corporation  
702*



*Received  
 6-24-97  
 7:30 PM,  
 Service Records  
 Check Con #5004  
 from COMAS. 7-1 18 DAYS*



**SERVICE NOTIFICATION**

**INSTRUCTIONS TO CHRYSLER CORPORATION VEHICLE OWNER**

- Please present this notification card to your dealer to have the service described in the enclosed letter performed. This service will be provided free of charge for the car or truck whose Vehicle Identification Number is printed at the right. Please call the servicing dealer for an appointment before your visit for quicker service and convenience.
- When the service is completed, ask the dealer to enter the dealer name, dealer code and repair date on the card at the right, and then to give you the card for your record of repair.
- If you know that this service has already been performed — or if the vehicle is not in your possession — please complete the right side of this form. Detach it from this stub and mail the form. No postage is needed.

Thank you for your cooperation.

Chrysler Corporation

43-005-0082 (10/87)



- INSTRUCTIONS TO DEALER**
- Description: **ABS ACTUATOR PUMP/MTR ASSY**
  - Parts Return Requirement (Yes, No): **YES**
  - When the service is completed, enter the dealer name, code and date on the card at right and provide it to the owner as a record of repair.
  - For reimbursement, the claim must be submitted through the dealer's normal claim submission channel, (D.I.A.L. or paper).

**OWNER/ADDRESSEE: COMPLETE AND MAIL THIS CARD ONLY IF YOU KNOW THAT THE SERVICE HAS BEEN COMPLETED OR IF THE VEHICLE IS NOT IN YOUR POSSESSION**

- Please check the appropriate box and provide the information requested:
  - This service was previously performed (check one):  Inspected  repaired
  - This vehicle was (check one):  scrapped  stolen  exported
  - This vehicle was sold. Please fill in the following information only if sold to a retail buyer — not to a dealer:

• Date of Sale:  (Example: 0,1|3,1|8,8)  
Mo. Day Yr.

• New Owner's Title (check one): 1.  Mr. 2.  Mrs. 3.  Miss 4.  Rev.  
 5.  Dr. 6.  Business 7.  Ms. 8.  Mr. & Mrs.

• New Owner's Name & Address (Please Type or Print Clearly):

INITIALS LAST NAME

STREET ADDRESS

STREET ADDRESS (CONTINUED)

CITY

STATE ZIP CODE 97135

VEHICLE IDENTIFICATION NUMBER S.O. or FLEET NO. NOTIFICATION NO.

1J4FN78L1LL RA921001 702

LA PLATA, MD

DEALER NAME \_\_\_\_\_

DEALER CODE \_\_\_\_\_ REPAIR DATE \_\_\_\_\_

CRS 482-00-66  
Chrysler Corporation  
PO Box 218006  
Auburn Hills MI 48221-8006



WALK PAPERWORK  
7-19-93 @ 63K  
118K

PRESORTED  
FIRST CLASS



90 WAGON  
RECENTLY CHECK M.I.D JULY  
ALSO STARTED COMING ON  
JOB AFTER ABOVE SHOW IS

**IMPORTANT!**

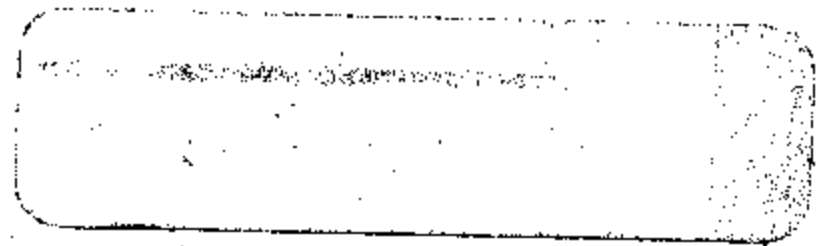
# SAFETY RECALL NOTICE

84-810-302 (REV. 11/89)

11:40 AM 8.20-97 @ 1800-853-1403  
STEVE GAMBER

WALDORF JEP 301-843-5300

7/22 6:30 AM  
STACY



DATE

**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).**