

Type: Customer E-mail
 From:
 To: webmaster@nhtsa.dot.gov
 Subject: 2001 Jeep Wrangler

NOV 12 2004

10119219

From:

Comments:

We have bought a 2001 Jeep Wrangler Sahara from Lia Honda in Sept of 2004. Since purchasing this vehicle we have had nothing but problem after problem starting from the actual day we picked it up, because of a brake issue. A few weeks later my husband broke down on the side of the road and had to miss a day of work because no one was around to bring him. There have been many mechanical issues with the jeep, but the major problem that has caused the vehicle to be in the shop eight times (we do have service receipts for everything) is a leak behind the passenger seat, this has in turn per the service manager at Country Jeep has caused corrosion in the electrical box and corroded the air bag like. This could cause the airbag to go off at anytime. There is also some problems now with the wheel bearings and an oil leak. It has been in the shop at Lia Honda six times and at a Jeep dealer (Country Jeep) twice for the same leak. According to the jeep dealer there are now more mechanical issues that have been found since they have had the vehicle, it is apparent to them as well as myself that this car is a lemon. Although Lia has paid for the service on this vehicle, they cannot get it right and now the Jeep is sitting in our garage and cannot be driven because of safety issues. We have asked Lia to buy back the car, but the General Manager stated "they do not buy back cars". We were told that we would either have to trade the vehicle in which would result in loosing about \$4k dollars per Kelly Blue Book, not to mention what we have paid and our down payment, or to get a lawyer. I would like to hand this lemon back to Lia and get the money we have paid to the bank as well as the money we put down. Lia has made no attempt to help us rectify this problem. At what point do we stop trying to fix it. My husband and I work full time in Ct and live in Mass. Our commute is 45 minutes, we need to have a reliable vehicle. I have contacted both the General Manager Chris Brunnen, as well as the corporate office and have not received word back from either. I would hope there could be some protection for a consumer like us. Please help us turn this jeep in so we can get a reliable vehicle. Thank you for any help you can offer.

Sincerely

From NHTSA Web Site.

Jimenez, Alberto

To:
Subject: 2001 Jeep Wrangler

APR 18 2005

Dear

NVS-216 aaj

Thank you for your e-mail to NHTSA's Webmaster, which was received by NHTSA's Office of Defects Investigation. We apologize for the delay in answering your e-mail and use of this form letter, however, due to the number of e-mails received and limited resources, we are responding to your correspondence in this manner. A member of our staff may contact you if further information is needed.

NHTSA is the Federal agency responsible for improving safety on our Nation's highways. We are authorized to order manufacturers to recall and repair vehicles or items of motor vehicle equipment when our investigations indicate that they contain serious safety defects in their design, construction, or performance. We also monitor the adequacy of manufacturers' recall campaigns. In order for the agency to initiate an investigation, sufficient data must exist to warrant the expenditure of agency resources. We cannot act on isolated problems or resolve disputes between individual owners, dealers, or manufacturers.

Reports from motorists concerning vehicle problems are a very important source of information for us. If you wish to provide information with regard to motor vehicle or motor vehicle equipment problems or problems with regard to recall corrective actions and have not done so, please complete the vehicle owner's questionnaire that is available on NHTSA's Web site at www.nhtsa.dot.gov/ivqg <<http://www.nhtsa.dot.gov/ivqg>>. Each report is analyzed and compiled into a database to assist us in identifying potential safety problems or recall inadequacies that require our attention.

You may also obtain information about recalls, investigations, and other safety related information by accessing NHTSA website at www.nhtsa.dot.gov/cars/problems <<http://www.nhtsa.dot.gov/cars/problems>>. For other information please call our DOT Auto safety Hotline toll-free number at 1-888-327-4236.

If further assistance is needed, please contact Mr. Michael J. Jordan, Office of Defects Investigation, Correspondence Research Division, at: (202) 493-0576.

Sincerely,

Alberto A. Jimenez, Chief
Correspondence Research Division
Office of Defects Investigation
Enforcement

P.S. Again, please accept my apologies for the delay in responding to you email. Should you still have dealer problems or encounter this type of problems in the future, we can only recommend that you contact your local Consumer Protection Agency and your State's Office of Attorney General for assistance. You should also report to your local Better Business Bureau for their records of the dealership.