

10124696

U.S. Department of Transportation  
National Highway Traffic Safety Administration  
Office of Defects Investigation  
NVS-210, 400 7<sup>th</sup> Street, SW  
Washington, D.C. 20590

2005 MAY 26 AM 5:10

Re - 1999 Jeep Grand Cherokee Laredo, V.I.N. # U4GW58S3XC

Percy's Auto Sales Inc., 40 Houlton Rd., Presque Isle, ME 04769

May 17, 2005

To whom it may concern,

This letter is our written dissatisfaction with our 1999 Jeep Grand Cherokee and the service department of Percy's Auto Sales in Presque Isle, Maine.

We purchased our Jeep in the fall of 2002 and soon discovered the front rotors were bad due to a severe shudder in the steering while attempting to brake at speeds of 45mph plus. As a result, we replaced the rotors Oct 9, 2002. Shortly thereafter the rotors went bad again and we had to replace once again May 8, 2003 and again June 9, 2003 and again Mar 5, 2004 and then in June of 2004 they went bad yet again. After speaking with a Jeep repair technician in Bangor of June 2004, I was told Jeep were having rotor problems and that a service bulletin had been issued regarding a parts group that "should" correct the problem. Although this new parts group were the most expensive yet (\$484.57 installed), we elected to have the procedure done at our local Jeep dealer, Percy's Auto Sales, Presque Isle.

On July 8, 2004 we had Percy's Auto Sales replace our rotors with the new upgrade package at our expense of \$484.57 installed. In good faith we hoped this would be the end of our Jeeps serious rotor design flaw. It was not to be, nine months later in April 2005 the severe shudder returned when braking and we new yet again the rotors had failed. We returned to Percy's Auto Sales to bring to their attention that this was rotor set number 6 that failed to maintain adequate quality braking on the Jeep Grand Cherokee. After reviewing our situation, Percy's Auto Sales informed us that although we were at this point extremely upset about the unreliability of our Grand Cherokee, they had no obligation to honor their one year warranty on parts, because they maintain we exceeded the warranty due to the mileage on our vehicle since they repaired it. This expensive repair failed after only nine months yet they believed they had no obligation to meet Jeep customer satisfaction.

*Heath*  
6/1/05

Percy's Auto Sales passed the buck by suggesting we call Jeep/Chrysler to complain about our problem which I did May 12, 2005. This call to customer service was a complete waste of time as the customer service representative informed me that the Jeep was no longer under warranty, and that they had no record of my rotor repairs ever being done under warranty. I informed them I had all receipts to prove the numerous rotor replacements, but Jeep/Chrysler was completely uninterested in acknowledging any rotor problem in the Grand Cherokee model. I was informed that I was free to fix the rotors yet again at a Jeep/Chrysler dealer or a private garage of my choice, at my expense, it was not their problem.

In conclusion, Jeep/Chrysler and Percy's Auto Sales have mastered the art of passing the buck and have no interest whatsoever in acknowledging there is a serious design flaw in the Jeep Grand Cherokee that will not allow the driver of one these units to drive more than a few months without having to perform serious brake work at the owners expense. This is totally unacceptable customer service by both Jeep/Chrysler and Percy's Auto Sales. Happy Jeep drivers are the least of their concerns in my opinion. To this day, our Jeep remains unfixed with bad rotors.

Sincerely,

Presque Isle, Maine

**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).**