



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 100148

Date Received

2005 JUL -8
16-JUN-2005

Repository ☐

Reference No.
10125466

OWNER INFORMATION (Type or Print)

Name

Address

City CHARLOTTE

State NC

Zip Code

Daytime Telephone Number

E-mail Address

Evening Telephone Number

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle? ☒ YES ☐ NO
In the absence of a signature, please provide your name or address to the vehicle manufacturer.
Signature of Owner Date 6-12-2005

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side
1J4GW68N1X0

Make
JEEP

Model
GRAND CHEROKEE

Model Year
1999

Date Purchased
06-MAY-01

Dealer's Name and Telephone Number
LAKE NORMAN CHRYSLER 800-889-5253

Engine:
No: Cylinders 8

Fuel Type:
Gas

Original Owner
☐

Dealer's City
CORNELIUS

State
NC

Zip Code
28031

Transmission Type
AUTOMATIC

☒ Antilock Brakes
☒ Cruise Control

Powertrain
4 WHEEL DRIVE

Vehicle Component Code

103100 POWER TRAIN: AUTOMATIC TRANSMISSION: CONTROL MOD

Multiple Failure: 7

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)
03-MAY-2005

Failure Mileage
35000

Failure Speed
ANY

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make

Tire Model (Name or Number)

Tire Size (Example P215/65R15)

DOT No. (Example: DOTM19ABC036)

☐ Original Equipment
☐ Prior Repair

Failure Location:

Tire Component Code

Tire Failure Type

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make:

Date Manufactured:

Model No./Name:

Seat Type:

Installation System:

Child Seat Component Code:

Failed Part:

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

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).

DT: WITHOUT WARNING THE VEHICLE SHUT DOWN. THIS HAPPENED AT ANY SPEED AND ANY WEATHER. DEALER SAID IT IS POWER CONTROL MODULE (PCM), AND THE PART WAS ON BACK ORDER. MANUFACTURER SAID THEY COULDN'T DO ANYTHING TO SPEED UP THE PROCESS, AND WERE TRYING TO GET THE PARTS TO DEALERS AS QUICK AS POSSIBLE. CALLER WAS ON WAITING LIST FOR PART. CALLER WAS CONCERNED ABOUT FAMILY WHEN DRIVING AND CAR SHUTS OFF. CALLER SAID CAR TAKES ABOUT 5 MINUTES F TO START BACK UP, SOMETIMES LONGER. REPLACEMENT OF PART WAS NOT INCLUDED IN ANY MAINTENANCE SCHEDULE. *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.

[REDACTED]
[REDACTED]
Charlotte, NC [REDACTED] [REDACTED]

Mr. Michael J. Jordan
Safety Defects Program Assistant
Correspondence Research Division
Office of Defects Management

Re: 10125466 Supplemental

Mr. Jordan:

In addition to the report filed with the NHTSA, attached, I have also included a repair receipt with the highlighted charges relating to the claim, and the email correspondence with a manufacturer's representative in chronological order with the most recent emails first and the beginning of each correspondence highlighted. Below are salient points regarding my claim that the PCM on 1999 Jeep Grand Cherokees be recalled.

Jeep erratically and completely cuts off regardless of speed, or other external factors such as temperature and weather. At any speed, a crash may occur without warning if the car is not able to safely maneuver off of the road.

The problem part, a malfunctioning PCM (Powertrain Control Module), is not part of a regular maintenance service and is not currently on a recall list.

Problem could not be diagnosed without the condition being recreated by the dealer. Apparently no diagnostic equipment could locate the problem unless the car happened to cut off while at the dealer. This meant days and at the dealer, running full time.

Other vehicles with similar conditions have been recalled including the two listed below (information obtained from Automotive Resources International - www.arifleet.com/recall.html):

April 2004 Ford Escape - Recall # 04S13:

"Certain affected vehicles may exhibit an intermittent engine quit and restart condition due to calibration errors with the EVAP monitor and system interaction between the calibration, the Idle Air Control Valve and EVAP system hardware. This condition is most likely to occur while decelerating under 40 mph, and could result in the vehicle being involved in a crash without warning."

August 2004 and September 2004 GM Envoy/Bravada - Recall # 04048A:

"Certain affected vehicles have a condition in which the electronically controlled air suspension (ECAS) may produce a brief electrical spike while the vehicle is operating. This electrical spike can disrupt the powertrain control module (PCM) causing the vehicle to stall. If the spike damages the PCM, the vehicle may not restart. If this happens while the vehicle is moving, a crash could occur without prior warning."

I await a response to this extremely dangerous situation.

Thank you for your time.
[REDACTED]

[REDACTED]

From: customerassist [customerassist@daimlerchrysler.com]
Sent: Monday, June 20, 2005 10:15 AM
To: [REDACTED]
Subject: Re: RE: RE: RE: DaimlerChrysler Customer Assistance (KMM2842714V36577L0KM)

Dear [REDACTED]

Thank you for your reply.

I researched your order, and discovered that the part was shipped to the dealer on 6/16/2005.

I suggest you call the dealer to investigate, and schedule an appointment.

Feel free to contact me should the need arise.

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:

REPLY LINK: http://www.chrysler.com/wccsapp/wccs/brand_forms/us/reply.jsp?trk_ID=KMM2842714C0KM&

Sincerely,

Dan
Senior Staff Representative
DaimlerChrysler Customer Assistance Center

Original Message Follows:

Dan,
Thank you for continuing to look into this. I hadn't realized it had been closer to a month this time. I was troubled by your note that it was put on a "Daily" order by the parts department. I was told by the service tech. that it was written up as "VOR" or Vehicle Off Road - which is, according to him, their highest priority. So, something must have been lost in translation over there.
I did call the dealer and (gently) remind him to upgrade the order (that part of your note made me smile). I was assured that it was going to get looked into and I would receive a call back once service checked with parts. What is the drill once the order status has changed?
I look forward to hearing any status updates you can give.
Thanks again,
Richard.

[REDACTED]
[REDACTED]
Charlotte, NC [REDACTED]
[REDACTED]

-----Original Message-----

From: customerassist [mailto:customerassist@daimlerchrysler.com]

Sent: Thursday, June 16, 2005 10:15 AM

To: [REDACTED]

Subject: Re: RE: RE: DaimlerChrysler Customer Assistance
(KMM2836908V78867L0KM)

Dear [REDACTED]

Thank you for your reply.

I called the dealer on your behalf and gathered the following information.

PART NUMBER : RL044427AJ MODULE

ORDER# MAY255 052505

The part availability and speed of delivery is often dependent upon the level of priority assigned to the order.

Our records indicate that the dealer ordered this part on a "Daily" order (lowest priority).

I called the parts department and spoke with Frank (parts manager) and instructed him to upgrade your order to "Special Handling".

As the vendor ships this part, those orders with special status will be filled first.

I strongly suggest you call the dealer and (gently) remind him to upgrade your order.

I need to see a change in your order status before I can get directly involved.

Please feel free to contact me every few days, as I will check out the situation and give you a current update.

I look forward to your reply.

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:

REPLY LINK:

http://www.chrysler.com/wccsapp/wccs/brand_forms/us/reply.jsp?trk_ID=KMM2836908C0KM&

Sincerely,

Dan

Senior Staff Representative

DaimlerChrysler Customer Assistance Center

Original Message Follows:

Dan,

Per your request:

Lake Norman Chrysler - Cornelius, NC

Service Tech Name: Phillip

Thanks for any assistance you can give to speed this up. This issue is going on over two weeks now.

[REDACTED]

Charlotte, NC

[REDACTED]

-----Original Message-----

From: customerassist [mailto:customerassist@daimlerchrysler.com]

Sent: Tuesday, June 14, 2005 3:01 PM

To: [REDACTED]

Subject: Re: RE: DaimlerChrysler Customer Assistance

(KMM2832833V90138L0KM)

Dear [REDACTED]

Thank you for your reply.

Which DaimlerChrysler dealer ordered this part for you? (name and location)

I look forward to your reply.

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:

REPLY LINK:

http://www.chrysler.com/wccsapp/wccs/brand_forms/us/reply.jsp?trk_ID=KMM2832833C0KM&

Sincerely,

Dan

Senior Staff Representative

DaimlerChrysler Customer Assistance Center

Original Message Follows:

Dan,

I appreciate your prompt response. The part number for the PCM is RL044427AJ.

The issue with highway safety is one that will continue to concern me. It sounds as if DaimlerChrysler would bring this particular issue in front of them for investigation and not wait for NHTSA to make a determination when a serious accident occurs. The fact that an automobile cuts off at any speed is a definite safety concern. I will forward a similar letter to them so that they are aware as well. Thanks for letting me know as soon as you can find out something.



[REDACTED]
[REDACTED]
[REDACTED]
Charlotte, NC
[REDACTED]
[REDACTED]

-----Original Message-----

From: customerassist [mailto:customerassist@daimlerchrysler.com]

Sent: Monday, June 13, 2005 11:31 AM

To: [REDACTED]

Subject: Re: DaimlerChrysler Customer Assistance (KMM2831628V74609L0KM)

Dear [REDACTED]

Thank you for your recent email to DaimlerChrysler Motors Corporation.

It's always of concern to learn that a customer is dissatisfied. Over the past few years, DaimlerChrysler Motors Corporation has made tremendous gains in improving customer satisfaction. In your case, we apparently have not met your expectations.

We, in conjunction with the National Highway Traffic Safety

Administration - NHTSA, identify recall issues and determine if vehicles need to be involved in such actions.

The federal government has determined that recalls related to this concern were not necessary.

I regret your dissatisfaction with the service you received.

We realize DaimlerChrysler's reputation depends in part on the quality of service provided by our dealers. Because DaimlerChrysler dealers are independently owned businesses, they are responsible for addressing concerns directly related to their sales and service activities, as well as their personnel.

DaimlerChrysler does not have the authority to resolve concerns related to dealer workmanship, service scheduling, repair pricing, or goodwill assistance with loaner vehicles.

You may want to pursue the matter directly with dealership management for further resolution.

If you have a part number or order number, I will be glad to research availability of this item.

Again, thank you for your email.

I look forward to your reply.

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: 13659175

REPLY LINK:

http://www.chrysler.com/wccsapp/wccs/brand_forms/us/reply.jsp?trk_ID=KMM2831628C0KM&

Sincerely,

Dan

Senior Staff Representative

DaimlerChrysler Customer Assistance Center

Original Message Follows:

Form Selected:

Category: US Customer Service

Brief Description:

PCM Back Order

Comments:

For the last couple of months, my vehicle would cut off while driving, sometimes at highway speeds. The dealer could find nothing wrong until it

cut off on them. The problem: a PCM needed to be replaced. This total parts and service is \$850.00. As if not bad enough, the worst part is the

PCM, according to the dealer is on back order and he DOES NOT KNOW when it

will come in. I am without a car for an indefinite period of time because

he has no idea when this part will be shipped. I have three concerns:

One,

why is this PCM not a recall item - especially if enough are in demand that



it is on back order; two, why are dealers not trying to take better care of their customers with loaner cars or other remedies for items with indefinite fix dates? The third concern is safety: Why is there a part in the car that doesn't require replacement on certain intervals but when it fails, the car shuts off? My wife and 2 year old son were in the car on the highway the first time it happened. If they had been injured, a very different letter would have been written. EXTREMELY DANGEROUS!!!

Sender Information:

Title: Mr.
First Name: [REDACTED]
Middle Initial: [REDACTED]
Last Name: [REDACTED]

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).