

[REDACTED]
Horseheads < New York [REDACTED]

2005 JUL -03 AM 3:22

June 23, 2005

10129135

NHTSA, U.S. Dept. of Transportation
Washington, DC 20590

Dear Sir,

I'm sending you a copy of a letter sent to Daimler Chrysler Motors Corporation on June 23, 2005. Reporting a possible safety defect in the 2000 and 2004 Jeep Grand Cherokees. If you receive similar complaints I hope you open an investigation.

[REDACTED]

Annamari
7/12/05

[REDACTED]

June 23, 2005

Daimler Chrysler Motors Corporation
Customer Center
P.O.Box 21-8004
Auburn Hills, MI 48321-8004

Dear Friend,

I have in the last five years owned two of your Jeep Grand Cherokee's a 2000 and now a 2004. The 2000 Jeep had brake problems, when brakes were applied at speeds of 40 or higher a strong vibrating was felt in the steering wheel and the vehicle shudder. The brakes were repaired or replaced by dealer 3 times in 20,000 miles stated cause: Chatter. This was done under the warranty at no charge to me. In 2003 after the 3rd brake repair I told the dealer that I felt the vehicle was defected and I had no faith in this vehicle. The Dealership told me that the 2004 Grand Cherokee's had a new brake design with improved calipers, that I would not have that problem with the new 2004's.

So I trade in the 2000 Grand Cherokee (with only 20,000+ miles on it) for a new 2004 Grand Cherokee Special edition (Delivery date July 14, 2003) Vehicle ID 1J4GW48S440 [REDACTED]

After driving the vehicle 10,694 miles on July 15, 2004 I had to bring this 2004 Jeep in for high speed shudder and vibrating in the steering wheel when applying brakes ,(stated cause: Chatter). The Dealership claimed it was a manufacturer's mistake which caused excessive runout.

At 17,465 miles (only 6,767 miles after last brake repair) on June 2, 2005 I had to again bring this vehicle in for high speed shudder and vibrating in the steering wheel when applying brakes, (stated cause : Chatter). This time the vehicle and steering wheel violently vibrated and shudder excessively going down a hill when I tried to slow down, because a vehicle in front of me was braking. I came within 10 feet of that vehicle before I could get my Jeep under control to stop. This time the Dealership stated that there was definite signs of heat stress on the rotors . All repairs done under warranty at no charge to me.

I would like to know if the brake design on the 2004 Jeeps have a safety defect ? and if this brake problems continue, what will I have to do to get this resolved. I would appreciate any information on how to resolve this problem.

I'm inclosing copy's of service invoice's #79724 and #89005.

[REDACTED]

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PURSUANT TO EXEMPTION 6 OF
THE FREEDOM OF INFORMATION
ACT (FOIA), 5 U.S.C. 552(b)(6).