



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 SEP 22 11 06 01
17-AUG-2005

Repository
Reference No.
10133146

OWNER INFORMATION (Type or Print)

Name [REDACTED]
Address [REDACTED]
City SEWELL State NJ Zip Code [REDACTED]

Daytime Telephone Number [REDACTED] E-mail Address [REDACTED]
Evening Telephone Number [REDACTED]

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, NHTSA WILL NOT provide your name or address to the vehicle manufacturer.
Signature of Owner [REDACTED] Date 8/1/05

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side
1J4GW585 [REDACTED] Make JFEP Model GRAND CHEROKEE Model Year 2004
Date Purchased 01-JUN-03 Dealer's Name and Telephone Number [REDACTED] Engine: No: Cylinders 6 Fuel Type: Gas
Original Owner Dealer's City [REDACTED] State [REDACTED] Zip Code [REDACTED]
Transmission Type AUTOMATIC Antilock Brakes Cruise Control Powertrain 4 WHEEL DRIVE
Vehicle Component Code 121000 EXTERIOR LIGHTING; HEADLIGHTS
Multiple Failure: 360

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s) 01-AUG-2004 Failure Mileage 90000 Failure Speed [REDACTED] Headlights fogged
Plastic failed

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make [REDACTED] Tire Model (Name or Number) [REDACTED] Tire Size (Example P216/65R15) [REDACTED]
DOT No. (Example: DOTM18ABC036) Original Equipment Prior Repair Failure Location: [REDACTED]
Tire Component Code [REDACTED] Tire Failure Type [REDACTED]

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make: [REDACTED] Date Manufactured: [REDACTED] Model No./Name: [REDACTED]
Seat Type: [REDACTED] Installation System: [REDACTED]
Child Seat Component Code: [REDACTED] Failed Part: [REDACTED]

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 [REDACTED] Number of Deaths [REDACTED] Reported to Police [REDACTED]

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: THE HEADLIGHT LENS FOGGED, CREATING A SAFETY HAZARD BECAUSE THERE WAS REDUCED VISIBILITY OF 50% AT NIGHT. THE FOG IN THE PLASTICITY IN THE LENS ITSELF. HAS NOT BEEN TO A DEALER, NO REPAIRS HAVE BEEN MADE. CALLED CHRYSLER, AND IT WAS OUT OF WARRANTY, AND THEY WOULD NOT REPLACE THE LENS. *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.

Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies)

Safety concern at night as lights are very dim.
Enclosed is a letter to D.C. Customer relations concerning the problem.

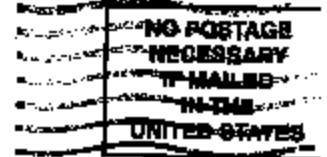
ATTACH ADDITIONAL SHEETS IF NECESSARY

U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

400 Seventh St., S.W.
Washington, D.C. 20590

Official Business
Penalty for Private Use \$300



BUSINESS REPLY MAIL

FIRST CLASS PERMIT NO 73173 WASHINGTON, D.C.

POSTAGE WILL BE PAID BY NATL. HWY. TRAFFIC SAFETY ADMIN.

U.S. Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NVS-216
400 7th Street, SW
Washington, DC 20590



**VEHICLE
OWNER'S
QUESTIONNAIRE**

DOT AUTO SAFETY HOTLINE

**TO REPORT VEHICLE SAFETY DEFECTS
COMPLETE THIS FORM**

OR

DASH2DOT

and dial toll free at

1-888-DASH-2-DOT

1-888-327-4236

DOT Auto Safety Hotline
(DASH) 2 DOT



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National Highway Traffic Safety
Administration
www.nhtsa.dot.gov/hotline

[REDACTED]
Sewell, NJ [REDACTED]
September 13, 2005

Daimler-Chrysler Customer Center
PO Box 21 - 8004
Albion Hill, Michigan 48321-8004

Attention: Customer Relations/Warranty Complaint

Gentleman/Ladies:

I have a 1999 Jeep Grand Cherokee Laredo, VIN #1J4GW58S [REDACTED] and I am very disappointed with the lack of attention paid to my complaint by your customer service representatives. I have gotten a flat 'no' to my request for consideration.

About two years ago I began to notice that the plastic covers on the headlights had begun to deteriorate until now only about half of the light comes through and are now a yellow color. As you can imagine, this greatly limits vision while driving at night. It appears that this problem is coming from the inside of the lamp. I have questioned automotive people about my dilemma and am told that it is a safety problem.

I believe that you have an obligation to remedy my situation with new headlight covers. I have gone to a local dealer and find that the cost to replace these lenses is a total of \$614 plus 6% tax.

Thank you for your immediate consideration of my request.

Sincerely,
[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).**