



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 DEC 27 PM
17-NOV-2005

Repository
Reference No.
10143007

OWNER INFORMATION (Type or Print)

Name [REDACTED]
Address [REDACTED]
City CHURCHVILLE State PA 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 an a [REDACTED] name or address to the vehicle manufacturer.
Signature of Owner [REDACTED] Date 12/5/05

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side
1J4GW5B521C [REDACTED] Make JEEP Model GRAND CHEROKEE Model Year 2001
Date Purchased 05-DEC-01 Dealer's Name and Telephone Nu... BRANDOW CHRYSLER PLYMOUTH 215-357-5642 Engine: No: Cylinders 6 Fuel Type: Gas
Original Owner Dealer's City WARMINSTER State PA Zip Code 18974
Transmission Type AUTOMATIC Antilock Brakes Cruise Control Powertrain ALL WHEEL DRIVE Vehicle Component Code 190000 TIRES Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s) 29-SEP-2005 Failure Mileage 43220 Failure Speed

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make [REDACTED] Tire Model (Name or Number) [REDACTED] Tire Size (Example P215/65R15) [REDACTED]
DOT No. (Example: DOTM19ABC036) 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 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: CONTACT TOOK VEHICLE TO A DEALERSHIP TO HAVE YEARLY MAINTENANCE DONE. THE DEALERSHIP TOLD HIM THE TIRES WERE S DRY ROTTED. ALSO, THE CHROME RIMS WERE CORRODED. THE PLATING INSIDE THE RIMS WAS CORRODED. HE CONTACTED THE DEALERSHIP, THEY TOLD HIM THEY WOULD REPLACE TWO OF THE WHEELS, BUT HE WOULD HAVE TO REPLACE THE OTHER TWO AT HIS EXPENSE. *AK

STRIPS OF PEELING CHROME COULD LODGE BETWEEN CALIPERS AND ROTORS AFFECTING BRAKING ACTION

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 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.

██████████
██████████
Churchville, PA ██████████

VIN 1J4GW58S21C6 ██████████

All work on vehicle from date of purchase has been performed by dealer, Brandow Auto Group.

9/29/05 Dealer performed a number of services including PA state inspection and tire Rotation. Service personnel advised that tires passed inspection but were showing Evidence of dry rot. Mileage 43220. A copy of dealer's invoice is enclosed.

10/18/05 Keystone Tire installed three new matching Michelin tires. The spare with Matching rim had never been on the road. They advised me that inside of rims was Corroding badly and large strips of chrome were peeling off. They considered it a safety Concern. Because they were unable to remove the center cap from one wheel, they were Unable to balance the wheel. A copy of their invoice and comment is enclosed.

10/18/05 Visited dealer and spoke with service manager. He looked at wheels and acknowledged the condition of inside of rims. They , of course, pointed out that the Warranty had expired. I pointed out that they had rotated the wheels at least four times, And I could not believe that this condition was not evident before the expiration of My warranty. They suggested that I call Chrysler Customer Service 800-992-1997.

10/19/05 I called Chrysler Customer Service. They assigned me a reference number 14179603 and advised that the Chrysler rep would contact the dealer in a "couple days"

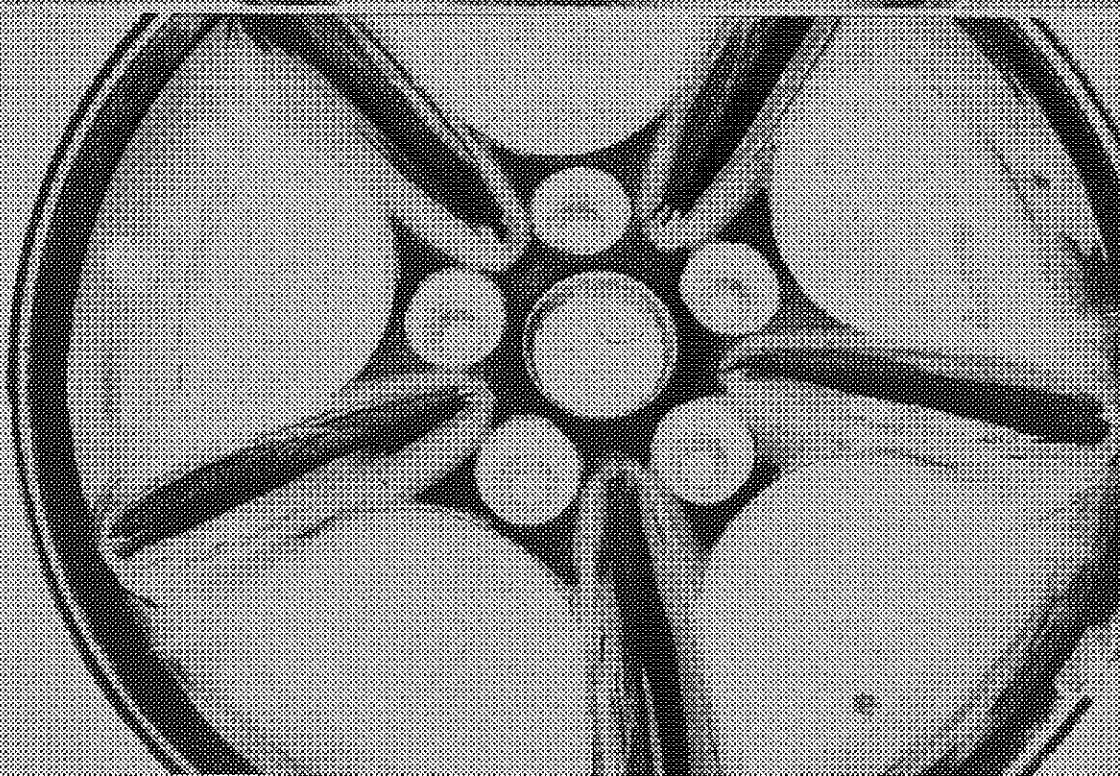
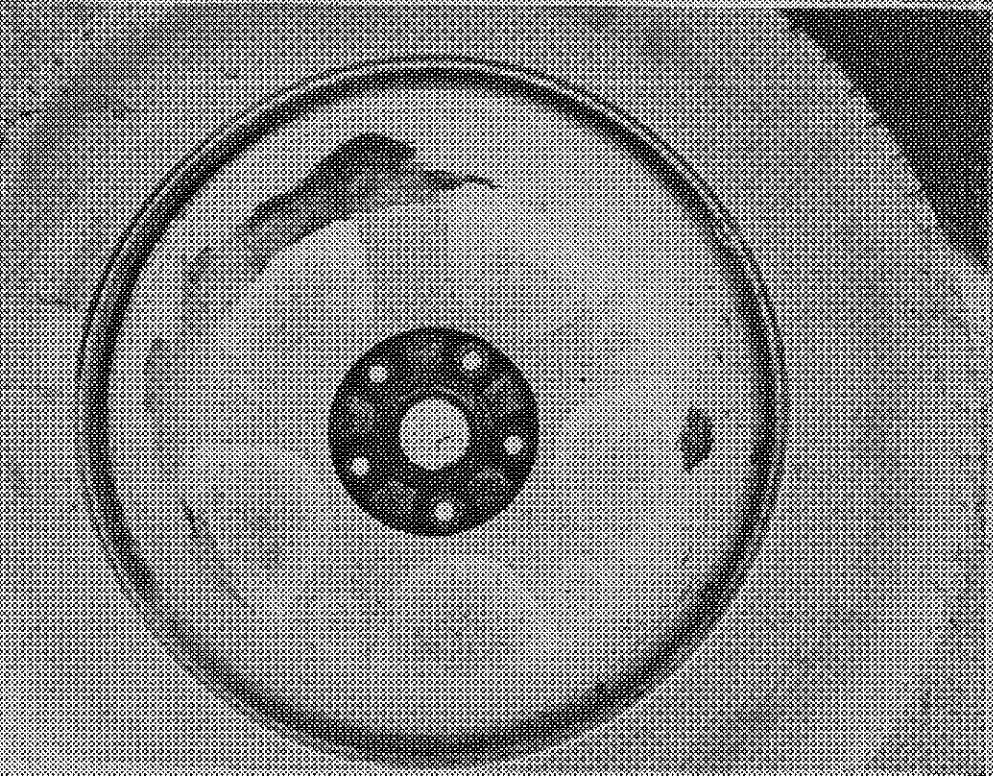
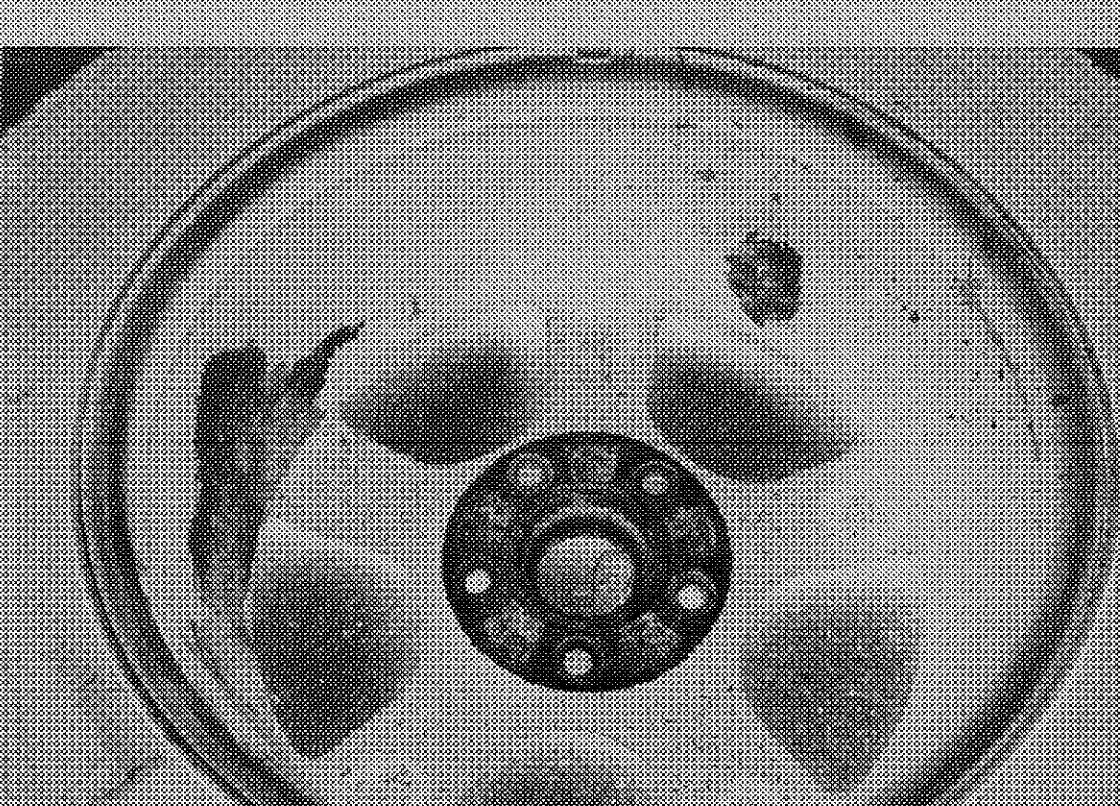
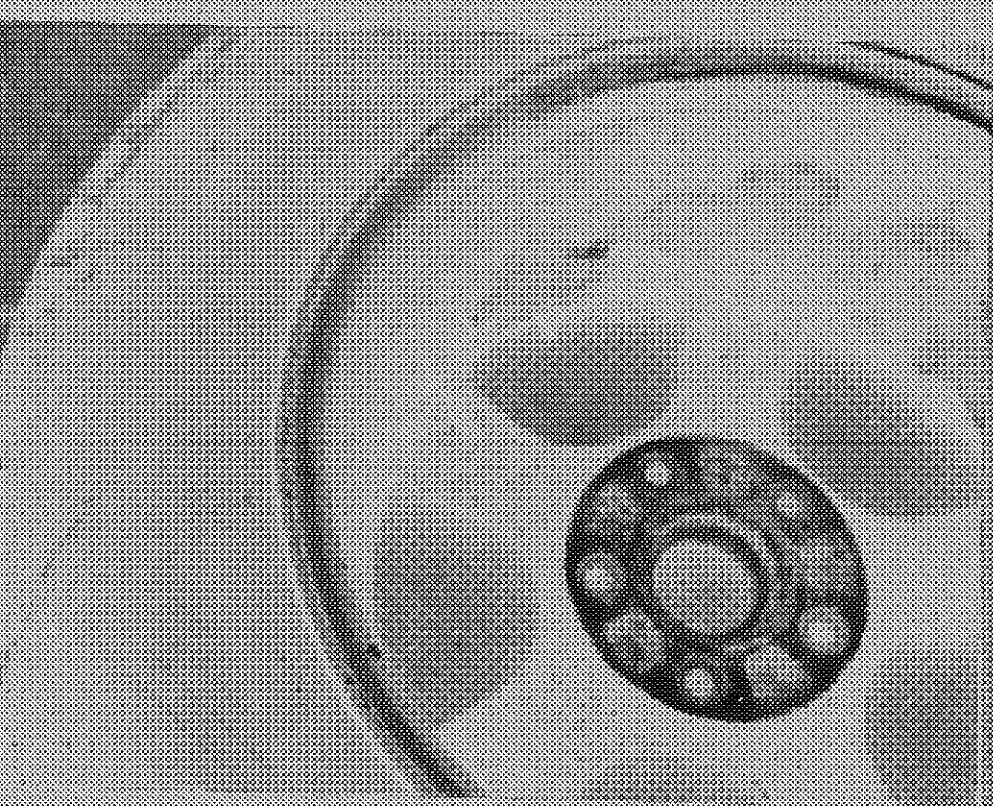
11/9/05 After not hearing from Chrysler, I called Chrysler Customer Service and they Assigned me another reference number 14257622.

11/9/05 Received call from dealer to bring my car over so they could take digital pictures.

11/10/05 The reaction of the dealer's photographer upon seeing the inside of wheels was "WOW".

11/15/05 The dealer contacted me and said Chrysler was offering to give me two wheels If I purchased two wheels and paid for the mounting and balancing a total of \$ 825.00. The price of each wheel to me was \$ 350.00. I considered this cost to be ficticious on The part of Chrysler as evidenced by the original MSRP showing that five wheels had An original undiscounted price of less than \$ 1295.00. Copy of original MSRP enclosed.

11/18/05 Dealer advised me they did not consider this a safety problem and they would Balance the one wheel that the tire company was unable to do. In so doing they had to Break out the center wheel cap which was corroded into the wheel. A copy of their invoice is enclosed.



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).