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: 18-NOV-2005 | Repository ☐

2005 DEC -7 AM 9:17

Reference No.: 10148098

OWNER INFORMATION (Type or Print)

Name: [redacted]

Address: [redacted]

City: BAXTER | State: TN | Zip Code: [redacted]

Daytime Telephone Number: [redacted] | 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[redacted]e or address to the vehicle manufacturer.

Signature of Owner: [redacted] Date: 11/29/05

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side	Make	Model	Model Year
1J4GW58N4[redacted]	JEEP	GRAND CHEROKEE	2001

Date Purchased	Dealer's Name and Telephone Number	Engine:	Fuel Type:
29-OCT-05	COOKEVILLE KIA (931) 372-2886	No. Cylinders 8	Gas

Original Owner	Dealer's City	State	Zip Code
☐	COOKEVILLE	TN	38501

Transmission Type		Powertrain	Vehicle Component Code
AUTOMATIC	☒ Antilock Brakes ☒ Cruise Control	4 WHEEL DRIVE	D21000 SUSPENSION:FRONT Multiple Failure: 1 many failures

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)	Failure Mileage	Failure Speed	
07-NOV-2005	56000 began 49000	45-75 mph	unknown at this time, but something in the front end of this Jeep-deeming it unsafe

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make	Tire Model (Name or Number)	Tire Size (Example P215/65R15)
Goodyear		

DOT No. (Example: DOTMALBABC038)	☐ 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), Fatalities, Crash(es), and Injury(ies).)

Crash	Fire	Number of Persons Injured	Number of Deaths	Reported to Police
☐ Yes ☒ No	☐ Yes ☒ No			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 STATED THE FRONT END SHOOK VIOLENTLY. THE STEERING WHEEL SHOOK FROM LEFT TO RIGHT. THE DEALER TOLD HER THE JEEP HAD BEEN BROUGHT TO DEALER AT LEAST THREE TIMES PRIOR TO THE CONTACTS PURCHASE OF THE VEHICLE FOR SAME PROBLEM, AND THEY WERE UNABLE TO DUPLICATE THE PROBLEM. *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 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)

Attached is the history of repairs beginning with previous owner @ miles 39,996, on 9-13-03. On 6-28-04 - other repairs + checks - miles 45,104 Cust also states vibration front wheels - May 20, 2005 - Cust states vibration at high speeds - gear steer replaced - (recall) - miles 53635, at 53799 - Cust states worse vibration on 5-25-05 6-24-05 - 54552 - Continued vibration - 6-28-05 - 54,552 - Cust states brake vibration - 11-14-05 - new owner engine light - took back to Cookeville Kia stated to dealer front was vibrating severely @ 50 - 75 mph, after careful research from current owner found out Jeep had been to the Cumberland Chrysler Dealer many times for same problem. New owner took Jeep to - John Vickers - certified mech he stated could not fix due to unable to duplicate, Jake Burkey certified mech replaced Steering dabner with heavy duty part, Jeep continues to vibrate on occassions. The jeep feels unsafe to continue to drive but new customer owes $17,806 new cust. is a social worker where driving is requirement

ATTACH ADDITIONAL SHEETS IF NECESSARY

See attached sheets

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

NO POSTAGE NECESSARY IF MAILED IN THE UNITED STATES

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

U.S. Department of Transportation
National Highway Traffic Safety Administration
www.nhtsa.dot.gov/hotline

11-29-2005 Continued;

This consumer, new owner, is very concerned of the safety of this vehicle when it begins to vibrate. The vehicle is very hard to keep it under control at any speed and very hard to stop and slow down due to the violent shaking as the vehicle gets slower to stop. There so far, has been no known way to get the vehicle to stop vibrating, other than to stop, pull over, turn the vehicle off and wait for a undetermined amount of time and then sometimes it will stop, most of the time, this does not help the vibration. As a new owner of the Jeep, I would think that the Chrysler Corporation would find out what the problem is before this consumer has an accident, possibly fatal based on my inability to control the vehicle when he shakes with no warning signs. In heavy traffic, this could cause an accident not only involving myself but other unsuspecting driving also. The local dealer of Chrysler products stated to me that they do not know what the problem is, and have replaced all parts in the front end of the vehicle and it still continues this problem. Jake Burkey felt the current factory steering dapner was inadequate for this Jeep and replaced it with a much heavier dapner and this has not helped the vibration.
Enclosed is the Chrysler repair record for this Jeep, and copies of the replacement of the standard dabner to a heavier dabner. This failure of this vehicle continues as of 11-28-05 at 63 mph. This consumer has this Jeep owing $17806 for 5 years and the vehicle cannot be repaired or be safe for use. This consumer has filed a complaint with the BBB and the finance company, and with you, US DOT.

[redacted]

Better Business Bureau of Middle Tennessee, Inc.
P.O. Box 198436
Nashville, TN 37219
Tel :615-242-4222 Fax:615-250-4245

November 22, 2005

8

[redacted]
Baxter, TN [redacted]

RE: Case # 37024344 : Cookeville Kia

Thank you for contacting the Better Business Bureau. Your complaint was received by the Bureau on November 21, 2005 and has been assigned case# **37024344** in our files. Please make a note of this number for future reference.

Your complaint has been applied to the following business:
Cookeville Kia
931 S. Willow
Cookeville, TN 38501

The case has been reviewed and has now been forwarded to the business for their response.

We encourage you to use our ONLINE COMPLAINT system to keep up with the progress of this complaint. The URL (website address) below will take you directly to this complaint on our website:

http://data.middletennessee.bbb.org/complaint/view/37024344/c/5my1ed

Sincerely,

Bonnetta Tabb
Service Representative
btabb@gobbb.org
615 250-1086

nancy russell

From: [redacted]
Sent: Friday, November 18, 2005 1:18 PM
To: info@naacceptance.com
Subject: open check with Cookeville Kia-Cookeville, TN

Hi,
I just wanted to let you know that the dealership in Cookeville, TN had us to sign 4 different checks in order to get our loan check correct. I also want you to know that they sold us a 2001 Jeep Grand Cherokee Limited 4X4 with 56,000 miles stating nothing was wrong with the vehicle. We traded in to them a 2004 Kia Optima LX with 49,000. two days after the purchase the Jeep's engine light came on and we had to take it back, they did fix it, they said for $289 as a good will measure since it had only been 2 days since purchase, and basically they actually had not completed your paperwork correctly so they had to fix it for us to sign the second check for purchase. 5 days later, the Jeep was traveling at 70 mph and the front end began to shake violently for a few minutes, I thought it was the cold tires. 6 days later at the same speed it began to do the same thing and I knew it wasn't the tires. I called the dealership, Cookeville Kia, and they stated the Jeep had been at the Chryler dealer next door several times for the same problem, (this was after they said they called them and stated the customer that they bought the Jeep from did not disclose this problem with the Jeep) and the Chrysler dealer stated to me they could not fix it because they could not duplicate the problem. The Chrysler dealer did print out a history for me of services and the last consumer had it at the dealer 3 different times for the problem. After several replacement parts were replaced, the Jeep still continued to drive this way and is now occurring more often. I took the Jeep back to Cookeville Kia and told them that Chrysler couldn't fix it, John Vickers a front end mechanic stated he couldn't fix it, how could we make this transaction better based on now I was in debt $18,000 for a Jeep that isn't safe to drive and can not be diagnosed for repairs? The Kia dealer stated they could do nothing without talking to the general manager and to this date, and I was at the dealership on Tuesday 11-15-05 no contact has been made by the company. I have filed a formal complaint with the BBB and a safety complaint with the Chrysler Corporation for an investigation of the Jeep. I will never, never use another one of the open checks and I will never, never do business with Cookeville Kia. I will do as much as possible that is in my power to tell everyone in Cookeville not to do business with them either. The reason I will never use one of your open checks again is I could not reach anyone in your company to advise me, stop payment on the check, or return any voice messages that was left totaling over 6, with one to a Michael. I do plan to also file a complaint with the BBB for your company as well. What would I like a return phone call, but now it is too late because I am stuck with this lemon vehicle and I owe you money for it. If you decide to call me back you may reach me at 931-265-5489, but I won't hold my breath.

[redacted]

north american Acceptance Corporation
125 E. Baker Street #135
Costa Mesa, CA 92626

11/18/2005

Thank you for using the Better Business Bureau's Online Complaint System.
Your complaint has been assigned case # 37024344.
A confirmation will be mailed to : 471 Flatt Wheeler Road BAXTER TN 38544
Please print a copy of this for your records.

Filed on : November 18 2005

Filed by :
[redacted]
Baxter T[redacted]

Filed against :
Cookeville Kia
931 S. Willow
Cookeville TN 38501

Complaint Description:
August 2005 was the first car purchased through Cookeville Kia. the car financial person, John Mabry never gave us, the consumer the information about GAP insurance. Unfortunately, the car was totaled June 2004 with a balance left. because of the balance left owing, we went back to the Cookeville Kia dealer and bought a 2004 Kia Optima 4 cyl and drove it for a year and when we bought it, we put down $2000 toward the purchase. We never used their service department unless it was warranty issues because of their attitude about correcting a problem and a habit of keeping the car and not offering another in its place which would cause the consumer to rent a vehicle. Recently, we decided to upgrade from a 4 cyl and went back to the Cookeville Kia dealership and purchased a 2001 Jeep Grand Cherokee Limited 4 X 4. Two days after the purchase, the engine light came on and we called the dealer. They asked us to bring it to them and they would determine what it was. We did this,and they gave us a loaner for one day and one evening. When we went to pick the Jeep up, they stated that it was a gas seal leak and they had to drop the gas tank and put a new seal on it. They said they had a "Goodwill" fund there at Cookeville Kia and would pay the amount of $280. When the vehicle was bought, we have a 3 month or 3000 mile warranty that covered engine and transmission only through the Kia dealer, although they never gave us a copy of this warranty. 8 days later while driving at 70 mph, the front steering wheel began to shake violently and it felt like the wheel was coming off. The Jeep then smoothed out after 37 miles of driving. 8 days later, it did this again while traveling around 70 mph and I could hardly get it stopped. I contacted the Kia dealership and they said that the Chrysler dealership, which is located right next door, stated in their service department that this Jeep had a history of this same problem. I called the Chrysler service department and had them print me out a history of service and there times the previous owner had it in the service department for the same complaint. The mechanic, Jason at Chrysler stated to me that they had replaced parts on the Jeep but could not find out what was the problem and they could not fix it. Which of course, neither could Cookeville Kia. I also took it to another mechanic, John Vickers and he stated that he did not know what was wrong with the Jeep and he could not repair it either. I then went back to the Kia dealership and the manager, Jason, stated they might could trade with us,but could not take the vehicle back to make it right and he could not make that decision based on he was not the general manager and the general manager, John Mabry was in Florida and would not be back until thursday, 11-17-05. The sales person, Dennis Morgan that sold us the JEep stated that he would talk to John Mabry when he returned and would see what the dealership could do for us since we were now $18,000 in debt for a vehicle that couldn't be fixed. As a consumer, a safety complaint has been filed with the Chrysler Corporation for them to open an investigation of the Jeep. No one from the dealership has bothered to contact either one of us to see what could be worked out with the Jeep. They stated they were not aware of the Jeep problem from the last consumer, yet the sales person, Dennis Morgan stated his cousin worked up at the Chrysler service/sales and the cousin said they had put a trac bar (stabilizer bar) on the Jeep, which I found out with the history, that is untrue. Cookeville Kia also did not tell us how to go about cancelling our GAP insurance we had on the 2004 Kia Optima, they also want to charge us for buying a new license plate after the deal has been completed because they messed up the paperwork and could not transfer the plate, although I asked them to transfer. They stated they could not due to the first car loan was in both names and this Jeep loan was not. they are charging us an extra $20 dollars to buy our plates after the signed deal.

Your Desired Resolution:
We are asking that a car of equal value be replaced with the Jeep that can not be repaired and could serve as a dangerous vehicle to drive since there is problem in the front end of the Jeep.

This case will be reviewed by a complaint specialist at the Better Business Bureau, and then forwarded to the business for their response. It can take up to 30 days for the Bureau to receive a response/resolution to your complaint. You will be notified when the business has responded.

What would you like to do next?
View the status of your complaint
Return to the BBB Homepage

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).