

Hackensack, New Jersey

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11/28/05

add to
10143370FACSIMILE TRANSMITTALTO: NHTSA - US Dept. of Trans DATE: 11/28/05attn John AlbertFAX #: [REDACTED]RE: 101 43370 2002 Jeep Grand CherokeeTOTAL NUMBER OF PAGES INCLUDING COVER SHEET: 3FROM: [REDACTED]

IF RECEPTION IS POOR OR INCOMPLETE, PLEASE CALL: (201) 342-1720

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MESSAGE: copy of letter to Thomas Z. Cooperreference ER 05020.

FINGERPRINT
EDMUND [REDACTED]

**Mr. Thomas Z. Cooper
Office of Defects Investigation
National Highway Traffic Safety Administration
U.S. Department of Transportation
400 Seventh Street, NW
Washington, D.C. 20590**

Re: EA 05-020

Dear Mr. Cooper:

Please be advise that I am writing on behalf of my wife, [REDACTED] who is the owner of a 2002 Chrysler Grand Cherokee vehicle with a 4 liter engine. The vehicle was purchased at the Jeep dealership on Route 17 in Paramus, New Jersey in 2002.

On Thursday, November 17, 2005 the 2002 Grand Cherokee, while in a parking lot in Paramus, New Jersey, being operated at a speed of less than 10 miles per hour, suffered a failure of the electric motor driven cooling fan. The fan broke apart and punctured the radiator, causing failure of the radiator and leakage of its contents. The vehicle was towed the next day to the Paramus Jeep dealer. As the vehicle was approximately three (3) months out of warranty, neither Daimler Chrysler Corporation nor the dealer in Paramus, New Jersey would accept responsibility on either a warranty basis or a good-will basis for repair of the motor, and/or radiator. The cost is expected to be in excess of \$1,000.00 for repairs.

I have reviewed the above-referenced defect investigation on your website, and I have also reviewed the investigation reports relating to PE05-039. I have specifically reviewed the September 8, 2005 letter to you of Stephan J. Speth, Daimler Chrysler Corporation Director of Vehicle and Safety Affairs, and the 10-page attachment to said letter. In the third paragraph of the September 8 letter, Mr. Speth indicates, "[T]he only stated consequence of the alleged defect is engine overheating." He also indicates that there have been no reports of property damage. Obviously, the failure of the fan during operation of the vehicle creates a dangerous condition, and when the radiator is punctured and immediately loses its contents, it is more than a problem of engine overheating. There is obviously potential danger of personal injury with high speed, uncontrolled fan parts being emitted from the defective electric motor driven cooling fan. In this case, I am happy to report that there were no personal injuries to either my wife or anyone else who witnessed this incident, and there are several adult witnesses.

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I am particularly concerned about the response of Daimler Chrysler Corporation, which intentionally downplays these numerous incidences of fan failure. Indeed, on page 2 of the 10 page attachment to the September 8 letter, the Daimler Chrysler Corporation notes its reception of at least 117 reports of fan blade separation, over 100 of which involved damage to surrounding components in the vehicle. I don't know how Daimler Chrysler can assert that it has no records of property damage, when property other than the fan has been damaged.

In its answer to question 5 on page 4 of the attachment, Daimler Chrysler Corporation indicates that are 614 warranty claims, of which 89 have corresponding narratives. I also note in its answer to question 6 on page 5 that Daimler Chrysler Corporation indicates that its dealers often perform repairs at no charge to customer on out of warranty vehicles as a goodwill gesture. Even though my wife and I have purchased two new Grand Cherokee vehicles and one new Mercedes Benz E320 vehicle in the years 1996 through 2002, we have been offered no help on a good will basis with this claim.

I strongly urge you to thoroughly investigate this obvious defect, which can be exceptionally dangerous in that fan parts are randomly ejected at high speeds. In the case involving my wife's car, the fan parts actually punctured a metal radiator. This is an extremely unusual phenomenon, and cannot be explained by anything other than a defective electric motor and fan.

My wife and I are willing to cooperate in the investigation, and will provide all of the parts to you if you so request. You may contact me at my office number above, on my cell phone at (201) 615-0090, or at my home number (201) 447-4307. I note that the principal investigator is John Abbott, and I would welcome contact from him.

Very truly yours,

WFC/met
cc: Stephan J. Speth,
Daimler Chrysler Corporation
800 Chrysler Drive
Auburn Hills, Michigan 48326-2767

Jeep/Eagle 17

Paramus, N.Y.

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