



State of Wisconsin
Jim Doyle, Governor

Department of Agriculture, Trade and Consumer Protection

Rod Nilsestuen, Secretary

2006 MAY 31 P 2:05

EXECUTIVE SECRETARIAT
TRAFFIC SAFETY DIV.



May 17, 2006

DAIMLER-CHRYSLER MOTORS CO
PO BOX 21-8004
AUBURN HILLS MI 48231-8004

10159468

2006 JUN -2 PM 12:10

RE: File 467022 (Refer to this number when contacting our agency)

WEYAUWEGA WI

Dear Sir/Madam:

I received a complaint from [REDACTED] concerning an unsatisfactory transaction with your business.

I am providing you with an opportunity to review and comment on this matter before we investigate further. After reviewing the complaint, please send your written response to [REDACTED] and to our office within two weeks.

In your response, please include a statement as to your position regarding resolution of this complaint. Your written response is important so your position can be included in the Department's permanent record.

Thank you for your cooperation and prompt response.

Sincerely,

Austin Marie Palmer
Consumer Specialist
BUREAU OF CONSUMER PROTECTION
Fax: 608 224-4939
E-mail: Austin.Palmer@datcp.state.wi.us

cc: NHTSA

NAR
2006
6/02/06

**Complaint/Inquiry received via email/internet by the
Wisconsin Department of Agriculture, Trade & Consumer Protection**

Moore, Tom S DATCP

From: [REDACTED]
To: hotline@datcp.state.wi.us
Subject: DATCP Hotline E-mail

Complaint or inquiry received via email, internet by the Wisconsin Department of
Agriculture, Trade, and Consumer Protection

Date Sent: 4-26-2006

Your Information

Name: [REDACTED]
Email Address: [REDACTED]
Address: [REDACTED]
P.O. Box: [REDACTED]
City/State: Weyauwega, WI
Zip Code: [REDACTED]
County: Waupaca
Home Phone: [REDACTED]
Work Phone: [REDACTED]
Phone me between 8:00 a.m. and 4:00 p.m. at: Home
Best time to call: can try anytime

Information about the business your complaint is against:

Business Name: Daimler Chrysler
Business Address: P.O. Box 21-8004
Address Line 2:
City/State: Auburn Hills, MI
Zip Code: 48321-8004
County: unknown
Phone: 800-992-1997
Name of the person you talked to: null
Time of the person you talked to: unknown
What product or service did you buy?: 2000 Jeep Wrangler

Information About Your Complaint:

Which of the following best describes your first contact with the business?: I
telephoned the business

When did contact first occur?: 4/26/2006
How old is the person who had contact with the business?: 18-64
Was the item advertised?: Advertised
When: continuous
Where: Television
Contract Number: 2800???
Amount paid: 25,420
Amount paid by: Check
Where did you pay the business?: At the place of business
Did you contact the business about your complaint?: no

Please describe your complaint:

I now take my vehicle to Stiebs Jeep in Waupaca, not where I purchases it, Kolosso
Jeep, Appleton. So my contact has been with Stiebs in waupaca. They have been great. My
other contact was with Chrysler today. They refused to do anything about my engine
replacement. Chrysler complaint [REDACTED]

**Complaint/Inquiry received via email/internet by the
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How do you feel this complaint should be resolved?

The Jeep Wrangler is out of Warranty at about, 50,400 miles. However, Daimler Chrysler is aware that they made engine Heads that were defective. I know of someone who had their engine replaced free of charge after making a complaint such as this. Even at that, Chrysler does not admit they have a problem. To illustrate that further, Stiebs has the new/rebuilt engine put in already, but the new head they received for it was defective, and they are waiting for another one. I believe that since Chrysler knew of this defect, probably in 1998, that they should pay for the full engine replacement.

9174	2800		Jeep/00	WPA/000	2-22-00	124
REPAIR ORDER NUMBER	DEALER STOCK NUMBER	KEY CODE	MAKE & YEAR	MODEL	DATE PERFORMED	TECHNICIAN NUMBER

154FA595847	0005	261299
VEHICLE IDENTIFICATION NUMBER	RELEASE (EXCLUDING 10TH)	CUSTOMER NAME

PERFORM THE INSPECTION AND ADJUSTMENTS AS LISTED BELOW

NOTE: Refer To The New Vehicle Preparation Manual For Proper Preparation Procedures. Refer To The Appropriate Service Manual For Specifications And Service Procedures. Conditions Which Can Be Corrected By The Minor Adjustments Specified Below Are Considered Part Of Normal New Vehicle Preparation. Items That Require Correction Beyond The Minor Adjustments Specified Are Eligible For Warranty Reimbursement.

A. UNDER HOOD

1. Head Latch/Safety Catch (Adjust As Required)
 - ☒ Check For Proper Operation
2. Field Lamps (Check For Proper Level And Top Off As Required)
 - ☒ Engine Oil
 - ☒ Automatic Transmission
 - ☒ Clutch Master Cylinder
 - ☒ Brake Master Cylinder
 - ☒ Power Steering
 - ☒ Windshield Washer
 - ☒ Rear Washer
 - ☒ Cooling System
3. Lines/Hoses (Check Clearance From Moving And Hot Objects; Reroute And Tighten As Required)
 - ☒ Brake Lines
 - ☒ Fuel Lines
 - ☒ Power Steering Hoses
 - ☒ Vacuum Hoses
 - ☒ Coolant Hoses
 - ☒ Clutch Lines
 - ☒ Refrigerant Lines
4. Battery (Check State Of Charge)
 - ☒ Inspect Battery Test Indicator When Easily Visible (Recharge To Assure "Green Dot"); Use Voltmeter When Indicator Is Not Visible (Min. 12.4V)
5. Wiring (Check Routing And Connections; Reroute And Connect As Required)
 - ☒ Starter, Generator, A/C Clutch And Ignition, Secondary Wires Installed Correctly
 - ☒ Connect Ignition Off Draw (I.O.D.), Or Install Fuse On Applicable Vehicles
 - ☐ Other

B. UNDER VEHICLE

1. Visually Inspect For Loose Attachments, Proper Keying, Linkage, Clearance & Routing
 - ☒ Engine
 - ☒ Oil Cooler
 - ☒ Cooling System
 - ☒ Transmission
 - ☒ Driveshaft Boots
 - ☒ Differential
 - ☒ Transmission Cooler
 - ☒ Brake System
 - ☒ Fuel System
 - ☒ Exhaust System
 - ☒ Steering And Suspension Components
 - ☐ Other
2. Tire Pressures (Adjust To Specifications)
 - ☒ Check All Tire Pressures, Including Spare Tire

3. Tie-Down Brackets

- ☐ Remove Where Applicable

C. BODY - EXTERIOR

1. Operation Of Doors & Locks (Adjust Struts & Latches As Required)
 - ☒ All Exterior Door Locks Work Easily With All Keys
 - ☒ All Doors Open/Close Easily (With All Windows Up)
 - ☐ Keyless Entry System Works Properly (If Equipped)
 - ☐ Security Alarm Works Properly
 - ☒ Deck Lid/Tailgate/Liftgate Operates Easily
2. Fit & Finish (Visually Inspect; Touch Up As Required)
 - ☒ Remove Protective Coatings/Covers
 - ☒ Free From Paint Chips, Scratches, Sags, Runs, Dirt Or Corrosion
 - ☒ Paint Colors Match On All Panels
 - ☒ Moldings/Stripes Are Aligned Properly
 - ☒ Moldings/Stripes Are All Present And Securely Fastened
 - ☒ Door Panels Have Even Gaps And Fit Well With Adjacent Panels
 - ☒ Deck Lid/Liftgate/Tailgate Has Even Gaps And Fit Well With Adjacent Panels
 - ☒ Hood Panel Has Even Gaps And Fits Well With Adjacent Panels
 - ☒ Body Free From Dents And Dings
 - ☐ Other
3. Body Sealing (Visually Inspect)
 - ☒ Door And Window Seals
 - ☒ Windshield
 - ☒ Backlight
 - ☒ Deck Lid/Liftgate/Tailgate
 - ☒ Sunroof/Convertible Top
 - ☒ Check For Water Leaks During Normal Recommended Wash
 - ☐ Other
4. Convertible Top (Cycle Top)
 - ☒ Check And Adjust Alignment Pins As Required

D. BODY - INTERIOR

1. Windows, Doors & Locks (Check Operation)
 - ☒ All Manual Windows Open/Close Easily
 - ☐ All Power Windows Operate Correctly
 - ☒ All Power/Manual Door Locks Operate Correctly
 - ☒ All Doors Open/Close Easily
 - ☒ Remote Back Window/Tailgate Release (If Equipped)
 - ☒ Glove Box Door Opens/Closes Easily

- ☒ Console Door Opens/Closes Easily
 - ☐ Control-Open/Closes Easily
 - ☐ Other
2. Seats (Check Operation)
 - ☒ Manual/Power Seat Adjustments Work Properly For All Seats
 - ☒ Securely Located In Track
 - ☒ Check-Heated-Seat Operation
 3. Seat And Shoulder Belts, Retractors And Head Restraints (Check Operation)
 - ☒ Check All Seat And Shoulder Belts, Including Retractors, For Proper Latching And Ease Of Operation
 - ☐ Check All Head Restraints For Ease-Of-Operation
 - ☐ Child Seats
 4. Lights/Switches (Check Operation)
 - ☒ Check All Interior Lights And Switches (Visually Inspect And Operate)
 - ☒ Check All Exterior Lights And Switches (Visually Inspect And Operate)
 - ☒ Check Ignition Switch For Proper Operation
 5. Fit & Finish (Visually Inspect)
 - ☒ Remove Interior Covers
 - ☒ Instrument Panel, Glove Box Door And Interior Moldings Have Even Gaps
 - ☒ Door Panel Material Is Clean, Free From Wrinkles And Installed Correctly
 - ☒ Seat Material Is Clean, Secure And Free Of Wrinkles
 - ☒ Carpet Is Clean, Secure And Free Of Wrinkles
 - ☐ Other
 6. Compass
 - ☒ Calibrate & Set Variance
 7. "Shipped Loose"
 - ☒ Install Any Items

E. ROAD TEST

1. Neutral Safety Switch
 - ☒ Check For Proper Operation
2. Shift/Clutch Interlock System
 - ☒ Check For Proper Operation
3. Gauges/Warning Lights
 - ☒ Check Operation Of All Gauges
 - ☒ Check Operation Of All Warning Lights
4. Horn (Check Operation)
 - ☒ Check For Proper Sound Quality
5. Turn & Emergency Signals (Check Operation)
 - ☒ Ease Of Operation And Proper Cancelling
6. Mirrors (Check Operation)
 - ☒ Check Day/Night Function (If Equipped)
7. Ease Of Adjustment (Power Or Manual)
 - ☒ Check Washer Pattern (Adjust As Necessary)
 - ☒ Check Intermittent Wipe Feature
 - ☒ Check For Proper Wiping Pattern
8. Heater/Air Conditioner (Check Operation)
 - ☒ Heater/Defroster Works Properly
 - ☒ Turn On Rear Defroster During Drive, Then Feel Window For Warmth After Drive
 - ☒ A/C Cools Properly
 - ☒ Fan Operation Is Quiet
9. Radio (Check Operation)
 - ☒ Good AM/FM Reception
 - ☒ Cassette/CD Works Properly
 - ☒ Good Sound Quality
 - ☒ Displays Correct Time
10. Trip Computer/Maintenance Reminder (Check Operation)
 - ☒ Check That All Modes Operate
11. Speed Control (Check Operation)
 - ☒ Check On/Off Switch
 - ☒ Check "Set" Operation
 - ☒ Check "Resume"
 - ☒ Check "Accel/Decel"
 - ☒ Check Brake Release
12. Service Brakes (Check Operation)
 - ☒ Vehicle Stops In A Straight Line - No Pulling To One Side
 - ☒ Quiet Operation - Free From Noise
 - ☒ Free From Shudder Or Vibration
 - ☒ Check Brake Warning Light
13. Parking Brakes (Check Operation)
 - ☒ Easy To Operate
 - ☒ Free From Drag
 - ☒ Able To Hold
 - ☒ Check Warning Light
14. Engine Performance
 - ☒ Starts Promptly
 - ☒ Free From Stalling
 - ☒ Idles Smoothly And At Proper Speed
 - ☒ Free From Stumbling Or Hesitation
 - ☒ Produces Sufficient Power
 - ☒ Free From Unusual Noises
 - ☒ Operates Within Proper Temperature Range
 - ☒ Stops When Key Is Shut Off
15. Transmission/Transfer Case Performance
 - ☒ Park Lock Holds Vehicle (Automatic)
 - ☒ Shifter (Manual) Or Shift Lever (Automatic) Operates Easily

- ☒ Shifts Smoothly (Automatic)
 - ☒ Upshifts And Downshifts Properly (Automatic)
 - ☐ Proper Synchronization - Gears Do Not Grind (Manual)
 - ☐ Clutch Operates Smoothly (Manual)
 - ☒ Transfer Case Shifts Easily Among Ranges (4x4 Vehicles)
16. Steering & Handling
 - ☒ Power Assist Works Properly - Steering Does Not Require Excessive Effort
 - ☒ Steering Wheel Does Not Vibrate At Idle Or Road Speed
 - ☒ Steering Wheel Centered When Traveling Straight Ahead
 - ☒ Does Not Pull To One Side
 - ☒ Vehicle Does Not Vibrate
 17. Squeaks, Rattles And Wind Noise
 - ☒ Instrument Panel, Glove Box, Seats, Steering Wheel And Column Are Free From Squeaks And Rattles
 - ☒ Windows And Doors Are Free From Squeaks, Rattles And Wind Noise
 - ☒ Vehicle Exterior Free From Squeaks, Rattles And Noise, Front And Rear
 - ☒ Interior Panels Free From Squeaks And Rattles
 18. Other
 19. Fuel
 - ☐ Fill Fuel Tank (Use Specified Grade)

F. PREDELIVERY STORAGE

- ☐ Always Unplug L.O.D. Connector, Or Pull Fuse That Activates Accessories.

G. PROGRAMMABLE ELECTRONIC FEATURE

Program Per Customer Request (If Equipped)

- ☐ Rolling Power Door Locks
- ☐ Horn Chirp When Doors Locked With RKE
- ☐ Low Fuel Chime
- ☐ RKE Door Unlock Sequence (One Push Unlocks All Doors)
- ☐ Headlights On Automatically With Wipers
- ☐ Remote Key Fobs Linked To Memory
- ☐ Headlamp Delay Variable Interval
- ☐ Easy Exit Driver's Seat
- ☐ Service Interval Reminder

EPA CERTIFICATION OF CONFORMITY

The selling Dealer hereby certifies that (1) this vehicle is covered by an EPA Certificate of Conformity indicating that it conforms to all applicable emission standards of the U.S. Environmental Protection Agency; (2) a visual inspection of this vehicle and engine has been conducted to assure that all emission-related components have been properly installed; (3) all emission-related preparation required by the manufacturer prior to the sale of this vehicle has been properly performed.

If this vehicle has been maintained and used in accordance with the applicable DaimlerChrysler Corporation Instructions, and if the vehicle fails an EPA-approved emission test prior to the expiration 3 months or 4,000 miles (whichever comes first), DaimlerChrysler Corporation through its authorized dealers, will remedy the nonconformity under the emission warranty.

DEALER CERTIFICATION

I CERTIFY THAT THIS VEHICLE HAS BEEN INSPECTED AND ROAD TESTED AND THAT ADJUSTMENTS WERE PERFORMED, AS INDICATED BY THE CHECK MARKS IN THE BOXES.

T. H. [Signature]
DEALER, SERVICE MANAGER OR TECHNICIAN SIGNATURE

5 6 ZONE 2 3 4 8 DEALER CODE

**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).**