

NVS-200

8/6/06

10/6/981

Attention National Highway Traffic Safety Administration,

2004 AUG 22 PM 8:52

EXECUTIVE SECRETARIAT

My name is [REDACTED] and I am writing to complain and also to report and UNJUST claim denial from Daimler Chrysler concerning an accident involving an unrepaired recall B02 on my 1997 Grand Cherokee jeep. (which we were NOT informed of, had NOT received any letter of this recall) This accident totalled our vehicle and damaged our garage, caused me bruises and endangered my 7 year old son who was in the jeep as it lurched backwards into the neighbors landscape headed for their house following the tearing off of the driver's side door.

The inspector arrived from Chrysler looked over the damage with OBVIOUS motive in his questioning and testing to prove the claim false. First of all he asked SEVERAL times if we had the recall letter (if we were hiding that). We only had this jeep 2 years and bought it used, and obviously did NOT know, were not informed by ANYONE that there was a unrepaired recall or ANY recall on this vehicle.

Then, the Chrysler denial letter "twisted" my information suggesting the car was not running, when it WAS running. I said it was running and I stepped out the car. I also did not KNOW FOR SURE if it was FULLY engaged in park, But that it SEEMED in park. The RECALL about the "Park to Reverse" recall of 2002 accidents is about the faulty transmission where the car slips in between gears and "appears stable" and in park when it is NOT!!!!

The inspector claimed he had tested it and that it could not be moved out of gear. I saw how much he wriggled the gears into position and then smacked it to see if it would come out, and of course it didn't because they weren't IN BETWEEN GEARS like it had been. Usually when you shift a car you use normal gliding effort, not rigerous rough handling. I used NORMAL effort as you should to engage in park and it was in a FALSE PARK MODE without me realizing. THIS IS A MANUFACTURING DEFECT AND NEGLECT TO INFORM USED CAR CONSUMERS.

Chrysler only offered to fix the recall problem and THAT'S IT!

Amc mari
8/24/06

We are out a car, a damaged wall with much grief. We are horrified at the crooked dealings and con-artistry of Daimler Chrysler to "skirt" recall issues and continue to endanger folks everywhere, as their used jeeps are sold and distributed all over the country with more unknowing victims to come. I pray that none will result in

death.

This is a serious issue. I believe that we should AT LEAST be given the blue book value of our jeep (not rebates I will not buy from Chrysler again).

Please contact me as soon as possible regarding this UNJUST handling of their products.

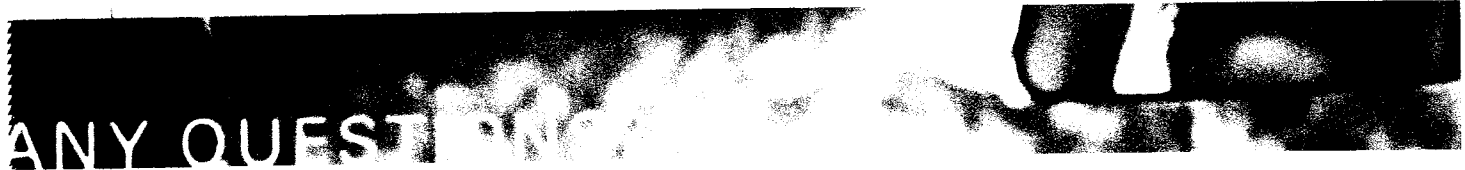
Sincerely,

[REDACTED]
[REDACTED] Bear , De. [REDACTED]



SEE ALL VEHICLES SHOP & BUY TOOLS

SEARCH: GO



CONTACT US BY LOCATION

UNITED STATES
CANADA
MEXICO

Here are your results

Acrobat Reader 4.0 or later is required to view documents. Click here for free download.



VIN Number:
1J4GZ58S6 VC

Vehicle Description:
JEEP GRAND CHEROKEE SPORT UTILITY 4-DR

Model Year:
1997

Recall and Customer Satisfaction Notification Information: Click on description to view document

Description	Type	Issue Date	Status
FLOOR SHIFTER SECONDARY DETENT SYSTEM	SAFETY	09/19/2002	INCOMPLETE

DISCLAIMER

Notification letters issued prior to 1999 are not available on-line. Please contact us by email to request a copy.

NOTE:

Results returned represent unperformed or incomplete Recalls and Customer Satisfaction Notifications initiated by DaimlerChrysler Motors Company LLC at the time of your inquiry.

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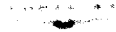
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DAIMLERCHRYSLER

SAFETY RECALL TO INSTALL A SECONDARY DETENT SYSTEM ON YOUR VEHICLE'S FLOOR SHIFTER

Dear Grand Cherokee/Grand Wagoneer Owner:

To facilitate the safe operation of your vehicle, DaimlerChrysler Corporation will modify the floor shifter of some **1993 through 1998 model year Jeep® Grand Cherokee and 1993 model year Jeep Grand Wagoneer vehicles** equipped with an automatic transmission.

This modification will help ensure that you have properly placed the shifter lever fully into the "Park" position by making it very difficult to inadvertently place the shifter lever between the "Park" and "Reverse" positions.

The problem is...

DaimlerChrysler has determined that, in certain circumstances when a driver has not placed the shifter lever fully into the "Park" position and leaves the engine running, the vehicle may unexpectedly move rearward after seeming to be stable. Unintended rearward movement of a vehicle could injure those in and/or near the vehicle.

As with all vehicles, you should never exit the vehicle while the engine is running and should always remove the key from the ignition and apply the parking brake before leaving the vehicle.

What DaimlerChrysler and your dealer will do...

DaimlerChrysler will modify your vehicle (identified on the enclosed form) free of charge (parts and labor). To do this, your dealer will install a secondary detent system to the floor shifter assembly. The work will take less than ½ hour to complete. However, additional time may be necessary depending on how dealer appointments are scheduled and processed.

What you must do to ensure your safety...

- **Simply contact your dealer** right away to schedule a service appointment. Ask the dealer to hold the parts for your vehicle or to order them before your appointment.
- **Bring the enclosed form with you to your dealer.** It identifies the required service to the dealer.

If you need help...

If you have questions or concerns which the dealer is unable to resolve, please contact the DaimlerChrysler Customer Assistance Center at 1-800-853-1403. A representative will assist you.

If your dealer fails or is unable to remedy this condition without charge and within a reasonable time, you may submit a written complaint to the Administrator, National Highway Traffic Safety Administration, 400 Seventh Street, S.W., Washington, DC 20590, or call the toll-free Auto Safety Hotline at 1-888-327-4236.

We're sorry for any inconvenience, but we are sincerely concerned about your safety. Thank you for your attention to this important matter.

***Buckle up
for Safety***

Customer Services Field Operations
DaimlerChrysler Corporation
B02