



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: 08-DEC-2006 9:40  
 Repository:   
 Reference No.: 10175602

**OWNER INFORMATION (Type or Print)**

Name: [REDACTED] Daytime Telephone Number: [REDACTED] E-mail Address: [REDACTED]  
 Address: [REDACTED]  
 City: BEDFORD State: TX Zip Code: [REDACTED] Evening Telephone Number: [REDACTED]

Do you authorize NHTSA to provide any of this report to the manufacturer of your vehicle?  YES  NO  
 In the absence of an authorized signature, please print your name or address to the vehicle manufacturer.  
 Signature of Owner: [REDACTED] Date: 12/16/06

**VEHICLE INFORMATION**

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side: 1J4GX4RN54[REDACTED]  
 Make: JEEP Model: GRAND CHEROKEE Model Year: 2004  
 Date Purchased: 28-APR-04 Dealer's Name and Telephone Number: GRUBBS CHRYSLER JEEP 1-800-332-3147 Engine: No: Cylinders 8 Fuel Type: Gas  
 Original Owner:  Dealer's City: BEDFORD State: TX Zip Code: [REDACTED]  
 Transmission Type: AUTOMATIC  Antilock Brakes  Cruise Control Powertrain: REAR WHEEL DRIVE Vehicle Component Code: 011000 STEERING:WHEEL AND HANDLE BAR Multiple Failure: 1

**FAILED COMPONENT(S)/PART(S) INFORMATION**

Incident Date(s): 08-DEC-2006 Failure Mileage: 43000 Failure Speed: [REDACTED]

**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: DOTMAL9ABC036): [REDACTED]  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, failures, crashes, and injuries.)*

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: THE CONTACT STATED WHILE DRIVING VARIOUS SPEEDS, THERE WAS A CLICKING NOISE COMING FROM THE STEERING WHEEL. THE VEHICLE WAS INSPECTED BY A DEALER WHO DETERMINED THE STEERING WHEEL WAS LOOSE ALONG THE COLUMN AND NEEDED TIGHTENED. AFTER THE INITIAL TIGHTENING OF THE STEERING WHEEL, A LOUD, POPPING NOISE WAS HEARD WHILE DRIVING VARIOUS SPEEDS. THE VEHICLE WAS INSPECTED BY A DEALER WHO DETERMINED THE TILT WHEEL KNOB NEEDED REPLACED. AFTERWARDS, THE PROBLEM PERSISTED, AND THE DEALER DETERMINED THE STEERING WHEEL NEEDED TO BE TIGHTENED AGAIN, AND DUE TO THE LOOSENESS IT CAUSED THE FRONT DRIVER SIDE AIRBAG TO FAIL WHICH WOULD ALSO NEED TO BE REPLACED. THE MANUFACTURER WAS ALERTED.

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.

[REDACTED]  
[REDACTED]  
Bedford, Texas [REDACTED]  
[REDACTED]

December 18, 2006

U.S. Department of Transportation  
National Highway Traffic Safety Administration  
Office of Defects Investigation, NVS-210  
407 7<sup>th</sup> Street SW  
Washington D.C. 20077-8214

Reference No. 10175602

Thank you for forwarding the Vehicle Owner's Questionnaire. My two year old Jeep Cherokee has a loose steering wheel for the fifth time; Grubbs Jeep in Bedford Texas cannot seem to make a permanent fix for this so I am suspecting that there may be a manufacturing defect. It had developed a clunking noise as the steering wheel was turned from one side to the other which I was told was normal. On May 17, 2006 at 34,736 miles there was a loud bang in the steering column and the steering wheel began to wobble about an inch in every direction. On May 18, 2006 (repair order 051706) Grubbs Jeep replaced the washer holding the steering column and showed me that the washer had cracked. On May 21, 2006 the same loud bang occurred with the accompanying steering wheel wobble. On May 22, 2006 (repair order 052206) Grubbs Jeep replace the washer again and replaced the tilt wheel knob. It was repaired on May 24, 2006 (again repair order 052206), but became loose again by July 24, 2006 (repair order 072006) at which time Daimler-Chrysler Detroit authorized a rental car during repairs.

It is now loose again, but Grubbs Jeep says that it is not covered under warranty although it has never been permanently fixed. The service writer

said that he checked a 2001 and 2003 Grand Cherokee and all the steering wheels are that way. The steering column has become so loose that the air bag warning alarm and lights are coming on because of the faulty connections as the steering wheel loses contact with the steering column.

You may forward this information to Daimler Chrysler.

Sincerely,

A solid black rectangular redaction box covering the signature area.

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).