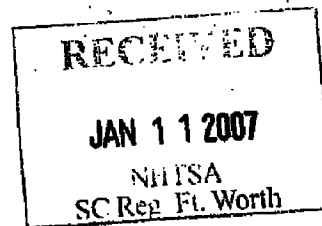


CL-10179563-2323

Schertz, TX
December 11, 2006

2007 JAN 18 AM 9:40



Daimler Chrysler
P. O. Box 4639
Oak Ridge, TN 37831

Dear Sirs:

Several months ago I purchased a 2002 Jeep from Jordan Ford in San Antonio, TX for my son. The vin is 1J4GX48S02C[REDACTED]. I was very pleased with the purchase to the point that I was contemplating purchasing me one, until the first part of November. At that time, the front passenger window would not operate and was in the down position. The vehicle was taken to Bluebonnet Jeep in New Braunfels, TX for repair. I was informed that the problem was the regulator and it would be necessary for the complete unit, regulator & motor, to be replaced since they were not available separately. My after market warranty did not cover the problem since the motor itself was not broken, even though the whole unit had to be replaced. This ended up costing me \$400, which is substantial to a single parent, educational employee.

Then approximately six weeks later, a similar thing happened to the driver side front window. When my son got in the vehicle it was rolled down about 2 inches for an unknown reason. The window then continued to roll itself down, without anyone operating the control, until it was all the way down. Again, this cost was over \$400. In talking with the service personnel, they indicated that their service center averages repairing from 30 to 50 Jeep vehicles each year with this same problem. And, the part malfunctions when it is not even being operated. This indicates to me that the regulator/motor product is very defective in its construction. **Can you even tell me the total number of repairs that have been made nationwide for this similar problem?** Based on the numbers at this service center alone, if you calculate the number of repairs nationwide, I would imagine it would be very significant. It appears as though this should be a recall issue.

To me this appears to be a safety issue, especially in situations where the window would roll itself down in instances where a person was driving on a freeway at 70 mph. Even though this particular problem may not have an immediate safety threat when the window malfunctioned, it could easily be an exposure problem and cause injury. Both incidents caused a hardship for both my son and myself. When this last incident happened to my son, he was unable to get it in for service immediately and had to drive his vehicle during the weekend with no window. Considering his asthma and other health problem and the distance he has to drive from home to school and to work, this

was in fact detrimental to his overall health. He did try to cover the window, however, that was not feasible since he could not see out the window clearly with a covering. This in itself presented a driving hazard, and along with the cold wet weather and other environmental exposures, this was definitely an uncomfortable situation for him.

I feel Chrysler or Jeep should take responsibility for this defect and make some type of restitution for expenses and/or time spent in dealing with this defect problem. With the high number of repairs for this problem just at my service center, I would think that the total number of repairs nationwide are very significant. I would think that the Jeep reputation would be important enough to your company to address this issue and potentially dangerous exposure. This experience has certainly caused me to reconsider whether I will ever purchase another Jeep product or recommend one. I am just wondering how long it will be before one or both of the rear windows malfunction. While I thought I was purchasing a reliable and trustworthy vehicle for my son, I am wondering if it was in fact a bad choice.

I greatly would appreciate a response to my complaints and concerns.

Sincerely,

[REDACTED]

[REDACTED]

cc: Bluebonnet Jeep
283 S IH 35
New Braunfels, TX 78130

Jordan Ford
13010 IH 35 North
San Antonio, TX 78233

National Highway Traffic and Safety Administration

THE ATTACHMENTS TO THIS
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THE FREEDOM OF INFORMATION
ACT (FOIA), 5 U.S.C. 552(b)(6).