

[REDACTED] <NHTSA>

CL-10183753-6089

From: [REDACTED] <NHTSA>
Sent: Thursday, January 19, 2006 12:00 PM
To: [REDACTED] <NHTSA>
Cc: [REDACTED] <NHTSA>
Subject: FW: Recall Question

From: Test, Crash <Public Account>
Sent: Wednesday, January 18, 2006 4:32 PM
To: [REDACTED]
Subject: Recall Question

Hello [REDACTED]

Could you please help answer this consumer's email question at your earliest convenience?

[REDACTED]
Thank you very much,
[REDACTED]

This recall was for 1999 Jeep Wranglers:
99V117000
Your info stated that it was a ground wire problem.

After taking my Wrangler to the dealer for this recall, I quickly noticed that it still had the problem which was:
1. Gauges would quit working including the odometer, which means the mileage shown on these vehicles is bogus. When the gauges shut down the airbag light would come on.

When this happened I could lightly tap on the top of the dash and correct the problem. So I put up with it for the about 6 years. Sometime after I took it to the dealer, I checked the ground connections and they were fine. Last summer I finally decided to investigate it further. I removed part of the lower dash in attempt to remove the instrument cluster. When I decided that it was too much trouble I reached behind the cluster and when I pushed in on the plugs, there were two of them, they moved in about an eighth of an inch and I heard the latches snap into position and I haven't had the problem since.

2. My heater also has had a problem which I thought would be corrected with the recall but it was not. It will change where the air comes from on it's own. It might be blowing on the floor and then change to defrost and then to the dash.

I wasn't able to access the rear of the heater controls so it is still messed up. But I would bet that when I do I will find loose plugs there also. I will let you know.

Having two other problems with the Jeep, I found out that Chrysler is a very difficult company to work with. The dealer told me they wouldn't be much help when I ask them for the customer service number.

I never contacted customer service about the recall issue.

Thank you,

[REDACTED] <NHTSA>

From: [REDACTED] <NHTSA>
Sent: Friday, January 20, 2006 1:05 PM
To: Test, Crash <NHTSA>
Subject: FW: Recall Question

FYI - I've responded to this email.

[REDACTED]
NHTSA/DOT
400 7th Street SW
Washington, DC 20590
[REDACTED]

-----Original Message-----

From: [REDACTED]
Sent: Friday, January 20, 2006 12:11 PM
To: [REDACTED]
Subject: RE: Recall Question

Hello [REDACTED]

I'm sorry to hear about your difficulties in working with DaimlerChrysler. Unfortunately, I have no authority over their customer relations.

I do have some authority over their safety recall process however. So, I looked into the service procedure for the referenced recall. The cause of which are two ground screws which may loosen over time.

The remedy procedure is to re-drill & move the left & right ground screws. They are accessed through the left & right speaker openings in the IP. The speaker, speaker bezel & speaker baffle are removed in the process. At no time should they make contact with the gauge plugs themselves. Or, the instrument cluster in general. I have to assume that the loose plugs on your vehicle are unrelated to this recall remedy.

I hope you find this information useful, and encourage you to talk with DCX customer service if you are dissatisfied.

[REDACTED]
NHTSA/DOT
400 7th Street SW
Washington, DC 20590
[REDACTED]

[REDACTED]

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