

CL-10194435-6817

2007 JUN 19 AM 10:30 State of North Carolina

ROY COOPER
ATTORNEY GENERAL

Department of Justice
9001 Mail Service Center
Raleigh, NC 27699-9001

CONSUMER PROTECTION
Toll Free In NC
(877) 566-7226
Outside of NC
(919) 716-6000
Fax: (919) 716-6050

June 8, 2007

DaimlerChrysler Corp
3851 Hamlin Road
Rochester Hills, MI 48309
Attn Customer Assistance

RE: File No. 0706082

[REDACTED]
[REDACTED]
Arden, NC [REDACTED]

Dear Sir:

The Consumer Protection Section has received a request for assistance from [REDACTED] regarding a transaction with your business. A copy is attached.

By this letter we do not imply that our office has already made any assumptions as to the validity of the allegations contained in the complaint. In order to assess the full merits of the complaint and determine appropriate action, however, we need to have and consider your position. We therefore ask that within ten (10) days after receipt of this letter you provide us with a written statement of your position including any documents you wish to submit in support thereof.

We hope the parties concerned will reach a satisfactory settlement without further involvement by this office. If so, please advise us in writing. Please refer to File Number 0706082 in future communications with our office concerning this matter.

Very truly yours,



Patricia T. Jones
Consumer Protection Specialist
CONSUMER PROTECTION SECTION

cc: [REDACTED]
NHTSA

Nm
6/19/07
CC

**AUTOMOBILE
REQUEST FOR ASSISTANCE**
(Please type or print)

JUN - 7 2007

Consumer Protection Division
Attorney General's Office
9001 MAIL SERVICE CENTER
RALEIGH, NORTH CAROLINA 27699-9001

FROM: (Your Name) _____

Address _____ City Arden State NC Zip _____

Home Telephone _____ Business Telephone _____

AUTOMOBILE DEALERSHIP: AUTO Advantage Telephone 1-888-528-5729

Address 5998 Asheville Highway City Hendersonville State NC Zip 28739

AUTOMOBILE MANUFACTURER: Daimler Chrysler Company Telephone 1-888-922-7329

Address 1000 Chrysler Drive City Auburn Hills State MI Zip 48326-276

REPAIR SHOP: Skyland Automotive Inc Telephone (828) 667-5213

Address 255 Snook Park Highway City Asheville State N.C Zip 28906

Is your complaint against: Dealer (), Manufacturer () , Repair Shop ()?

Did you buy your car: New (), Demo (), Used ()?

Make, Model & Year 99 Jeep Grand Cherokee Serial # 1J4GWS8S7XC

Date of Purchase Sept 29, 1999 Salesman Robby

Where Financed: (Name) Wachovia Bank

Address _____ City Arden State NC Zip _____

NEW & USED AUTOMOBILE SALES:
What were you told about the warranty and the condition of the vehicle?
Please state, as closely as possible, the exact words used by the salesman.

The car was in good shape. We also bought an extended
Warranty through E.Thos.

AUTOMOBILE REPAIRS:
What did you tell the shop was wrong with the car and what did you ask the
repair shop to do?

See enclosed documents

Attach copies of your: purchase contract () , warranty () ,
repair orders () , any other documents () .

PLEASE EXPLAIN YOUR COMPLAINT. Be sure to say what the problem is, when you first noticed it, what you have done to get the problem fixed, whom you talked with and the date. Use additional sheets if necessary.

See enclosed letter

[Lined area for writing the complaint details]

WHAT DO YOU WANT THE COMPANY TO DO? See enclosed letter

The above statements are true to the best of my knowledge and belief.

SIGNED: [Redacted Signature]

DATE May June 2, 2007

te: The Attorney General's Consumer Protection Division acts to protect a general public from unfair or deceptive business practices... While we often assist with the mediation of a dispute when the parties are willing, we do not have the authority or resources to act as a lawyer for one person who has a dispute with another. We encourage people to send us information about suspected business practices. Often, the more reports we receive, the clearer the practice is revealed.

To Whom It May Concern:

This initial problem started on June 2004. When the vehicle was started, the rpm's would immediately go up to 2000 rpm's and sometime higher. This problem also occurred during July and August of 2004. After this happened, you could shut the vehicle off and restart the vehicle and it would return to normal. We then contacted service adviser Ian Gomme (Skyland Automotive 255 Smokey Park Highway Asheville NC 28806 # 828-667-5213), made an appointment and they replaced different parts. At that time we felt the problem was resolved.

Then in April of 2005, my wife was driving alone down a four lane highway and she was preparing to stop at a traffic light. The vehicle starting accelerating; she consequently applied the brakes as hard as she could. The vehicle continued to proceed in a forward motion. The only solution was to immediately place the car in park because she was about to rear end someone. After a moment, cars cleared from around her, and she put the car into drive once again. Immediately, the car began to accelerate uncontrollably. Applying the brakes with full force did not solve the problem, and she was forced to attempt to maneuver to a nearby parking lot. At that point, the only way to stop the car was to put it into park again and turn the vehicle off. At that time, she did not try to start the vehicle again and instead called AAA and had the car towed to Skyland Automotive.

When they returned my call with the diagnosis, they stated that when they started the vehicle, the rpm's were normal. The problem could not be duplicated. They replaced the throttle position sensor again. The sensor was also replaced when the initial problem had begun.

Later in July 2005, my daughter, who had recently been issued a learner's permit, was driving uphill and approaching a stop light. My wife instructed her to slow down; she replied that she was trying. At this point my wife realized that the car was once again speeding uncontrollably. She instructed my daughter to continue to apply the brake and maneuver the vehicle in to a parking lot at the corner. In order to stop the vehicle, they ran over a curb and quickly forced it into park. Once again, the rpm's were running high; AAA was called and the vehicle was towed to Sky land Automotive. I spoke with Ian Gomme (may I add that it was not in the nicest manner due to the fact my teenage daughter was behind the wheel and this problem was reported to have been fixed). When I got the vehicle back he felt assured that the problem was fixed. We were hesitant for a while, but as time passed we were forced to put worries behind and continue to use the car on a daily basis.

Then on April 30, 2007, I had to put the vehicle in the shop for an interior light problem. On Thursday, May 3, 2007, around 1:00 pm, the vehicle was picked up by William Oliver, my brother. He drove the vehicle to my home, which is approximately 13 mile from Skyland Automotive and parked it in my drive way. Then around 4:00 pm, my wife drove the vehicle to Alpha Tech, a company that my wife cleans as co-owner of a janitorial service, which is about 5 mile from our home. She and her father (Hasker Pea) had finished cleaning around 6:30pm. She stated that she backed up from the parking space and was starting to exit down driveway. At this point she was facing 180 degrees from her parked position. She stated that as she was about to straighten up to continue down driveway the vehicle accelerated; she applied the brakes. Once again, the vehicle continued at full speed and she was thrown backwards down a steep embankment. The

distance from parking space to point of accident is approximately 100 to 150 ft (see enclosed drawing not to scale). Her father witnessed the accident (see enclosed statement). She was not seriously injured and her father was able to get her out only by climbing down the steep hill and standing on top of the car to avoid water below. At this point, they called 911 and then me. Upon arrival, I observed the vehicle was down a 25 to 30 ft embankment. They had also called AAA to retrieve the vehicle. My wife began to explain to me how it had accelerated again. I proceeded to call Nationwide, our insurance company, to inform them what had happen. I explained to them about the accelerating problem. They took the information and told me an agent would be in touch. My wife told the investigating officer about how the car accelerated uncontrollably . Afterwards we received a copy of the letter and found that some of my wife's statements had not been included in the letter. We later found out that this was the officer's first case he had worked on alone.

After the investigation my wife went to the emergency room due to back pain she was having that resulted from the vehicular accident.

On Monday, May 7, 2007, Dixie Mitchell (1-980-329-7241) from Nationwide called about the accident. I explained the situation with the car to her. She informed me Carolyn Barcus from Nationwide (1-800-477-1284) was in the process of determining who would be held responsible for the accident. Richard Hurman from Nationwide (1-828-404-1605) was the adjuster. On Tuesday, May 8, 2007, my wife called Chrysler headquarters in Detroit (1-888-922-7329) to express concerns on how the vehicle had been accerlating by its self. About an hour later they returned the call and assigned us a case. (# 16281489).

On May 10, 2007, Mr. Wried (704-577-1542) called and stated he was from an outside investigating company (which he gave no name) and stated he would be coming from Charlotte to Asheville to gathering information about the car from Skyland Automotive. He also received a copy of the police report.

On May 12, 2007, we received a letter for Daimler Chrysler stating they we looking into this matter. On May 19 2007 we received a subsequent letter stating they found no problem with vehicle.

In closing I would like for Chrysler to purchase or make a settlement for the vehicle because I'm afraid that the next incident will cause someone to be seriously injured. For this reason, I refuse to put my family's safety and well being at risk. At the present time, the insurance company has towed the car to my home and is waiting on a decision about the vehicle. When researching the problem on the internet, I found that others have had similar incidents. If you go to the website www.google.com and type JEEP ACCELERATE UNEXPECTED in the search box, many sites are shown that illustrate that this problem is widespread. As I stated earlier, all I would like is market price or Kelly Blue Book value so this vehicle can be taken out of service.

Sincerely

[REDACTED]

[REDACTED]

[REDACTED]

To The Attorney General,
I saw my daughter [REDACTED] was
driving the Jeep May 3, 2007 when the accident
happened. I look in my rear view mirror and saw
the car lunched forward heading down the ~~bank~~ embankment
and she turn the car to the left and it went
backward down the embankment. I drove my car
where she went down the embankment. The Jeep was
hung up in Drive wide open. I told her to cut the
engine off. Then I continued to get her out of the Jeep.
The embankment was about 20 to 30 Feet deep.

Thanks [REDACTED]

To Whom It May Concern:

On May 3, 2007, I picked up [REDACTED] 99 Jeep Cherokee from Skyland Jeep Olds. As I left the dealership and went to the red light and stopped, the Jeep lunged forward as if I had been hit from behind like I was bumped, but the RMP's went up as if I had hit the gas. This is not a vehicle that I drive daily, so I thought that this was normal for the Jeep. I felt that I didn't need to mention this to them, since I thought this was normal for the Jeep. After leaving the light, the Jeep ran fine all the way to their house. If any questions please contact me at the contact info below:

[REDACTED]
[REDACTED]
Arden, NC [REDACTED]
[REDACTED]

[REDACTED]



P.O. Box 140249 ~ Irving, Texas 75014-0249
Tel. (972) 331-1000 ~ Fax (972) 331-1009 ~ www.ethosgroup.com

October 20, 1999

████████████████████
████████████████████
ARDEN, NC ██████████

DEAR CUSTOMER:

WE HAVE RECEIVED YOUR APPLICATION #1773899 FOR SERVICE CONTRACT
COVERAGE ON THE VEHICLE YOU RECENTLY PURCHASED THROUGH AUTO
ADVANTAGE.

THIS LETTER IS TO INFORM YOU THAT WE HAVE MADE THE FOLLOWING
CORRECTION(S) TO YOUR APPLICATION:

YOUR CORRECTED IN-SERVICE DATE IS 11/14/1998.

YOUR CORRECTED CONTRACT EXPIRATION DATE IS 11/14/2004.

THANK YOU FOR PURCHASING YOUR OLYMPICARE COVERAGE AND PLEASE
FEEL FREE TO CONTACT US WITH ANY QUESTIONS.

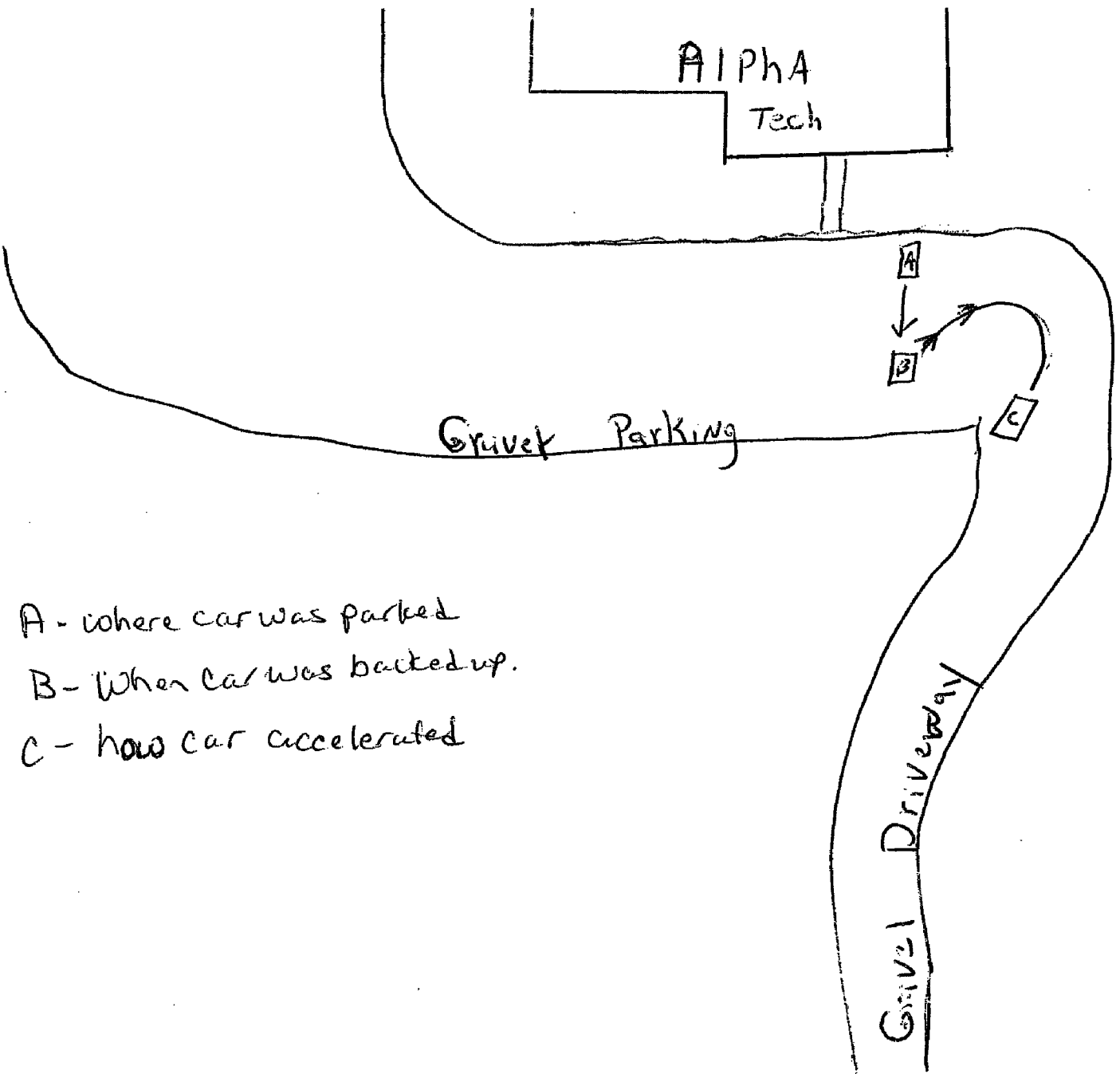
SINCERELY,

AMY THORNQUIST
OPERATIONS

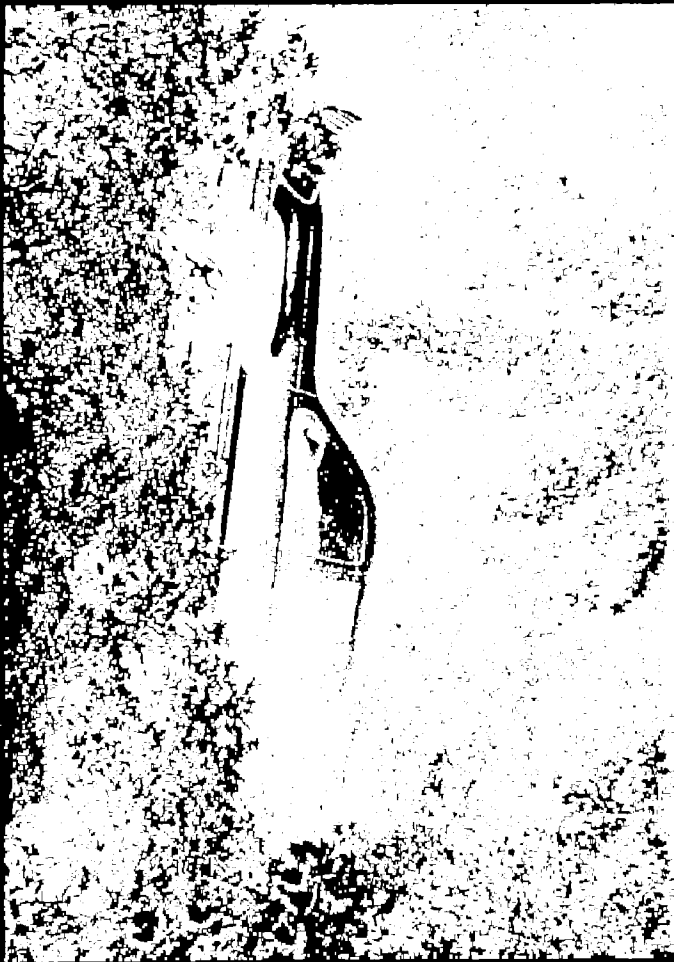
*Bill
Reviewed
Contract*

CC: F&I MANAGER
AUTO ADVANTAGE
5998 ASHEVILLE HWY.

HENDERSON, NC 28791



- A - where car was parked
- B - When car was backed up.
- C - how car accelerated



Photos of accident



Jeep's a comin' through!

From Volume 30, Issue 6 - June 2006

by: Bruce A. Scruton, Managing Editor

It's the shout that could be heard around carwashes if owners pay heed to the International Carwash Association's (ICA) new advisory:

1. Handle Jeep Cherokees and Jeep Grand Cherokees with extreme caution.
2. Allow only specially trained carwash employees to handle these vehicles.
3. Notify all carwash employees when one of these vehicles is on the property.
4. Move the vehicle using both feet - left foot on the brake and right foot on the accelerator.
5. Instruct employees and customers to never walk in front of one of these vehicles.

Strong measures to be sure, but given the reputation — earned or not — which those Jeep models have in the industry, the warning is a first step to help operators reduce the possibilities for a serious accident in their carwashes.

First, a little historical background. In the early 1990s, there were reports of vehicles suddenly lurching into motion, out-of-control and jeopardizing anything, or anyone, in the way. Some people were injured, some killed and there was property damage.

Many of the incidents involved Jeep Cherokees and Grand Cherokees, and soon the phenomena became known as "Jeep sudden acceleration," or shortened simply to "the Jeep problem."

Engineering studies were done. DaimlerChrysler, which manufactures Jeep, settled several lawsuits and the company assured the public there is nothing in the design or engineering of Jeeps which would cause "sudden unintended acceleration."

The company said driver inexperience was most likely the cause.

Others theorized a problem with the cruise control, or the computer chips which control acceleration, or even the positioning of the brake and gas pedals.

Nothing was ever proved and talk of "sudden unintended acceleration" seemed to ease earlier this decade.

In February, a customer was killed and an employee injured at a carwash in Connecticut. The vehicle involved was a Jeep.

Once again, the issue rose to the surface, demanding more attention.

The ICA convened a special session to discuss sudden unintended acceleration at its annual convention just a few weeks after the Connecticut incident.

It was clear from response at the session the sudden acceleration problem still existed and was causing concern in the industry.

The ICA has formed the Sudden Unintended Acceleration Advisory Group to help formulate association policy and a response to the incidents.

The group's members include Bruce Arnett, of Atlanta; Randy Cressal of Valencia, CA; Henry Dubinsky of St. Louis; John Lai of Tucson, AZ; Laurie Sherman of Bristol, PA; and Walt Tack of Fond du Lac, WI.

And the association is asking carwash operators to help out.

At the ICA seminar, the association's chief counsel, Bruce Kramer, showed a preliminary accident form intended for owners to use should their businesses encounter a sudden unintended acceleration incident involving any vehicle, not just Jeeps.

The form is now available on the ICA's website: www.CarCareCentral.com. Local and regional associations are also getting the forms to make available to members.

The ICA, which has been monitoring and evaluating these types of accidents for more than a decade, believes the specific information sought on the new form will help produce a data base from which to draw valid conclusions.

In response to the ICA posting, Max Gates, a Jeep spokesman, said the company has not been able to find any vehicle factors which could be responsible in any of the incidents.

"Vehicles of all makes are involved in accidents at carwashes," he said. "Of the 41 complaints to NHTSA (National Highway Traffic Safety Administration) and involving allegations of "sudden acceleration" at carwashes, only five involve an earlier model Grand Cherokee. Interestingly, five also involve the Toyota Camry vehicle."

Additional training and certification of employees may be appropriate, he added.

Based on this renewed concern from the industry, *Professional Carwashing & Detailing*[®] magazine and *Professional Car Care Online*[™] put forth an online survey question: "Have you ever encountered unintended acceleration with a Jeep vehicle?"

While the survey is unscientific, 67 respondents answered "Yes."

Yet another sign there is something to "sudden unexpected acceleration."

Jeep Repair Information
Access Leading Online
Repair Info For 82-05 Jeep
From ALLDATA
www.alldata.com


Jeep Grand Cherokee
Free Research, Pricing,
Comparisons & Reviews
for Jeep Grand Cherokee!
www.CarandDriver.com

Jeep Grand Cherokee
Equip & Price Your New
Jeep® Vehicle Online at
Jeep.com!
www.jeep.com/grand_cherokee

Jeep Grand Cherokee
Forum
Ask Our Jeep Expert Any
Question—In Our New
Forums—Write a Post
Now
Autotropolis.com/Forums/Jeep

Never Wax Your Jeep
The Dirty Little Secret the
Car Wax Industry Hopes
You Never Find Out!
www.5starshine.com

Advertisement



University of Phoenix
Thinking ahead.


— ONLINE PROGRAMS —

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Associate of Arts in
Business
Associate of Arts in
Health Administration
Associate of Arts in
Information Technology

BACHELOR'S DEGREES
Bachelor of Science in
Business/Management
Bachelor of Science in
Information Technology
Bachelor of Science in
Management

MASTER'S DEGREES
Master of Business
Administration
Master of Arts in
Education
Master of Information
Systems

LEARN MORE



University of Phoenix
Thinking ahead.

— ONLINE PROGRAMS —

Jeep Grand Cherokee May Suddenly Accelerate

June 13, 2006

The Connecticut Attorney General is telling federal regulators that they ought to investigate unintended acceleration in the Chrysler Jeep Grand Cherokee after a 52-year-old man was run over and killed by a Grand Cherokee in a Connecticut car wash.



The problem is not a new one. ConsumerAffairs.Com has published reports of similar accidents since at least 2000, involving the Jeep Grand Cherokee and other Chrysler products.

Connecticut authorities have received several reports of Jeep Grand Cherokees suddenly accelerating out of car washes while changing gears to "drive" from "neutral," according to Attorney General Richard Blumenthal.

Blumenthal also urged the Chrysler group to release any information or history of Grand Cherokees suddenly or unexpectedly accelerating.

"The rate and severity of these sudden acceleration incidents suggest a severe structural flaw — certainly more than simple coincidence," Blumenthal said.

"These incidents — in one case killing a Connecticut man — call for aggressive and vigorous action to prevent another needless, preventable tragedy," he said.

In a 2003 complaint to ConsumerAffairs.Com, Beth of LaCrosse, Wisconsin, said her mother was driving her 1996 Jeep Grand Cherokee into her driveway and had just applied the brake to stop.

"Instead of the car stopping it accelerated and the brakes didn't stop her, she crashed through the yard, over patio furniture through a table and into a large maple tree."

Annette of Holdsville, New York, wrote: "My sister went to back my car out of her driveway. She had her foot on the brake, put car in reverse and it took off out of control smashing into a house and causing major damage."

Blumenthal held a news conference at a car wash in Milford, Connecticut along with Doug Newman who owns a chain of car washes in the state.

Newman claims to have seen the Grand Cherokee suddenly accelerate at his car wash chain on several occasions.

"I have been operating multiple car wash locations for almost 20 years. Over that period of time and the few million or so cars washed, I have had only four sudden acceleration incidents and all four of these incidents involved Jeep Grand Cherokees," he said.

Blumenthal warned that Chrysler should advise car wash owners, auto repairers and insurers about reports of sudden or unexpected accelerations by the Grand Cherokee. He also asked that any findings of sudden acceleration be reported to the National Highway Traffic Safety Administration using its [online complaint form](#).

- News**
- [2006 Jeep Commander Named Worst "Blind Zone" Offender](#)
 - [More Trouble for Popular Jeep Grand Cherokee](#)
 - [Jeep Grand Cherokee May Suddenly Accelerate, Connecticut Charges](#)
 - [Hot Seat Recall for Jeep Grand Cherokee — Complaints](#)
 - [Unintended acceleration](#)
 - [Wading depth](#)
 - [Other problems](#)
- Recalls**
- [Jeep Liberty Suspension Failure Recall](#)
 - [Feds Expand Jeep Liberty Probe](#)
 - [Hot Seat Recall for Jeep Grand Cherokee](#)
 - [Jeep Wrangler Investigation](#)
-
- [More about Chrysler](#)

Kim of Olean NY (04/08/07)

I have had two incidences while driving my 2007 Jeep Grand Cherokee, the first time I was coming over a hill approaching a stop sign as I applied the brake the RPMs reached 6000 I was able to stop the Jeep with no problem with the brakes I put it in neutral and the RPMs continued to raise so I shut it off. I restarted and drove away fine.

Just lastnight I was driving to work while going up a very steep hill that has many twists and turns not to mention only small guard rails to keep me from plunging to my death the Jeep started to accelerate on its own and the brakes became hard I kept stomping on them until they finally grabbed and I could slow down enough to pull over put it in neutral and turn it off.

This happened twice and I am now terrified to put my children in that vehicle. Unfortunately it is Easter Sunday so I am unable to contact my local dealership.. This is a lease vehicle with LESS than 2000 miles on it. I really hope something is done with this.

Blind Zone" Offender

• More Trouble for Popular Jeep Grand Cherokee

• Jeep Grand Cherokee May Suddenly Accelerate

• Connecticut Charges

• Hot Seat Recall for Jeep Grand Cherokee — Complaints

• Unintended acceleration

• Wading depth

• Other problems

—

Recalls

• Jeep Liberty Suspension Failure Recall

• Feds Expand Jeep Liberty Probe

• Hot Seat Recall for Jeep Grand Cherokee

• Jeep Wrangler Investigation

—

• More about Chrysler

Jayne of Englewood CO (03/08/07)

On Tuesday, 3/6/07 my son was driving our 2000 Jeep Grand Cherokee LTD when he pulling into his parking spot at work and the Jeep suddenly accelerated at full throttle. He applied the brakes as hard as he could but flew right into into a concrete wall. We heard from our insurance company yesterday and they did total the vehicle. Thank God no one was injured (and that my grandchildren were not in the vehicle with him).

I think I'm also glad it was a total. There is no way in this world that I would ever feel comfortable with my family being in that car again....and I wouldn't have wanted to try selling it to someone else. I can't believe with all the complaints I'm finding out about Chrysler takes no responsibility. I feel totally screwed by the big corporate world.

We have no GAP insurance on the vehicle. The difference between the insurance payoff (less our deductible)leaves us having to come up with about \$2,800 to pay it off. And now we have no family size vehicle.

Mark of Tucson AZ (11/28/06)

I was injured and my vehicle was damaged when my jeep went into reverse on its own while idling in park. After the incident I became aware that a recall had been issued for this reason. I was never informed of this recall by the manufacturer or the dealer where I purchased and have my vehicle repaired at.

The jeep knocked me to the ground and dragged me while my hand was slammed in the door. It ran over my leg resulting in injuring my knee. My hand is cut and severely bruised from being slammed in the door and my body is covered in road rash from being dragged. In addition, my jeep is wrecked so I have no transportation to work or school or doctor's appointments.

Andrew of Brisbane CA (11/07/06)

I bought a new 2006 Jeep wrangle rubicon in Dec. of 2005. I have 11,000 miles on it. Twice in the past week the car has suddenly shut down while driving on the freeway. There is no acceleration, power, etc. Then, the check engine light comes on. I was nearly plowed into on both occasions from the rear. Luckily, I was going slightly downhill, so I could get to the center divide. This car is so dangerous and I could have been seriously hurt if not killed. I brought it to a jeep dealership. They are going to put it on the diagnostic machine to see what the problem might be. I have yet to hear from them. I refuse to drive this car until the problem is taken care of. It is an accident waiting to happen as it stands now.

Carmen of North Bergen NJ (09/05/06)

I just had an accident last Saturday. I was already at a parking lot when sudden the car accelerated without control and crashed against the wall. I don't know if the car is totaled yet but the air bag did not open and I had my daughter in the back seat with a seatbelt. I'm waiting for my insurance to see the car and then after I will contact my lawyer to file a formal complaint. This is unacceptable that we pay so much money for a car and at the time of an accident the air bag does not work. Grand Cherokee 2004 Make Jeep. is a lease vehicle.

Jim of N. Ridgeville OH (08/09/06)

I was employed as a car hauler. On July 3rd I was to load my truck at a dealership with auction cars. The first unit I was to put on my truck was a 2004 Jeep Grand Cherokee, I put the vehicle in 4 wheel drive to avoid wheel spin while backing onto my truck. As I backed it on the rack above my cab I was just about in the position that the unit needed to be in. As I stepped on the brake the Cherokee lurched backwards crashing to the ground, rolling to the right before finally landing on the right side tires. I was unaware of the sudden acceleration problems until I recently seen a news report on the Cherokee. Needless to say I was fired two days later.

Adam of Holladay UT (06/15/06)

After reading about sudden accelerations in Jeep Grand Cherokees, it took me back a few years ago when I was a valet. On more than a number of occasions, I experienced sudden accelerations when putting Grand Cherokees into reverse.

Luckily, I never had the misfortune of getting into any collisions, as I learned with driving an enormous variety of vehicles, that whenever I was putting a Jeep Grand Cherokee, a Dodge Durango, or even a Chrysler mini-van in reverse, to make sure my foot was firmly on the brake, and gently shift the gear into reverse.

Had I not taken the precaution, I'm convinced that I would have been fired from being a destructive valet. I'm confident that there are plenty of others who deal with parking cars that they have had similar experiences.

Jacob of Middleton MA (08/03/04)

My 2002 Jeep Grand Cherokee Limited takes off (accelerates wildly) without warning. Has happened in both drive and reverse. It takes a mighty effort on the brake to stop it. This has happened on 5 occasions and the dealer's service department says they haven't heard of the problem and because it hasn't happened for them they don't know what to do. This is a major serious accident waiting to happen.

I will not drive this car again but it presents me with a moral dilemma. No one else should drive it either.

Yaffa of Issaquah WA (02/13/02)

As I was braking at a stoplight my 2000 Jeep Grand Cherokee suddenly accelerated and roared forward, causing a 2 car accident. My foot was on the brake the whole time and yet the car zoomed forward like it was possessed.

I am shaken and upset and angry. This is my only car and I am scared to drive it for fear the same thing will happen again. And this will affect my insurance as well

Raymond of Rochester NY (07/02/01)

About 1 1/2 months ago my wife complained to me about our 2000 Jeep Grand Cherokee accelerating forward after the vehicle was place in Park and after my wife took her foot off the brake. I didn't believe her then since I figured she must have had her foot on the accelerator and the car in Drive, not Park. Well, this past weekend, 6-29-01, my wife got home with my kids and mother-in-law after going to the mall and parked the jeep about 1-2ft in front of the garage door. She came to a complete stop, placed the jeep in Park and took her foot off the brakes.

To everyone's surprise in the jeep, the car accelerated forward, crashed through the garage door and then crashed into our other car already parked inside the garage (note: it's a one car garage). Now I'm stuck with three insurance claims, one under each car's policy and one under our homeowners policy. Allstate will pay for the damage and the dealership will fix the jeep, however, we don't want the jeep back. It is NOT SAFE.

I can't imagine what could have happened if we went to Buffalo and Niagara Falls in the jeep as we intended to do that day. Can you imagine being stopped at a scenic overlook and the jeep then catapults you into the gorge?!

Beth of LaCrosse WI (10/9/03):

We have a 96 Jeep Grand Cherokee. Today my mom was pulling into her driveway, applied the brake to stop. Instead of the car stopping it accelerated and the brakes didn't stop her, she crashed through the yard, over patio furniture through a table and into a large maple tree.

The car is completely wrecked, the air bags came out and lucky for my mom she was trying to get the car stopped and had her head to the right side, so there was no damage to her face. She has a few cuts on her arm from the air bag and a large bump on her head, and a bruised nose.

Annette of Holdsville, NY, writes:

My sister went to back my car out of her driveway. She had her foot on the brake, put car in reverse and it took off out of control smashing into a house and causing major damage.

There are 62 other complaints about the same exact thing happening with the same exact car. Yet when I called Jeep they feel there is not enough cause yet for a recall. I guess that means there was not enough blood or death yet.

I am furious about this. I want the car recalled. I feel 63 problems regarding the same thing should warrant enough concern for a recall.

I am a basket case. In just ten more minutes instead of my sister, it would have been me and my 4 year old in the car. Part of their house was in his car seat so that should speak for my emotional aspect of it. The house my car hit was damaged pretty good but thank goodness no one inside was injured.

VEHID [REDACTED] SERIAL NO. 1J4GM58S7XC [REDACTED]
[REDACTED] (OWNER) CUSTOMER 6844933
[REDACTED] DELV. DATE 01JAN99
ARDEN NC [REDACTED] IN SERVICE 01JAN99
HOME PHONE [REDACTED] (On NSO) WAR.EXP.DATE
BUS. PHONE [REDACTED] EXT. LICENSE NO.
CELL PHONE N/A UNIT N/A
PAGER N/A CODE SA GOMME, IAN P
E-MAIL
99 JEEP GRAND CHEROKEE LAREDO 129000
Command? (Enter, *, N, VEH, CUST, ?)?

History of vehicle. Acceleration problems highlighted.

--- 1 of 19 - Dealer: SKY-S -----

RO No: [REDACTED] Opened: 11MAY07 Closed: 11MAY07 Mileage: 129000
Line Code: A Booker: 70 Comeback: N
Complaint: PER CHRYSLER, TECH TO GO WITH INSPECTOR TO VEHICLE IN FLETCHER
Cause:

SA...	TECH.	TYPE.	OPCODE.....	CB-RO..	DESCRIPTION.....
70	109	CJR3	89		TECH TRAVLED TO VERISTAR IN FLETCHER, TE EST ABS AND PCM, NO FAULTS, CHECKLEED D D
					PTSS\$ 0.00 LBR\$ 152.00 MSC\$ 0.00

--- 2 of 19 - Dealer: SKY-S -----

RO No: [REDACTED] Opened: 30APR07 Closed: 03MAY07 Mileage: 128554
Line Code: A Booker: 70 Comeback: N
Complaint: CUST STATES EXITING VEH WITH IGNITION OFF THE INTERIOR LIGHT W
Cause:

SA...	TECH.	TYPE.	OPCODE.....	CB-RO..	DESCRIPTION.....
78	88	CJR3	89		TETS SYSTEM, REPLACE FUSE REPAIR WIRING AND BYPASS AFETRMARKET ALARM
					PTSS\$ 0.00 LBR\$ 120.00 MSC\$ 0.00

--- 3 of 19 - Dealer: SKY-S -----

RO No: [REDACTED] Opened: 12FEB07 Closed: 13FEB07 Mileage: 125898

Press S#, Return for next page, EST#, ?, or E to Exit:

RO No: 397841 Opened: 12FEB07 Closed: 13FEB07 Mileage: 125898
Line Code: A Booker: 206 Comeback: N
Complaint: CUSTOMER STATES RAD.FAN RUNNING ALL THE TIME AND MUST DISCONNE
Cause:

SA...	TECH.	TYPE.	OPCODE.....	CB-RO..	DESCRIPTION.....				
206	109	CJR3	89		REPLACE COOLANT RAD.FAN RELAY				
					PT\$\$	72.20	LBR\$	114.00	MSC\$ 0.00

Line Code: B Booker: 206 Comeback: N
Complaint: CUSTOMER STATES A.B.S. LIGHT COMMING ON/ADVISEE//HAPPENED AFTE
Cause:

SA...	TECH.	TYPE.	OPCODE.....	CB-RO..	DESCRIPTION.....				
206	109	CJR3	89		REPLACE RIGHT FRONT WHEEL SPEED SENSOR				
					PT\$\$	50.50	LBR\$	114.00	MSC\$ 0.00

Line Code: C Booker: 206 Comeback: N
Complaint: 99C PERFORM CHRYSLER-JEEP 23 POINT COURTESY INSPECTION
Cause:

SA...	TECH.	TYPE.	OPCODE.....	CB-RO..	DESCRIPTION.....				
206	109	CJM	99C		PERFORM CHRYSLER-JEEP 23 POINT COURTESY INSPECTION				
					PT\$\$	0.00	LBR\$	0.00	MSC\$ 0.00

--- 4 of 19 - Dealer: SKY-S -----

Press B, S#, Return for next page, EST#, ?, or E to Exit:

RO No: 393658 Opened: 20NOV06 Closed: 20NOV06 Mileage: 123282
Line Code: A Booker: 206 Comeback: N
Complaint: VEH TOWED IN CUSTOMER STATES OIL PRESSURE GOING UP/DOWN
Cause:

SA...	TECH.	TYPE.	OPCODE.....	CB-RO..	DESCRIPTION.....				
206	109	CJR3	89		DIAG AND REPLACE OIL SENDING SWITCH				
					PTSS\$	47.95	LBR\$	75.00	MSC\$ 0.00

--- 5 of 19 - Dealer: SKY-S -----

RO No: 393164 Opened: 10NOV06 Closed: 10NOV06 Mileage: 123080
Line Code: A Booker: 206 Comeback: N
Complaint: VEH TOWED IN//CUSTOMERS STATES ENGINE RUNNING HOT(POSSIBLE REC
Cause:

SA...	TECH.	TYPE.	OPCODE.....	CB-RO..	DESCRIPTION.....				
206	109	CJR3	89		DIAG/PRESSURE TEST/FOUND RAD.FN MOTOR IN NOP				
					PTSS\$	389.00	LBR\$	105.00	MSC\$ 0.00

--- 6 of 19 - Dealer: SKY-S -----

RO No: 389789 Opened: 11SEP06 Closed: 14SEP06 Mileage: 121079
Line Code: A Booker: 157 Comeback: N
Complaint: CUST STATES NEEDS EST ON SPARK PLUGS,AIR FILTER,AND GENERAL TU
Cause:

Press B, S#, Return for next page, EST#, ?, or E to Exit:

RO No: 389789 Opened: 11SEP06 Closed: 14SEP06 Mileage: 121079

Line Code: A Booker: 157 Comeback: N

SA...	TECH.	TYPE.	OPCODE.....	CB-RO..	DESCRIPTION.....				
157	109	CJR3	M11		REPLACE AIR FILTER				
					PTSS	24.25	LBR\$	5.60	MSC\$ 0.00

Line Code: B Booker: 157 Comeback: N

Complaint: CUST STATES CK AND ADVISE ON COOLANT LEAK AT RIGHT FRONT TIRE

Cause:

SA...	TECH.	TYPE.	OPCODE.....	CB-RO..	DESCRIPTION.....				
157	109	CJR3	100		REPLACED RADIATOR DUE TO TOP TANK LEAKIN NG				
					PTSS	280.20	LBR\$	210.00	MSC\$ 0.00

Line Code: C Booker: 157 Comeback: N

Complaint: CUST STATES DRIVERS DOOR IS POPPING CHECK AND ADVISE

Cause:

SA...	TECH.	TYPE.	OPCODE.....	CB-RO..	DESCRIPTION.....				
157	109	CJR3	89		REPLACED DRIVER DOOR CHECK FOR POPPING				
					PTSS	55.45	LBR\$	105.00	MSC\$ 0.00

--- 7 of 19 - Dealer: SKY-S -----

RO No: 376649 Opened: 10JAN06 Closed: 10JAN06 Mileage: 113201

Line Code: A Booker: 78 Comeback: N

Press B, S#, Return for next page, EST#, ?, or E to Exit:

RO No: 376649 Opened: 10JAN06 Closed: 10JAN06 Mileage: 113201
Line Code: A Booker: 78 Comeback: N
Complaint: CUST STATES RESEAL TRANSMISSION PAN (LEAKING)
Cause:

SA...	TECH.	TYPE.	OPCODE.....	CB-RO..	DESCRIPTION.....
78	128	CJR3	2100		RESEAL TRANSMISSION PAN W/GASKET FILTER AND FLUID
					PTSS\$ 55.25 LBR\$ 70.00 MSC\$ 0.00

--- 8 of 19 - Dealer: SKY-S -----

RO No: 373672 Opened: 08NOV05 Closed: 09NOV05 Mileage: 110300
Line Code: A Booker: 78 Comeback: N
Complaint: CUSTOMER STATES AIR BAG LIGHT STAYS ON
Cause:

SA...	TECH.	TYPE.	OPCODE.....	CB-RO..	DESCRIPTION.....
78	88	CJR3	800		ELECTRICAL REPAIR
					PTSS\$ 0.00 LBR\$ 84.00 MSC\$ 0.00

--- 9 of 19 - Dealer: SKY-S -----

RO No: 367203 Opened: 07JUL05 Closed: 08JUL05 Mileage: 105478
Line Code: A Booker: 78 Comeback: N
Complaint: CUST STATES RPM'S GO VERY HIGH WHEN THIS HAPPENS THE VEH WILL
Cause:

Press B, S#, Return for next page, EST#, ?, or E to Exit:

RO No: 367203 Opened: 07JUL05 Closed: 08JUL05 Mileage: 105478

Line Code: A Booker: 78 Comeback: N

SA...	TECH.	TYPE.	OPCODE.....	CB-RO..	DESCRIPTION.....
78	88	CJR3	100		DIAGNOSE AND REPLACE THROTTLE POSITION S SENSOR
					PT\$\$ 77.25 LBR\$ 112.00 MSC\$ 0.00

--- 10 of 19 - Dealer: SKY-S -----

RO No: 363493 Opened: 29APR05 Closed: 03MAY05 Mileage: 102628

Line Code: A Booker: 168 Comeback: N

Complaint: CUST STATES ENGINE REVS HIGH WHEN STARTING DOES NOT GO DOWN ST
Cause:

SA...	TECH.	TYPE.	OPCODE.....	CB-RO..	DESCRIPTION.....
78	26	CJR3	CND		COULD NOT DUPLICATE HIGH REV CONDITION/N NOTED SHIFT FLARE FROM 2-3 GEAR/TRANS P AN LEAKING/QUOTED OVERHAUL
					PT\$\$ 0.00 LBR\$ 0.00 MSC\$ 0.00

COMMENTS: NOTE RECOMMEND FRONT BRAKE PADS AND ROTORS REPA
IRS/ ROTORS WARPED
QUOTED TRANS OVERHAUL DUE TO CONDITION AND MILA
GE

--- 11 of 19 - Dealer: SKY-S -----

Press B, S#, Return for next page, EST#, ?, or E to Exit:

RO No: 349697 Opened: 02AUG04 Closed: 03AUG04 Mileage: 92376

Line Code: A Booker: 78 Comeback: N

Complaint: S.O.P. STATES IT IDLE WANTS TO REV HIGH

Cause:

SA...	TECH.	TYPE.	OPCODE.....	CB-RO..	DESCRIPTION.....				
78	88	ISAJ	100		REPLACE IAC SOLENOID				
					PTSS\$	41.35	LBR\$	30.00	MSC\$ 0.00

--- 12 of 19 - Dealer: SKY-S -----

RO No: 348545 Opened: 13JUL04 Closed: 13JUL04 Mileage: 91247

Line Code: A Booker: 78 Comeback: Y

Complaint: CUST STATES WHEN IN PARK THE RPM'S SOMETIMES GO UP TO 1-1/2 TO

Cause:

SA...	TECH.	TYPE.	OPCODE.....	CB-RO..	DESCRIPTION.....				
78	88	CJR3	SOP		ORDER IDLE AIR CONTROL MOTOR ? APPT FOR TUES 07/20/04				
					PTSS\$	0.00	LBR\$	0.00	MSC\$ 0.00

--- 13 of 19 - Dealer: SKY-S -----

RO No: 346469 Opened: 03JUN04 Closed: 07JUN04 Mileage: 89959

Line Code: A Booker: 78 Comeback: N

Complaint: CUST STATES WHEN VEH IS PUT IN PARK THE RPM'S REV PAST 2K SOM

Cause: F

Press B, S#, Return for next page, EST#, ?, or E to Exit:

RO No: 346131 Opened: 27MAY04 Closed: 28MAY04 Mileage: 89757
Line Code: A Booker: 78 Comeback: N

Cause:

SA...	TECH.	TYPE.	OPCODE.....	CB-RO..	DESCRIPTION.....
78	109	CJM	30K		PERFORM 30,000/60,000/90,000/120,000 MI ILE SERVICE INTERVAL PTSS\$ 120.35 LBR\$ 110.00 MSC\$ 0.00
78	109	CJM	100		REPROGRAM PCM AS PER TSB 18.36.98,18.40. .98,18.41.91 PTSS\$ 0.00 LBR\$ 55.00 MSC\$ 0.00

Line Code: B Booker: 78 Comeback: N

Complaint: EOF PERFORM ENGINE OIL POWER FLUSH

Cause:

SA...	TECH.	TYPE.	OPCODE.....	CB-RO..	DESCRIPTION.....
78	109	CJM	EOF		PERFORM ENGINE OIL POWER FLUSH PTSS\$ 39.95 LBR\$ 60.00 MSC\$ 0.00

Line Code: C Booker: 78 Comeback: N

Complaint: TFE PERFORM TRANSMISSION FLUID EXCHANGE

Cause:

SA...	TECH.	TYPE.	OPCODE.....	CB-RO..	DESCRIPTION.....
78	109	CJM	TFE		PERFORM TRANSMISSION FLUID EXCHANGE

Press B, S#, Return for next page, EST#, ?, or E to Exit:

RO No: 346131 Opened: 27MAY04 Closed: 28MAY04 Mileage: 89757
PTSS\$ 95.95 LBR\$ 55.00 MSC\$ 0.00

Line Code: D Booker: 78 Comeback: N
Complaint: CFE PERFORM COOLANT FLUSH EXCHANGE
Cause:

SA...	TECH.	TYPE.	OPCODE.....	CB-RO..	DESCRIPTION.....				
78	109	CJM	CFE		PERFORM COOLANT FLUSH EXCHANGE				
					PTSS\$	55.95	LBR\$	55.00	MSC\$ 0.00

--- 15 of 19 - Dealer: SKY-S -----

RO No: 339290 Opened: 12JAN04 Closed: 19JAN04 Mileage: 84115

Line Code: A Booker: 78 Comeback: N
Complaint: CUST STATES FUEL LIGHT COMES ON WHEN HAS FUEL
Cause: F

SA...	TECH.	TYPE.	OPCODE.....	CB-RO..	DESCRIPTION.....				
78	88	WMISC	100		DIAGNOSE AND REPLACE FUEL PUMP MODULE				
					PTSS\$	284.00	LBR\$	180.00	MSC\$ 0.00

Line Code: B Booker: 78 Comeback: N
Complaint: CUST STATES PASS DOOR SQUEAKS
Cause:

SA...	TECH.	TYPE.	OPCODE.....	CB-RO..	DESCRIPTION.....				
78	88	CJR3	D		CUSTOMER DECLINED REPAIRS OR SERVICE WOR				

Press B, S#, Return for next page, EST#, ?, or E to Exit:

RO No: 333755 Opened: 15SEP03 Closed: 16SEP03 Mileage: 77503
FAX TO 1-972-331-1009
CALL BACK NUMBER 828-667-5213-EXT 240
CUSTOMER WAITING

--- 17 of 19 - Dealer: SKY-S -----

RO No: 332461 Opened: 19AUG03 Closed: 21AUG03 Mileage: 75906
Line Code: A Booker: 124 Comeback: N

Complaint: CUSTOMER STATES VEHICLE IS OVERHEATING AND LOSING COOLANT

Cause: .

SA...	TECH.	TYPE.	OPCODE.....	CB-RO..	DESCRIPTION.....
124	112	WMISC	800		FAN RELAY BAD KEEPING FAN FROM RUNNING. REPLACED FAN RELAY. NOW A/C IS COOLING
					PTS\$ 57.62 LBR\$ 90.00 MSC\$ 0.00
124	112	CJR3	800		DIAGNOSTIC FOR ELECTRICAL NOT COVERED BY Y CONTRACT
					PTS\$ 0.00 LBR\$ 70.00 MSC\$ 0.00

Line Code: B Booker: 124

Comeback: N

Complaint: CUSTOMER STATES COOLING FAN ISN'T WORKING

Cause:

SA...	TECH.	TYPE.	OPCODE.....	CB-RO..	DESCRIPTION.....
124	112	CJR3	INCL		INCLUDE IN OTHER LINE REPAIR

Press B, S#, Return for next page, EST#, ?, or E to Exit:

RO No: 322031 Opened: 20JAN03 Closed: 22JAN03 Mileage: 65785
Line Code: B Booker: 78 Comeback: N
Complaint: IAN APPT MADE BY IAN

Cause:

SA...	TECH.	TYPE.	OPCODE.....	CB-RO..	DESCRIPTION.....				
78	88	CJM	IAN		APPT MADE BY IAN				
					PT\$\$	0.00	LBR\$	0.00	MSC\$ 0.00

COMMENTS: FAX TO 1-972-331-1009 CREDIT CARD DEPT.

AUTH NUMBER # 59289/BILL

--- 19 of 19 - Dealer: SKY-S -----

RO No: 315425 Opened: 09SEP02 Closed: 11SEP02 Mileage: 59432
Line Code: A Booker: 78 Comeback: N
Complaint: 60K PERFORMED 60,000 MILE SERVICE

Cause:

SA...	TECH.	TYPE.	OPCODE.....	CB-RO..	DESCRIPTION.....				
78	44	CJM	60K		PERFORMED 60,000 MILE SERVICE				
					PT\$\$	161.25	LBR\$	110.00	MSC\$ 0.00

Line Code: B Booker: 78 Comeback: N

Complaint: EOF PERFORM ENGINE OIL POWER FLUSH

Cause:

SA...	TECH.	TYPE.	OPCODE.....	CB-RO..	DESCRIPTION.....				
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Press B, S#, Return for next page, EST#, ?, or E to Exit:

THIS REPORT IS FOR THE USE OF THE DIVISION OF MOTOR VEHICLES. THE DATA IS COLLECTED FOR STATISTICAL ANALYSIS AND SUBSEQUENT HIGHWAY SAFETY PROGRAMMING. DETERMINATIONS OF "FAULT" ARE THE RESPONSIBILITY OF INSURERS OR OF THE STATE'S COURTS.

Do not write in these spaces

1

No. of Units Involved Form 1 of 1 Supplemental Report Non-Reportable

Date 05/03/2007 County Henderson Time 18:56 Local Use/Patrol Area 07-2367 Data Received by DMV

33 Relation to Roadway Surface 4 Crash occurred In Fletcher Municipality or _____ Miles 0 outside municipality

on 388 Cane Creek Alpha Tech PVA (R.R. Crossing # _____) Miles _____ ft. 0

Highway Number, or Highway, Street, (if ramp or service road, indicate on line) Ramp or Service Road (D ft.-Intersection) (if available)

at or from Cane Creek Rd toward _____ Latitude _____ Longitude _____ Altitude _____

Use Highway Number, Street Name or Adjacent County or State Line N S E W Use Highway Number, Street Name or Adjacent County or State Line

UNIT # 1 VEHICLE PEDESTRIAN HIT & RUN COMMERCIAL 28 VEHICLE UNIT # _____ VEHICLE PEDESTRIAN HIT & RUN OTHER _____

4 Driver [Redacted] Driver _____ Driver _____ Driver _____ Driver _____
 First Middle Last Suffix First Middle Last Suffix
 2 Address _____ Address _____ Address _____ Address _____
 5 City Arden State NC Zip _____ City _____ State _____ Zip _____
 Same Address on Driver's License? Yes No Driver's Phone Numbers H (_____) _____ W (_____) _____
 Same Address on Driver's License? Yes No Driver's Phone Numbers H (_____) _____ W (_____) _____

6 D.L. # _____ State NC D.L. # _____ State _____
 2 CDL License CDL License
 34 Vision Obstruction 0 35 Physical Condition 1 36 D.L. Restrictions 0 36 D.L. Restrictions _____
 DOB _____ DOB _____ DOB _____ DOB _____
 mm/dd/yyyy mm/dd/yyyy mm/dd/yyyy mm/dd/yyyy

7 37 Alcohol/Drugs Suspected 0 38 Alcohol/Drugs Test 0 39 Results (if known) 0 40 Vehicle Seizure (DWI)
 1 37 Alcohol/Drugs Suspected _____ 38 Alcohol/Drugs Test _____ 39 Results (if known) _____ 40 Vehicle Seizure (DWI)

Owner Same as Driver? Owner Same as Driver?
 Address _____ Address _____ Address _____ Address _____
 City _____ State _____ Zip _____ City _____ State _____ Zip _____
 Plate # _____ Plate NC Plate 2007 Plate # _____ Plate _____ Plate _____
 State State Year State State Year
 VIN IJ4GW5857XC VIN _____ VIN _____ VIN _____
 Vehicle JEEP Vehicle 1999 41 Vehicle 4 42 Vehicle Yes
 Make Year Style (Type) Drivable No Vehicle Make Year Style (Type) Drivable No
 43 TAD RD 44 Estimated Damage _____ 43 TAD _____ 44 Estimated Damage _____
 Insurance Nationwide Ins Co Insurance Company _____ Insurance Company _____
 Policy # _____ Policy # _____ Policy # _____ Policy # _____


20 COMMERCIAL VEHICLE: Cargo, Carrier Name, Address, Source 45 Cargo Body Type _____ Same Address as Owner? _____ Source: Truck Shipping papers Driver

Carrier Identification Numbers, GVWR, Axles
 US DOT# _____ ICC# _____ Axles on Vehicle Including Trailers _____
 State _____ State# _____ IFTA# _____
 FE# _____ Fleet# _____ Gross Vehicle Weight Rating _____

		21	22	23	24	25	26	27	28	29	30	31	32	Names and Addresses for All Persons (Unit 1/Unit 2 Drv, Ped, etc. - See Above); Use check blocks if address same as Driver	
A	1	1	1		Unit1-Drv1, Ped1, etc. see above	B	F	2	0	4	2	1	4	see above	Veh# <u>1</u> Towed To/By: _____
B					Unit2-Drv2, Ped2, etc. see above									see above	Veh# _____ Towed To/By: _____
C															
D															
E															
F															
G															
H															

COPY

46 Name of EMS _____ 46 Name of EMS _____
 47 Injured Taken _____ 47 Injured Taken _____
 by EMS by EMS

15 OF INITIAL CONTACT (Write in Codes) Unit# 1 5,7,8,14,15,16,17,18, Unit# _____		VEHICLE INFO. Veh.# 1 Veh.# _____		ROADWAY INFO.		WORK ZONE RELATED	
CRASH SEQUENCE (Unit Level) Unit# 1 Unit# _____		60 Authorized Speed Limit _____		66 Road Feature 0		76 Workzone Area _____	
49 Vehicle Manuever/Action 4		61 Estimate of Original Traveling Speed 5		70 Road Character 1		78 Work Activity _____	
50 Non-Motorist Action -		62 Estimate of Speed at Impact 5		71 Road Classification 6		80 Work Area Marked _____	
51 Non-Motorist Location Prior to Impact -		63 Tire Impressions Before Impact (ft.) _____		72 Road Surface Type 5		81 Crash Location _____	
52 Crash Sequence - First Event for This Unit 1		64 Distance Traveled After Impact (ft.) _____		73 Road Configuration 2		TRAILER INFO. Unit# 1 Unit _____	
53 Crash Sequence - Second Event "		65 Emergency Vehicle Use _____		74 Access Control 1		82 Trailer Type _____	
54 Crash Sequence - Third Event "		66 Post Crash Fire (if "Yes" check block) <input type="checkbox"/>		75 Number of Lanes 0		1st Trailer No. Axles _____	
55 Crash Sequence - Fourth Event "		67 School Bus - Contact Vehicle <input type="checkbox"/>		76 Traffic Control Type 0		Width (Inches) _____	
56 Most Harmful Event for This Unit 1		68 School Bus - Noncontact Vehicle <input type="checkbox"/>		77 Traffic Control Oper _____		Length (feet) _____	
57 Distance/Direction to Object Struck _____		COMMERCIAL VEHICLE: Hazardous Materials Involvement				2nd Trailer No. Axles _____	
58 Vehicle Underride/Override _____		Haz Mat Placard <input type="checkbox"/> Yes <input type="checkbox"/> No		From Placard indicate: 		Width (Inches) _____	
59 Vehicle Defects _____		Hazardous Cargo <input type="checkbox"/> Yes <input type="checkbox"/> No		4-digit placard number or name from diamond or box		Length (feet) _____	
64 DIAGRAM		Released (does not include fuel from fuel tank)		1-digit number from bottom of diamond		83 Unit# _____ Overwidth Trailer and Overwidth Mobile Home	
		Carrying Haz Mat <input type="checkbox"/> Yes <input type="checkbox"/> No				Overwidth Permit # _____	

Unit# **1** was: Traveling Parked Facing on **Alpha Tech PVA** Unit# _____ was: Traveling Parked Facing on _____

85 NARRATIVE (include pertinent and unusual aspects, which are not listed elsewhere on the form)

Vehicle 1 was driving forward towards can Cane Creek Rd when the vehicle slid into the ditch.

Driver of Vehicle 1 was transported to the hospital by a family member because she was complaining of back pain.

COPY

86 Type/Owner _____ **Owner Address** _____ **Phone** _____ **ADDITIONAL PROPERTY DAMAGE** _____ **State Property?** **Estimated Damage** _____

WITNESSES

Name _____ Address _____ Phone No. (____) _____

Name _____ Address _____ Phone No. (____) _____

TRAFFIC VIOLATION(S)

Name _____ Charge(s) _____
 Name _____ (Citation # optional) Charge(s) _____

DAIMLERCHRYSLER

May 09, 2007

DaimlerChrysler Corporation
Customer Claims Resolution Group

[REDACTED]

[REDACTED]

ARDEN, NC [REDACTED]

Dear [REDACTED];

Thank you for contacting DaimlerChrysler Corporation regarding your 1999 JEEP GRAND CHEROKEE SPORT UTILITY 4-DR , VIN: 1J4GW58S7XC [REDACTED] We are currently in the process of reviewing your file. Our records, at this time, indicate the following information regarding your vehicle:

CAIR Number:	[REDACTED]
Current Owner:	[REDACTED]
Purchased Used:	YES
Date of Purchase:	04/01/1999
Incomplete Recalls:	NONE

If any of this information requires updating, please notify us at the following (toll free) number: 1-888-922-7329.

As we proceed with our review, one of our representatives may need to contact you for additional information about your vehicle.

For information, we expect to inform you of our decision within the next 12 business days. If you do not hear from us by then, please contact us (toll free) at: 1-888-922-7329.

Note: If you have already settled with your insurance company, please notify us immediately at our 1-888-922-7329 (toll free) number.

Thank you for your cooperation.

Customer Claims Resolution Group

**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).**