

U.S. Department
of TransportationNational 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

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2007 AUG 27Reference No.
10198455

OWNER INFORMATION (Type or Print)

Name

Address

City

WICHITA

State

KS

Zip Code

Daytime Telephone Number

E-mail Address

Evening Telephone Number

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle? ☒ YES ☐ NO
 In the absence of an authorization, NHTSA WILL NOT provide your name or address to the vehicle manufacturer.

Signature of Owner

Date 08/27/07

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side

1J4G3854

Make

JEEP

Model

GRAND CHEROKEE

Model Year

2002

Date Purchased

about 1998

Dealer's Name and Telephone Number

STEVENS CHRYSLER MOTORS

I did not buy my car from Stevens

Engine:

No. Cylinders 6

Fuel Type:

Gas

Original Owner

☐

Dealer's City

WICHITA

State

KS

Zip Code

Transmission Type

AUTOMATIC

☒ Antilock Brakes☒ Cruise Control

Powertrain

UNKNOWN

Automatic

Vehicle Component Code

062200 ENGINE AND ENGINE COOLING/COOLING SYSTEM:FAN

Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)

24-JUL-2007

Failure Mileage

94000

Failure Speed

20

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make

Tire Model (Name or Number)

Tire Size (Example P215/65R15)

DOT No. (Example: DOTM19AB0036)

☐ Original Equipment☐ Prior Repair

Failure Location:

Tire Component Code

Tire Failure Type

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make:

Date Manufactured:

Model No./Name:

Seat Type:

Installation System:

Child Seat Component Code:

Failed Part:

APPLICABLE INCIDENT INFORMATION

(Please describe in detail the incident(s), failure(s), crash(es), and injury(ies).)

Crash

☐ Yes ☒ No

Fire

☐ Yes ☒ No

Number of Persons Injured

1

Number of Deaths

0

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).

TL*THE CONTACT OWNS A 2002 JEEP GRAND CHEROKEE. WHILE DRIVING APPROXIMATELY 20 MPH, THE CONTACT HEARD WHAT SOUNDED LIKE GUNSHOTS. HE LATER DISCOVERED THAT THE NOISE CAME FROM HIS OWN VEHICLE. HE NOTICED THAT THE NEEDLE ON THE TEMPERATURE GAUGE WAS INCREASING. HE PULLED THE VEHICLE OVER AND IT BEGAN TO OVERHEAT. THE CONTACT LIFTED THE HOOD AND REMOVED THE RADIATOR CAP. AS A RESULT, SCALDING HOT WATER POURED OUT AND CUT HIS LEFT EYE AND BURNED HIS RIGHT HAND. A GENTLEMAN WHO WAS PRESENT AT THE SCENE PROVIDED THE CONTACT WITH WATER. HE USED THE WATER TO NURSE HIS WOUNDS. A NEARBY MECHANIC STATED THAT THE FAN BLADE SHATTERED INTO SEVERAL PIECES ALONG WITH THE GUARD ABOVE THE FAN (SHROUD). THE MECHANIC INFORMED THE CONTACT TO CALL CHRYSLER. THE CONTACT CALLED STEVENS CHRYSLER MOTORS AND WAS HUNG UP ON TWICE BY THE SAME PERSON. HIS VEHICLE WAS TOWED TO PARK MOTORS AND THEY REIMBURSED HIM FOR \$900 WORTH OF REPAIRS. THE CONTACT PLANS TO NOTIFY HIS ATTORNEY'S GENERAL OFFICE AND THE BETTER BUSINESS BUREAU IN REGARDS TO THE POOR SERVICE FROM STEVENS CHRYSLER MOTORS. THE CONTACT RECEIVED A RECALL NOTICE APPROXIMATELY TWO WEEKS AGO REGARDING THE FAN. THE CONTACT HAS RECEIPTS AND PAPERWORK CONCERNING THE FAILURE. THE POWERTRAIN, PURCHASE DATE, AND RECALL NUMBER WERE UNKNOWN. THE CURRENT AND FAILURE MILEAGES WERE 94,000.

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 to 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.

Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies)

- ① I waited about 15-20 min. before I opened the radiator.
- ② Park meters did not give me 90% - but did about 100% of work. Fred they told me.
- ③ some guy name BOB let a steam in w/ 15 lbs. being upon me and Budo, he said the 2nd time steam motor don't do that.
- ④ I bought my car from an individual, not a store or motor. my Ford was a Recall!!!
- ⑤ I am waiting for \$6.50 for tax to park meters. I was about 1 week or more with no transportation.

ATTACH ADDITIONAL SHEETS IF NECESSARY

U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

400 Seventh St., S.W.
Washington, D.C. 20590

Official Business
Penalty for Private Use \$300

BUSINESS REPLY MAIL

FIRST CLASS PERMIT NO 73173 WASHINGTON, D.C.

POSTAGE WILL BE PAID BY NATL. HWY. TRAFFIC SAFETY ADMIN.

U.S. Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NVS-210
400 7th Street, SW
Washington, DC 20590

NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES

Think your vehicle
has a safety defect?

If so:

Use the enclosed
form to file a report.

or visit

www.safercar.gov

or call:

Vehicle Safety Hotline
888-327-4236



NHTSA
U.S. Department of Transportation
National Highway Traffic Safety Administration

on July 19th, I was coming
back from a police advisory
of a meeting of who
with I am a member
of for two years this coming
Oct. 2007 when I
heard a loud sound, looked
like under the hood. I pulled
up, checked nothing till
about 10-12 miles down, when
my mile gage getting warmer.
I stopped and water was going
down. Deputy Chief, Terry
Morgan, Captain Alred and
others saw and it was the
Ford that, Ingle, etc. etc. - when
I called later at Stevens
Chrysler Jeep Dodge at 11028 W.
Kellogg, ph. 316-7732002 a Bob
in service Dept. hung phone upon
me I called again and he said
I got the wrong store. I asked
for a number and he gave me
Park more of Augusta KS.
I also said they don't do Recall!
I also called James Moore,
an ex. Kellogg and that service

sounded irritated with me and
said to call next Thursday
cause he didn't know
nothing about Jeep's. The
guy that does is on vacation
and would be back ~~the~~
next Thursday.

I've had one heck of
experience trying to get some
one to fix my 2002 Ford
till Diana at service Dept.
of Park Motors truly helped
me. Ho, ph. 316-7756365.
I told her I burned my left
eye & Right had hit this
fellow where I almost gave me
some cool water & flushed
my eye & hand.

To Jeff people

Copies etc. Documentation is being sent to the atty. general office in Topeka Kans. our capital city.

your agent Tiffanie I.D. = DSO said to send proper documents etc. to Chrysler customer assistance

P.O. Box 21-8004
Dubuque Hills M.

Reference No.
16538289

a copy of work order from park motors is also being sent to you as Tiffanie I.D.

DSO said for me to send you people in order for you folks to send me and reimburse me my \$6.50 to pay the toll ~~people~~ people. she, Tiffanie said that you folks would pay me up to \$100.-

I flushed my left eye and Right hand when Hot Radiator water got me, I'm O.K.

also send me my \$6.50 as Tiffanie said. better business will also get a copy also. Thanks

- OVER -



STATE OF KANSAS
OFFICE OF THE ATTORNEY GENERAL
CONSUMER PROTECTION AND ANTITRUST DIVISION

PAUL J. MORRISON
ATTORNEY GENERAL

1205W 10TH AVE, 2ND FLOOR
TOPEKA, KS 66612-1597
(785) 296-3751 • FAX (785) 291-3699
CONSUMER HOTLINE (800) 432-2310
WWW.KSAG.ORG

August 14, 2007

[REDACTED]
Wichita, KS [REDACTED]

RE: **Chrysler**
Consumer Protection Division File No. C-07-003108

Dear [REDACTED]:

We have received your recent consumer complaint and have assigned a Consumer Protection Agent to review this matter. We will contact Chrysler and request a written response. As soon as we receive and review the company's response we will contact you. This process generally takes about 30-45 days.

Please understand that while the staff of the Consumer Protection Division will be conducting an investigation of your complaint, we cannot act as your attorney, cannot file a private action or lawsuit on your behalf, and cannot provide you with legal advice. Any private action you may choose to pursue will need to be filed by your private attorney within the applicable statute of limitations. To make sure you are aware of all of your rights and that those rights are protected you may also want to contact and consult with a personal attorney at this time.

If we can be of further assistance in the meantime, or if you want to provide any additional information, please do not hesitate to contact the Consumer Protection Investigator listed below who has been assigned to your case. Please refer to your Consumer Protection Division file number referenced above when you call.

[REDACTED]
I hope that we are able to be of assistance to you.

Sincerely, [REDACTED]

Letter to

*about my
Taps!!!*

THE ATTACHMENTS TO THIS
DOCUMENT HAVE BEEN REMOVED
TO PROTECT UNWARRANTED
INVASION OF PERSONAL PRIVACY
PURSUANT TO EXAMPTION 6 OF
THE FREEDOM OF INFORMATION
ACT (FOIA), 5 U.S.C. 552(b)(6).