



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

2007 NOV 28 AM 7:17

1200 New Jersey Avenue SE
Washington, DC 20590



Menomonee Falls, WI [REDACTED]

NVS-216 mec
Ref. No. 10208306

Dear Ms. [REDACTED]:

Thank you for your correspondence dated September 21, 2007, concerning the problems you encountered with your model year (MY) 2002 Jeep Grand Cherokee vehicle. The State of Wisconsin Department of Agriculture, Trade and Consumer Protection forwarded your correspondence to the National Highway Traffic Safety Administration (NHTSA) for a response. It was received by NHTSA's Office of Defects Investigation (ODI) on November 1, 2007.

NHTSA is the Federal agency responsible for improving safety on our Nation's highways. We are authorized to order manufacturers to recall and repair vehicles or items of motor vehicle equipment when our investigations indicate that they contain serious safety defects in their design, construction, or performance. We cannot act on isolated problems or resolve disputes between individual owners, dealers, or manufacturers.

We appreciate this report and previous report you filed with the Department of Transportation's Vehicle Safety Hotline on September 19, 2007. Reports from motorists are a very important source of information for us. Each report is analyzed and entered into a database to help us determine whether an investigation into a possible safety defect is warranted.

Information submitted by vehicle owners using Vehicle Owner's Questionnaires (VOQs) is automatically entered into our complaint database. The data is then available to ODI's investigators for review and analysis to determine whether an investigation is warranted. Due to the volume of VOQs received and limited agency resources, NHTSA cannot respond to the submitters of these questionnaires. We apologize for any confusion this may have caused you.

Please be aware, brake rotor warping can result in brake pulsation and shaking when the brake is applied. However, brake pulsation, tire or suspension vibration, and similar conditions, while an obvious annoyance to the driver, generally do not cause a driver to lose control of a



vehicle. Therefore, there is insufficient evidence to warrant opening a safety defect investigation at this time. The information you provided has been entered into our database and will be considered with other reports to identify any safety defect trends that may require our attention.

We sympathize with you concerning your request for reimbursement; however, this type of request does not fall under our jurisdiction. We recommend you continue to work the State of Wisconsin Department of Agriculture, Trade and Consumer Protection regarding your request. Also, the Federal Trade Commission (FTC) has jurisdiction over non-safety defects, paint, fraud or deception, warranty and dealership problems, remuneration matters, and fair trade practices. There are three ways you can contact the FTC: by toll free telephone at 1-877-FTC-HELP (1-877-382-4357); by mail at Federal Trade Commission, CRC-240, Washington, DC 20580; and by using the Internet complaint form at <http://www.ftc.gov/ftc/complaint.htm>.

Sincerely,

A handwritten signature in black ink, appearing to read "Ronald B. Fields". The signature is fluid and cursive, with the first name "Ronald" being the most prominent.

Ronald B. Fields, Chief
Correspondence Research Division
Office of Defects Investigation
Enforcement