



State of Wisconsin
Jim Doyle, Governor

Department of Agriculture, Trade and Consumer Protection
Rod Nilsestuen, Secretary

2007 NOV -1 AM 8:25

CL-10208306-7582

COPY

October 4, 2007

DAIMLER CHRYSLER MOTORS CO
PO BOX 21-8004
AUBURN HILLS MI 48231-8004

RE: File [REDACTED] (Refer to this number when contacting our agency)

MENOMONEE FALLS WI [REDACTED]

Dear Sir/Madam:

I received a complaint from Carol Latte concerning an unsatisfactory transaction with your business.

I am providing you with an opportunity to review and comment on this matter before we investigate further. After reviewing the complaint, please send your written response to [REDACTED] and to our office within two weeks.

In your response, please include a statement as to your position regarding resolution of this complaint. Your written response is important so your position can be included in the Department's permanent record.

Thank you for your cooperation and prompt response.

Sincerely,


Jonathon W. Karns
Consumer Specialist

BUREAU OF CONSUMER PROTECTION

Fax: 608 224-4939

E-mail: Jonathon.Karns@wisconsin.gov

Enc:

C: National Highway and Safety Administration

Agriculture generates \$51.5 billion for Wisconsin

2811 Agriculture Drive • PO Box 8911 • Madison, WI 53708-8911 • Wisconsin.gov

MC
11/10/07
KB



Consumer Product Safety Complaint 2007

Please attach two sets of copies (both sides) of all documentation that supports your complaint, including but not limited to, contracts, cancelled checks, advertisement/catalog page showing item ordered, lease documents, etc.

1. How does contact go?

Name: Mr. Mrs. Miss Ms. [redacted] [redacted] [redacted]
(check one) (first) (middle) (last)

Home phone: [redacted] Work phone: () N/A ext. [redacted] or () [redacted] ext. [redacted]

Fax: () [redacted] Email: [redacted]

Phone me between 8:00 A.M. and 4:00 P.M. at (circle one) Home Work Best time: [redacted]

Address: [redacted] PO Box: [redacted] Apt. # [redacted]

City: Menomonee Falls State: WI Zip: [redacted] County: Waukesha

2. Name and address of victim (if different from above)

Name: Mr. Mrs. Miss Ms. [redacted] [redacted] [redacted]
(check one) (first) (middle) (last)

Home phone: () [redacted] Work phone: () [redacted] ext. [redacted] or () [redacted] ext. [redacted]

Available by phone between 8:00 A.M. and 4:00 P.M. at Home Work Best time: [redacted]

Fax: () [redacted] Email: [redacted]

City: [redacted] State: [redacted] Zip: [redacted] County: [redacted]

Information about your complaint: Please provide as much information as you can.

3. Victim's age: 70 Gender: Female Date of incident: Sept 17, 2007

4. Describe product involved: Rotors & Disc BRAKES (replaced)

5. Product model: 2002 Jeep VIN# Serial number: 15461249532 Do you still have the product? X Yes [redacted] No

6. Brand name/Manufacturer: Chrysler Motors; Jeep Customer Service

Address: PO Box 21-8064 PO Box: [redacted]

City: Oakburn Hills State: MI Zip: 48321-8064 Country: [redacted]

7. Manufacturer contact person: [redacted] Title: [redacted]

8. Manufacturer's phone: (800) 992-1997 Fax: () [redacted]

9. Where was the product purchased? ERIK VON SCHLEDORN LTD Date of purchase: 9/6/2002

10. Contact person at place of purchase: MARK TERRY Phone: (248) 253-8940

11. Amount paid: \$ [redacted] by: (circle one) cash check credit card financed other plan

12. Did you contact the manufacturer about your complaint? X Yes [redacted] No [redacted] When? 9/18/07 What happened? we took 2002 Jeep model and included in recall.

13. Have you filed this complaint with another agency? X Yes [redacted] No [redacted] Agency name? [redacted] What happened? [redacted]

14. Have you contacted a private attorney? X Yes [redacted] No [redacted] Have you started court action? X Yes [redacted] No [redacted]

15. Describe the incident or hazard in detail and include a description of any injuries.

I purchased a Jeep Cherokee (2002) on Sept 6, 2002. On Aug 30, 2004 I had to have the rotors replaced due to brake pulsation, the rotors were warped. Mileage 14,131 - this was covered under car warranty. On Sept 17, 2007 again the car was pulsating when brakes were used and I had to have the rotors and brakes replaced - mileage 32,888. I called Jeep Customer Service and was told the 2002 model was not included in the recall for the identical defective rotors. My car was shipped on May 17, 2002 which means it was manufactured late 2001 or early 2002. I believe the defective rotors were installed on my car.

16. How do you feel your complaint should be resolved? (please be specific)

I believe I should be reimbursed for the rotors & brakes installed on Sept 17, 2007 - [redacted] by Chrysler Motors.

This complaint and the information you provide will be used in efforts to resolve your problem and will typically be shared with the party complained against. It may also be used to enforce applicable state laws. Under Wisconsin's Open Records Law, this complaint will be available for public review upon request, after this department's action is completed.

The above information is true and accurate to the best of my knowledge.

Your signature: [redacted]

Date: 9/21/07

Return this form and copies of your papers to our office located at:

DATCP - PRODUCT SAFETY SECTION

PO Box 8911

Madison, WI 53708-8911

(800) 422-7128

FAX: (608) 224-4939

TDD: (608) 224-5058

EMAIL: datcpHotline@datcp.state.wi.us

WEBSITE: <http://datcp.state.wi.us/>

September 20, 2007

Daimler Chrysler Motor Corporation
Product Complaint Manager - Jeep
PO Box 21-8004
Auburn Hills, MI 48321-8004

RE: 2002 Jeep Grand Cherokee
VIN#1J4GW48S32C [REDACTED]

Dear Jeep Manager:

Chrysler Motors had a recall on 2000 and 2001 Jeeps for defective rotors. My 2002 Jeep was shipped to the dealer on 5/17/02. I had to have the rotors refaced at 14,131 miles on August 30, 2004 and on September 17, 2007 had to have the rotors and brakes replaced due to severe brake pulsation with 32,888 miles on the car. I was told the 2002 Jeep models were not included in the recall.

My son has a 2000 and a 2001 Jeep Cherokee and both cars had to have rotors refaced at approximately 15,000 miles and replaced at 30,000 miles. His were covered under the Jeep recall. I believe my 2002 Jeep Cherokee was manufactured either late 2001 or early 2002 with the identical defective rotors as the 2001 models and should be covered under the recall. Chrysler acknowledged the rotors were defective and the customer experiences severe pulsation when stepping on the brakes, in fact the whole car shakes. I believe this is a safety hazard and should be covered under Chrysler's recall.

I have never had to have brakes replaced at 32,000 miles on any car I owned. I look forward to hearing from you regarding reimbursement for the enclosed rotor and brake replacement. [REDACTED]

Thank you.

[REDACTED]
Menomonee Falls, WI [REDACTED]
[REDACTED]

Attachments (3)

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).