



U.S. Department
of Transportation

National 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 100381

Date Received

03-DEC-2007

Repository ☐

Reference No.
10211625

Daytime Telephone Number

E-mail Address

Evening Telephone Number

OWNER INFORMATION (Type or Print)

Name

Address

City

SARASOTA

State

FL

Zip Code

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 12/12/07

VEHICLE INFORMATION

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

1J4FX58S7

Make

JEEP

Model

GRAND
CHEROKEE
Laredo

Model Year

1996

Date Purchased

10-DEC-02

Dealer's Name and Telephone Number

SUNSET Dodge JEEP (941) 922-2400

Engine:

No: Cylinders 6

Fuel Type:

Gas

Original Owner

Dealer's City

SARASOTA

State

FL

Zip Code

34231

Transmission Type

AUTOMATIC

☒ Antilock Brakes

☒ Cruise Control

Powertrain

REAR WHEEL DRIVE

Vehicle Component Code:

063140 ENGINE AND ENGINE COOLING; EXHAUST SYSTEM; EMISSION

Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)

16-NOV-2007

Failure Mileage

150235

Failure Speed

110

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: DOTM19ABC036)

☐ 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

Number of Deaths

Reported to Police

Narrative Description of Incident
Please describe (1) event(s)
i.e., parts repaired or replaced

Orange Area should read — "so that the 02 sensor would be on the driver side"

TL*THE CONTACT OWNS A 1996 JEEP CHEROKEE. THE CONTACT RECEIVED RECALL NOTICE NUMBER E22 ON OCTOBER 30, 2007. THE RECALL REPAIR WAS PERFORMED AND THE DEALER REPLACED THE CATALYTIC CONVERTER. AFTER OBSERVING THE CATALYTIC CONVERTER, THE CONTACT NOTICED THAT THE INCORRECT PART WAS PLACED ON THE VEHICLE AND POSITIONED IN AN UNSAFE MANNER. THE DEALER STATED THAT THEY WOULD REPOSITION THE CATALYTIC CONVERTER TO AVOID MAKING CONTACT WITH THE WIRES NEAR THE OXYGEN SENSOR; HOWEVER, THEY STATED THAT IT WAS TOO DIFFICULT TO MOVE IT AND CHOSE TO LOWER IT BY A 1/2 INCH. THE CONTACT IS AWARE THAT THE TEMPERATURE FROM THE CATALYTIC CONVERTER CAN REACH TO 600 DEGREES. THE CONTACT'S RECEIPT HAS THE CORRECT PART NUMBER, 5083054AD; HOWEVER, THAT PART NUMBER DOESN'T MATCH THE ONE ON THE VEHICLE. THE PART # ON HIS VEHICLE PER SPECIFICATIONS ON HIS VEHICLE IS #9. THE FAILURE MILEAGE WAS 150,235 AND CURRENT MILEAGE WAS 160,000-151,300

converter

in Jeep parts system on illustration

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.

DAIMLERCHRYSLER

12/18/06 c/w recall

I took my car to the Dealer because I received this recall

Buckle up
for Safety!

TC294910

E22

081636

SARASOTA, FL

EMISSIONS RECALL E22- REPROGRAM THE POWERTRAIN CONTROL MODULE AND INSPECTION OF THE CATALYTIC CONVERTER

Dear [REDACTED]

The Administrator of the U.S. Environmental Protection Agency has determined that certain 1996 model year Jeep® Cherokee and Grand Cherokee vehicles equipped with a 4.0 liter engine and certain 1997 and 1998 Jeep® Wrangler and Cherokee vehicles, and Dodge Dakota pickup trucks equipped with a 2.5 liter engine require modification in order to comply with requirements of the Clean Air Act designed to protect public health and welfare. DaimlerChrysler Corporation (DCC) has determined that the modifications required by EPA will improve the vehicle's ability to monitor the performance of the emission control system and may reduce the emission of pollutants that are regulated by EPA under the Clean Air Act. Because DCC has achieved this improved emissions system monitoring without compromising the safety or driveability of your vehicle, EPA and DCC strongly encourage you to bring your car to a dealer to perform the modification.

The problem is...

The Powertrain Control Module (PCM) on your vehicle (VIN 1J4FX58S7T [REDACTED]) contains software that may not be capable of detecting a deteriorating catalyst. This can result in failure to illuminate the On-Board Diagnostic (OBD) malfunction indicator light (MIL) warning the customer of a potential problem. Also, under certain conditions, some catalytic converters may be subject to mechanical degradation that causes them to rattle. This catalytic converter degradation eventually could result in higher exhaust emission levels and the illumination of the MIL.

What your dealer will do...

DaimlerChrysler will repair your vehicle free of charge (parts and labor). To do this, your dealer will reprogram your vehicle's Powertrain Control Module. The work will take about an hour to complete. However additional time may be necessary depending on how dealer appointments are scheduled and processed. Your dealer will also inspect your vehicle's catalytic converter. If the catalyst is found to be "rattling" or loose, the dealer will replace it free of charge (parts and labor).

NOTE: This recall does not include the replacement of other exhaust system components. If other exhaust system components require replacement, the associated repair costs are your responsibility.

Your catalytic converter warranty period will be: (A) eight years or 80,000 miles from the vehicle's original in-service date; or (B) twelve months or 12,000 miles from the date your recall service is performed, whichever of (A) or (B) is later.

10/07 converter began to rattle

What you must do...

Simply contact your dealer right away to schedule a service appointment.

Code of Ethics

This hangs in waiting room.

As a member of the National Automobile Dealers Association, this dealership subscribes to the following principles and standards. Implicit in this Code is the requirement that NADA members comply fully with all federal, state, and local laws governing their businesses.

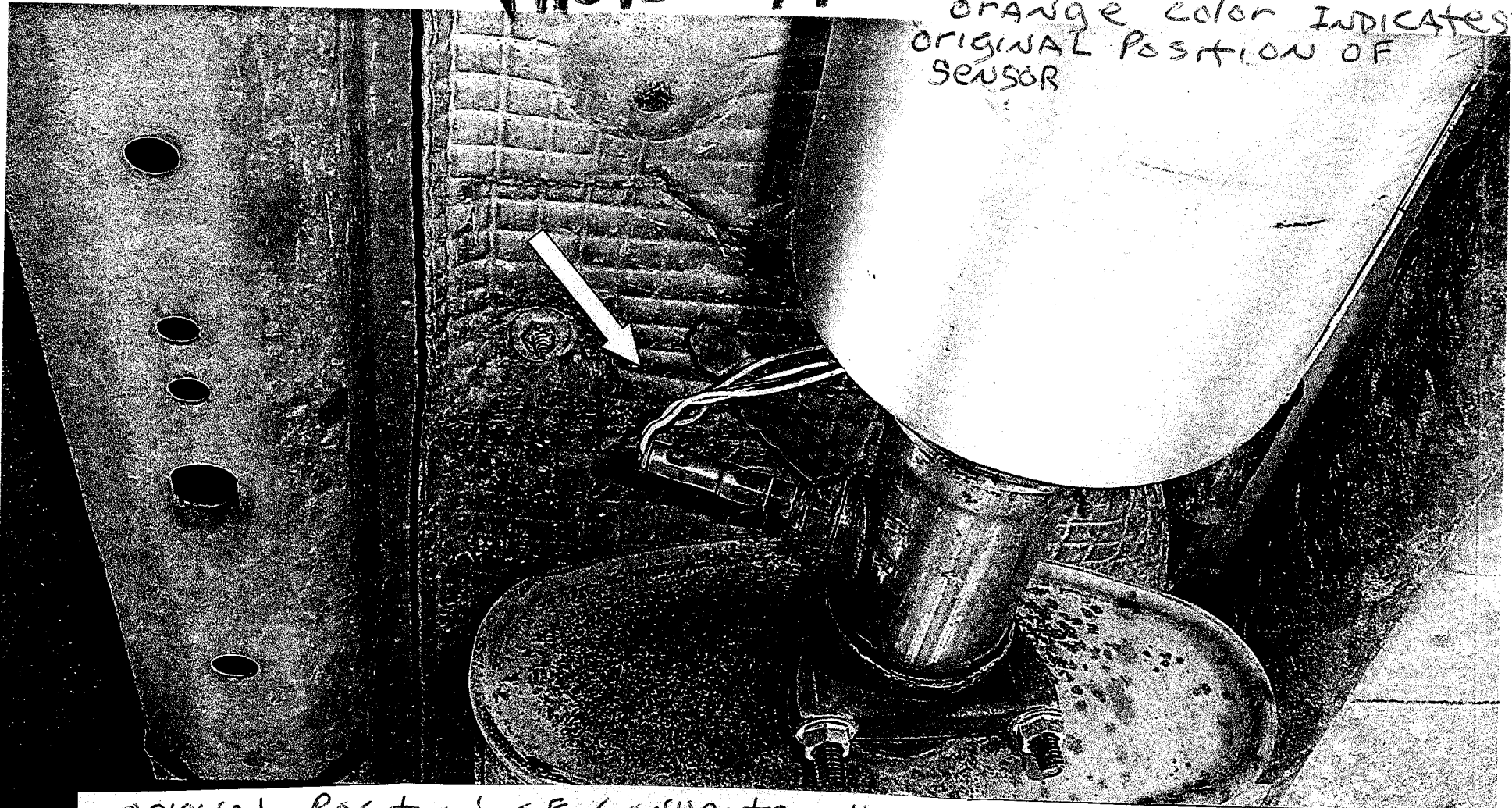
We pledge to:

- Operate this business in accord with the highest standards of ethical conduct.
- Treat each customer in a fair, open, and honest manner, and fully comply with all laws that prohibit discrimination.
- Meet the transportation needs of our customers in a knowledgeable and professional manner.
- Represent our products clearly and factually, standing fully behind our warranties, direct and implied, and in all other ways justifying the customer's respect and confidence.
- Advertise our products in a positive, factual, and informative manner.
- Detail charges to assist our customers in understanding repair work and provide written estimates of any service work to be performed, upon request, or as required by law.
- Resolve customer concerns promptly and courteously.
- Put our promises in writing and stand behind them.

?

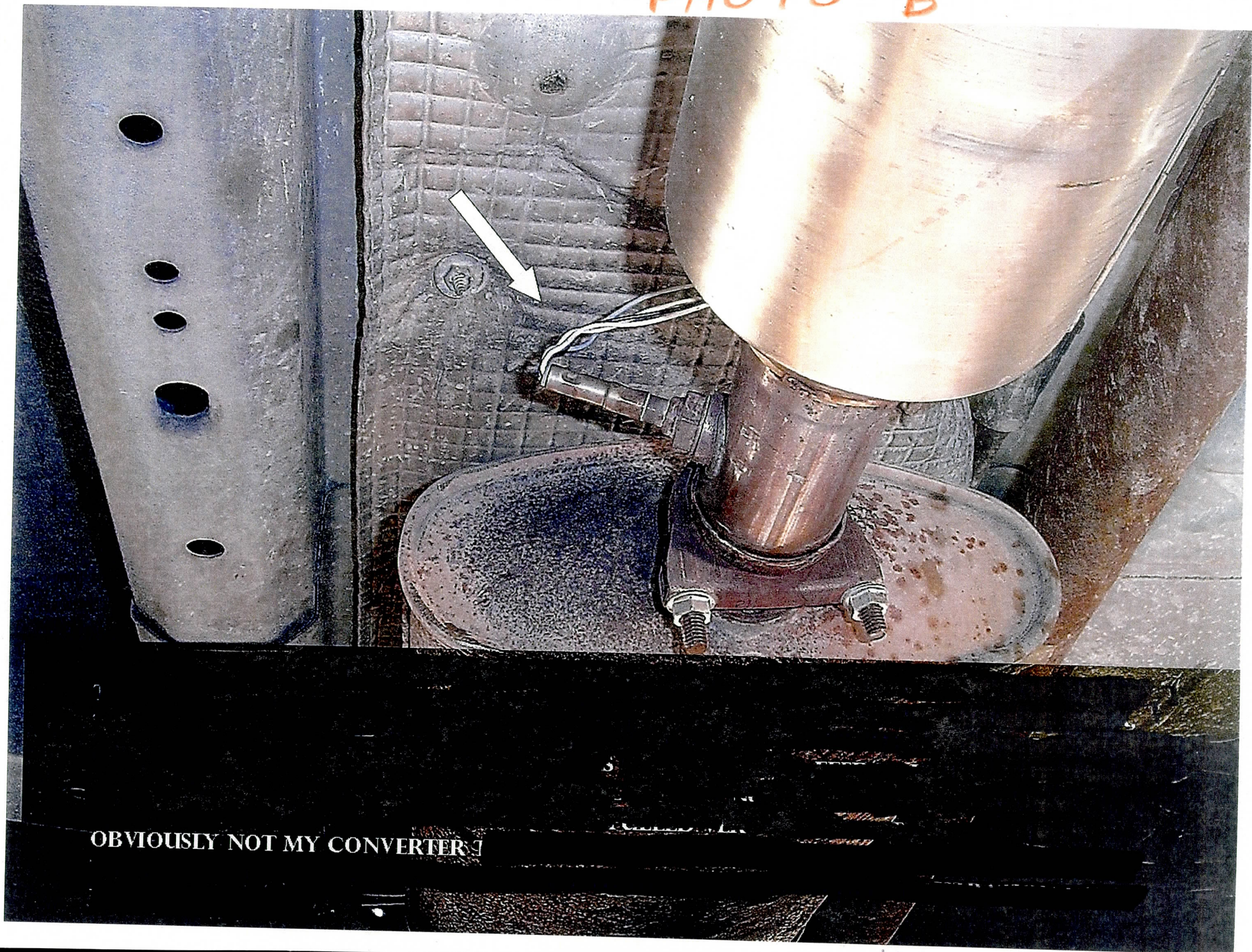
PHOTO "A"

ORANGE COLOR INDICATES
ORIGINAL POSITION OF
SENSOR

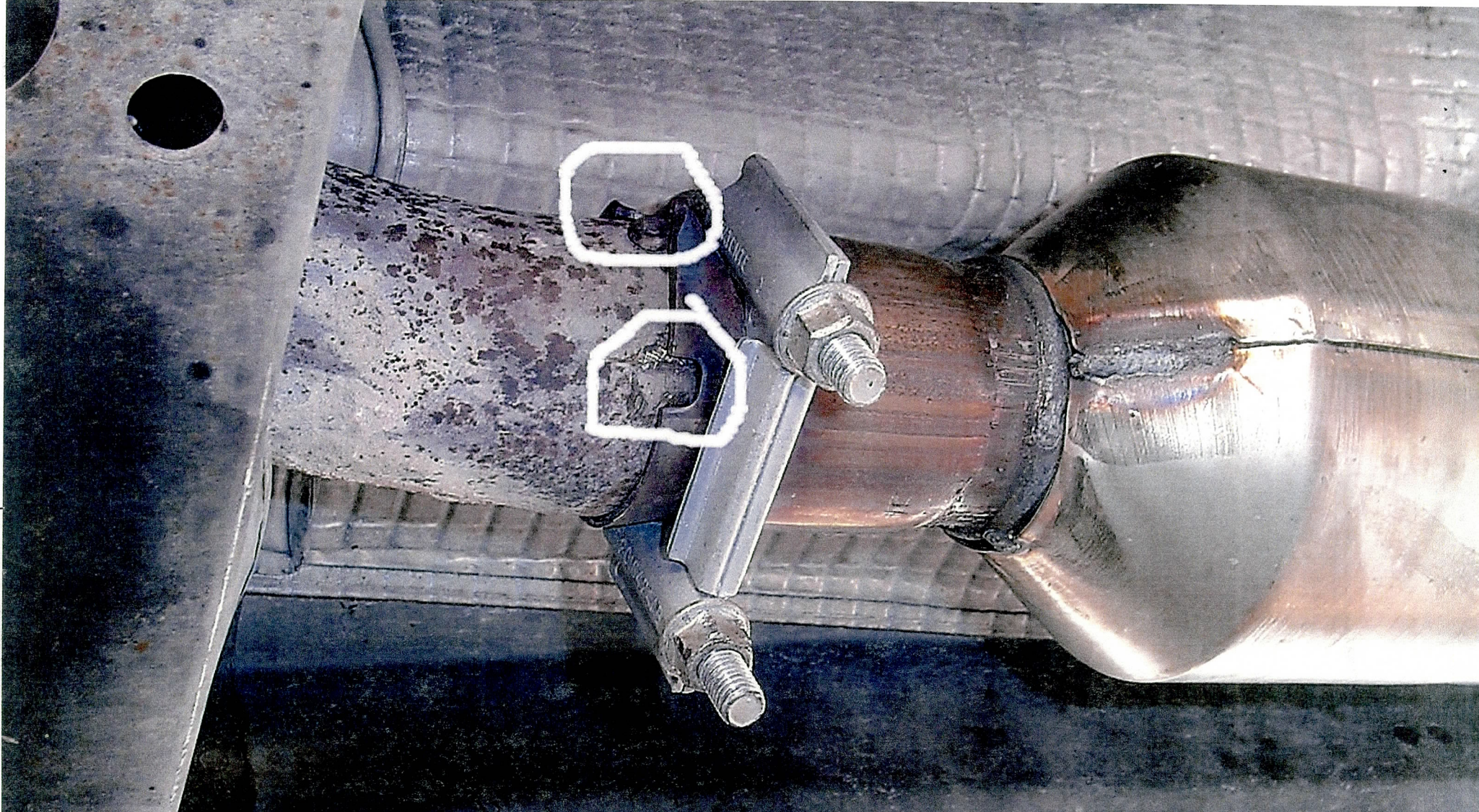


ORIGINAL POSITION OF Converter HAD O2 Sensor touching bottom of can (Photo "A") 10-23-07 - ON 11-16-07 the Mechanic SAID he would rotate converter 180° so Sensor would be on SAME Side where wire came down to feed sensor. When I GOT the car back, he had only rotated it about 1 inch. he SAID "it was too hard to move it any more." (Photo B) is where he moved it to. Now wires are pulled tight and nearly touching converter. This is NOT the same part I had. My part IS AVAILABLE in the Jeep system. it IS #9 on Illustration PRINT OUT FROM Jeep PARTS system

PHOTO "B"



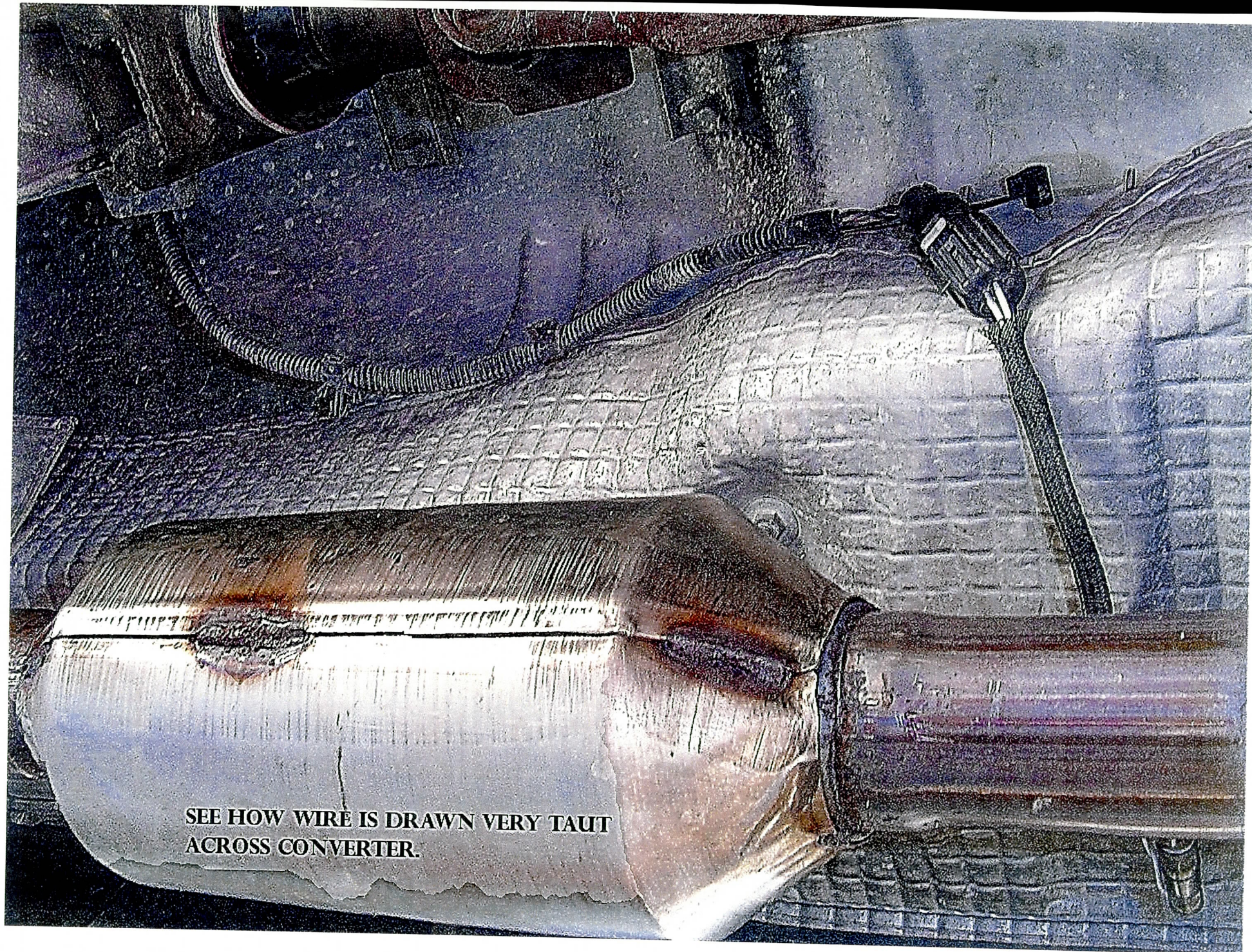
OBVIOUSLY NOT MY CONVERTER



FINAL POSITION
OF CONVERTER.

A - NIPPLE
B - Notch

See how notch has
been pryed and
distorted to rotate
converter about
1 inch



SEE HOW WIRE IS DRAWN VERY TAUT
ACROSS CONVERTER.



Safety Ratings

Defects & Recalls

Safe Driving Information

Resources

Office of Defects
Investigations

DEFECTS & RECALLS

File a Complaint

COMPLAINTS - SEARCH RESULTS

Complaints

Navigate: [ODI Home](#) » [Complaints](#) » [Results List](#)[Help](#)Defect
Investigations

Safety Recalls

Service Bulletins

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EWR Information

Sitemap

Contact ODI

1-888-327-4236

TTY:

1-800-424-9153

Search Results

Report Date : December 11, 2007 at 08:40 PM

ODI Numbers Searched: 10211625

[New Search](#)[Print Version](#)

Results : 1 | All records displayed

Make : JEEP

Model : CHEROKEE

Year : 1996

Manufacturer : DAIMLERCHRYSLER CORPORATION

Crash : No

Fire : No

Number of Injuries: 0

ODI ID Number : 10211625

Number of Deaths: 0

Date of Failure: November 16, 2007

VIN : 1J4FX58S7TC...

Component: ENGINE AND ENGINE COOLING:EXHAUST SYSTEM:EMISSION CONTROL:CATALYTIC CONVERTOR

Summary:

TL*THE CONTACT OWNS A 1996 JEEP CHEROKEE. THE CONTACT RECEIVED RECALL NOTICE NUMBER E22 ON OCTOBER 30, 2007. THE RECALL REPAIR WAS PERFORMED AND THE DEALER REPLACED THE CATALYTIC CONVERTER. AFTER OBSERVING THE CATALYTIC CONVERTER, THE CONTACT NOTICED THAT THE INCORRECT PART WAS PLACED ON THE VEHICLE AND POSITIONED IN AN UNSAFE MANNER. THE DEALER STATED THAT THEY WOULD REPOSITION THE CATALYTIC CONVERTER TO AVOID MAKING CONTACT WITH THE WIRES NEAR THE OXYGEN SENSOR; HOWEVER, THEY STATED THAT IT WAS TOO DIFFICULT TO MOVE IT AND CHOSE TO LOWER IT BY A 1/2 INCH. THE CONTACT IS AWARE THAT THE TEMPERATURE FROM THE CATALYTIC CONVERTER CAN REACH TO 600 DEGREES. THE CONTACTS RECEIPT HAS THE CORRECT PART NUMBER, 5083054AD; HOWEVER, THAT PART NUMBER DOESN'T MATCH THE ONE ON THE VEHICLE. THE PART # ON HIS VEHICLE PER SPECIFICATIONS ON HIS VEHICLE IS #9. THE FAILURE MILEAGE WAS 150,235 AND CURRENT MILEAGE WAS 160,000.

Document Search

151,300

→ as Jeep part illustration

☐ Check to Request Research. Submit below.

Request Research

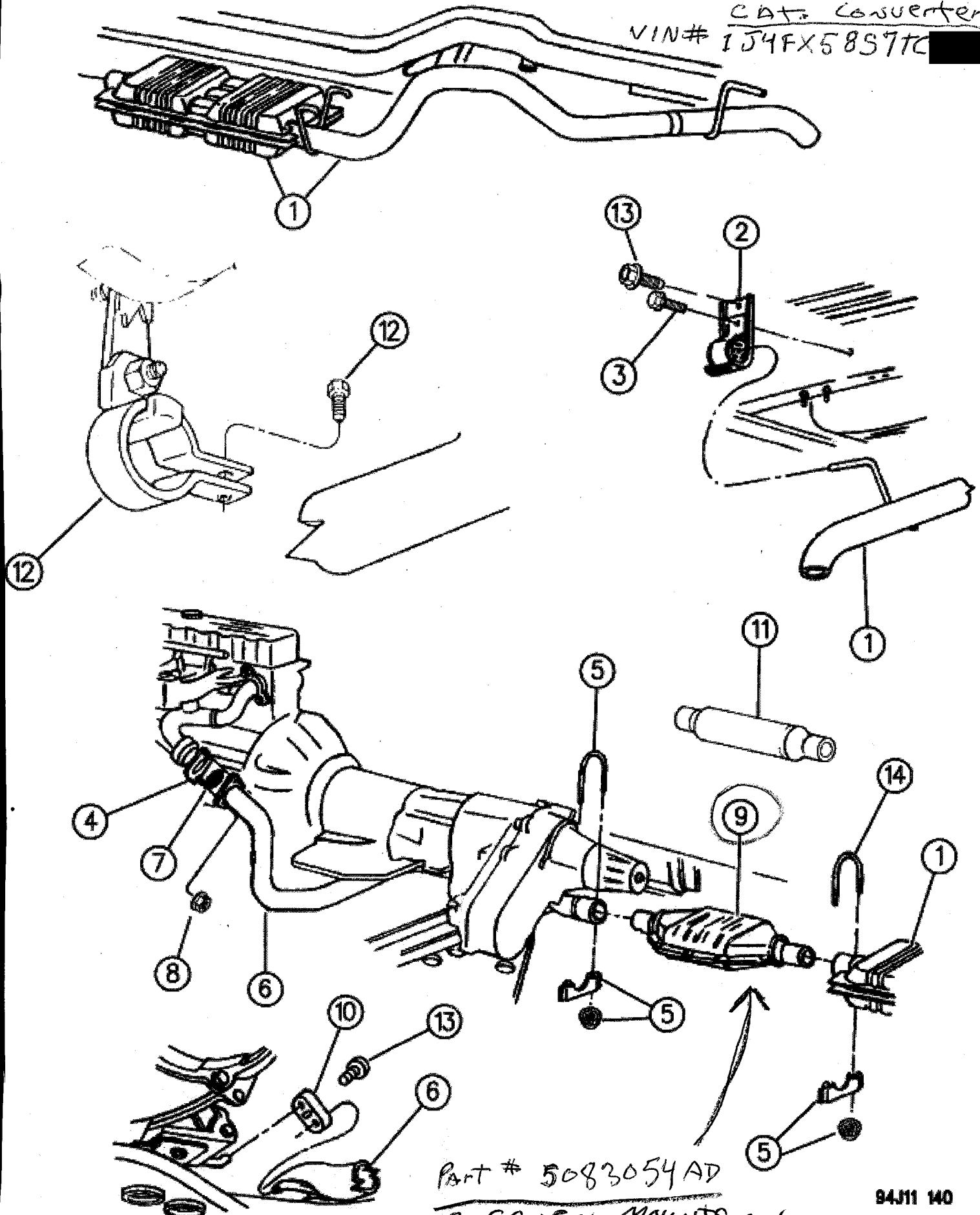
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USA.gov
 Government of the United States

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so that the O2 sensor would be on driver side (180° rotation), and not hitting the bottom of the car.

Jeep PARTS 1996 4.0 Engine
Gr. Chrg. Laredo
Automatic-rear wheel Dr.
CAT. Converter
VIN# 1J4FX5857K



Part # 5083054AD
O2 SENSOR MOUNTS ON
DRIVER SIDE OF CAT.

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).