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11/19/2007

2007 DEC 14 AM 10: 07

Elgin, IL

2001 Jeep Grand Cherokee

Vin#1J4GW58N21C

Purchased 2/1/01

To: The National Traffic Safety Administration:

I received the vehicle Owners Questionnaire in the mail, I reviewed it and it seems all the information is correct.

Please find enclosed two (2) receipts; one for work done two years ago and one for the purchase of parts to repair the fan assembly. The blend door assembly and right blend door motor were to repair the heat problem on the passenger side of the vehicle. This is a common problem in the Grand Cherokee I know of for years 1999 - 2003. After I had my heater repaired, it worked properly for three months, now it works intermittingly. The power steering pump was repaired because of leaking and the roaring noise it was making and the same problem reoccurred.

During the period this vehicle was still under warranty, the brake calipers and rotors were replaced on two occasions. After the warrant expired, the rotors were replaced twice, The first time they were replaced after the warrant expired the dealer ship service department assured me the new rotors were the top of the line rotors for this vehicle, but they only lasted 8 months and had to be replaced again. This last time the rotors were replaced, was June 2007 with rotors from Auto Zone.

I received a letter from Chrysler later in 2006 about a lawsuit regarding the rotors and calibers that needed to be replaced while the vehicle was still under warranty. I sent in copies of all my receipts for repairs under warranty but was denied.

I haven't enjoyed 1 trouble free driving years since the warranty expired. I feel these very expensive repairs were made to soon a a vehicle that only has 75,000 miles.

I am requesting your assistance to help me resolve the ongoing expenses repairs on this vehicle that seem to be a common problem with this model Jeep.

Thanks in advance for you assistance,

MM
12/14/07
KB

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).