

DEC 27 2007



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West Charleston, VT

2008 JAN -2 AM 10: 29

December 18, 2007

National Highway Traffic Safety Administration  
US Department of Transportation  
1200 New Jersey Avenue, SE  
West Building  
Washington DC 20590

Re: Jeep Grand Cherokee Owner's Manual

Dear Sir or Madam:

Page 321 of the reference states "if you believe that your vehicle has a defect which could cause a crash or cause injury or death, you should immediately inform NHTSA in addition to notifying the manufacturer."

I believe my vehicle, a 2004 Jeep Grand Cherokee 4WD Overland PIN#1J8GW68J14C [redacted], has such a defect. After 30 to 45 minutes of operation, heat to the passenger side of the car and windshield ceases and is replaced by cold air as if someone turned the heat off and AC on. Notwithstanding the discomfort caused to the passenger, the danger lies in the inability to keep that side of the windshield free of ice.

My dealer, Mulkin Corporation, 4441 US Rte 5 Newport, VT 05855, is aware of my concern. His service department has diagnosed the problem, ordered the replacement parts and will schedule me in for repairs upon receipt of the parts.

This letter is not a plea for you to resolve my problem; it is to comply with the reference. I will attempt to find a resolution through the suggested channel: Service Dept. Manager, Owner of the dealership and the manufacturer's Customer Center. Other info: Date of delivery: 08/13/03, odometer reading 327 miles. Thank you.

Sincerely,



cc: Mulkin Automotive  
Daimler Chrysler Corporation Customer Center

AA  
01/02/08  
KB