



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 100148

| | |
|------------------------------|-------------------------------------|
| Date Received 29-JUL-2008 | Repository <input type="checkbox"/> |
| | Reference No. 10236250 |

OWNER INFORMATION (Type or Print)

| | | |
|----------------|--------------------------|----------------|
| Name | Daytime Telephone Number | E-mail Address |
| Address | Evening Telephone Number | |
| City JULIAN | State NC | 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 address to the vehicle manufacturer.
Signature of Owner _____ Date 8/8/08

VEHICLE INFORMATION

| | | | |
|--|---|-------------------------------|---|
| 17 digit Vehicle Identification Number Located at bottom of windshield on driver's side 1J4GW58N34C | Make JEEP | Model GRAND CHEROKEE | Model Year 2004 |
| Date Purchased 8/2003 | Dealer's Name and Telephone Number Smith Stokes Chrysler Dodge Jeep | Engine: No: Cylinders 8 | Fuel Type: Unleaded |
| Original Owner <input checked="" type="checkbox"/> | Dealer's City Raidsville | State NC | Zip Code 27323 |
| Transmission Type | <input type="checkbox"/> Antilock Brakes <input type="checkbox"/> Cruise Control | Powertrain | Vehicle Component Code 010000 STEERING |
| Multiple Failure: | | | |

FAILED COMPONENT(S)/PART(S) INFORMATION

| | | |
|---------------------------------|--------------------------|--------------------|
| Incident Date(s) 25-JUL-2008 | Failure Mileage 68200 | Failure Speed 0 |
|---------------------------------|--------------------------|--------------------|

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) | <input type="checkbox"/> Original Equipment <input type="checkbox"/> 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 <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No | Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No | Number of Persons Injured 0 | Number of Deaths 0 | Reported to Police N |
|--|---|--------------------------------|-----------------------|-------------------------|

Narrative Description of Incident(S), Crash(es), and Injury(ies).
Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure; i.e, parts repaired or replaced (and if old part is available).

TL*THE CONTACT OWNS A 2004 JEEP GRAND CHEROKEE. THE VEHICLE VIBRATED AND MADE A RUBBING NOISE IN THE STEERING WHEN MAKING A LEFT TURN. THE DEALER STATED THAT THE VIN WAS NOT INCLUDED IN NHTSA CAMPAIGN ID NUMBER 03V079000 (STEERING:GEAR BOX (OTHER THAN RACK AND PINION)). THE CURRENT AND FAILURE MILEAGES WERE 68,200.

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 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.

Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies)

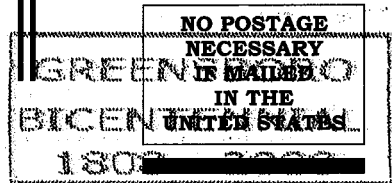
Turning to the left has produced friction felt thru the steering wheel and a scrubbing noise for at least 6 months, becoming increasingly noticeable. Smith Stokes, Jeep dealer, in Reidsville checked the steering on 7/24/08 and verified that the friction and noise is caused by the same gear on safety recall from Daimler-Chrysler on identical 2004 Jeeps on different manufacture dates. They checked with the factory and factory would not warrant this part in this Jeep.

ATTACH ADDITIONAL SHEETS IF NECESSARY

U.S. Department of Transportation
National Highway Traffic Safety Administration
1200 New Jersey Avenue SE
Washington, D.C. 20077-9382

Official Business
Penalty for Private Use \$300

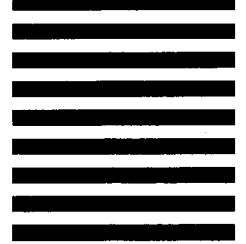
FEDMONT TRAIL AREA
RD 274
11 AUG 2008 2:51 PM EST



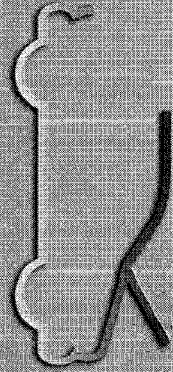
BUSINESS REPLY MAIL
FIRST-CLASS MAIL PERMIT NO. 1888 WASHINGTON, DC

POSTAGE WILL BE PAID BY ADDRESSEE

**US Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NVS-210
1200 New Jersey Ave SE
Washington, DC 20077-9382**



Think your vehicle has a safety defect?



**If so:
Use the enclosed form to file a report.**

**or visit:
www.safercar.gov**

**or call:
Vehicle Safety Hotline
888-327-4236**



Vehicle Owner's Questionnaire (VOQ)
U.S. Department of Transportation
National Highway Traffic Safety Administration



DAIMLERCHRYSLER

SAFETY RECALL TO REPLACE YOUR VEHICLE'S STEERING GEAR ASSEMBLY

Dear Grand Cherokee Owner:

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

DaimlerChrysler Corporation has determined that a defect, which relates to motor vehicle safety, exists in some 2004 model year Jeep® Grand Cherokee vehicles.

The problem is...

An internal spacer in the steering gear on your Grand Cherokee (identified on the enclosed form) may dislodge and cause increased steering effort. This could reduce steering control and cause an accident without warning.

What DaimlerChrysler and your dealer will do...

DaimlerChrysler will repair your vehicle free of charge (parts and labor). To do this, your dealer will replace the steering gear assembly. The work will take about 1 ½ hours to complete. However, additional time may be necessary depending on how dealer appointments are scheduled and processed.

What you must do to ensure your safety...

- **Simply contact your dealer right away to schedule a service appointment. Ask the dealer to hold the part for your vehicle or to order it before your appointment.**
- **Bring the enclosed form with you to your dealer. It identifies the required service to the dealer.**

If you need help...

If you have questions or concerns which the dealer is unable to resolve, please contact the DaimlerChrysler Customer Assistance Center at 1-800-857-1493. A representative will assist you.

If you have already experienced the problem described above and have paid to have it repaired, you may send your original receipts and/or other adequate proof of payment to the following address for reimbursement: DaimlerChrysler Customer Assistance Center, 10000 E. Northway, Suite 100, St. Charles, MO 63302-1040, Attention: Reimbursement.

If your dealer fails or is unable to remedy this defect without charge and within a reasonable time, you may submit a written complaint to the Administrator, National Highway Traffic Safety Administration, 1200 Pennsylvania Street, N.W., Washington, DC 20590, or call the toll-free Auto Safety Hotline at 1-888-327-4236.

We're sorry for any inconvenience, but we are sincerely concerned about your safety. Thank you for your attention to this important matter.

Customer Services Field Operations
DaimlerChrysler Corporation

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