

U.S. Department
of TransportationNational 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

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FOR AGENCY USE ONLY 100148

Date Received

5 2010

23-FEB-2010

Repository

Reference No.

10312958

OWNER INFORMATION (Type or Print)

Name

Address

City

ALBRIGHTSVILLE

State

PA

Zip Code

Daytime Telephone Number

E-mail Address

Evening Telephone Number

The information you provide will be used to identify potential safety-related defects. We may share your information with the applicable vehicle manufacturer during an investigation or recall in accordance with the routine uses described in the agency's Privacy Act notice. See 49 FR 53971 (Sep. 3, 2004).

VEHICLE INFORMATION

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

1J4GW48S74C

Make

JEEP

Model

GRAND CHEROKEE

Model Year

2004

Date Purchased

3-2004

Dealer's Name and Telephone Number

KOVATCH FORD (NO LONGER A DEALER)

Engine:

No: Cylinders

6

Fuel Type:

GAS

Original Owner

Dealer's City

LEHIGH TON

State

PA

Zip Code

18235

Transmission Type

A/T

 Antilock Brakes Cruise Control

Powertrain

I-6 CYL

Multiple Failure:

YES

Incident Date(s)

20-JUN-2007

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 220000 SEATS

Failure Mileage

39000

Failure Speed

25

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: DOTM9ABC036)

 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

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 CONTACT STATED THAT THE PLATFORM FRAME OF THE DRIVER'S SEAT BROKE THREE TIMES. WHILE DRIVING APPROXIMATELY 25 MPH, THE SEAT BEGAN TO SHAKE WHICH ALERTED HIM TO THE FAILURE. THE FIRST TWO TIMES, HE WELDED THE SEAT TOGETHER, AND THE THIRD TIME, HE SCHEDULED AN APPOINTMENT FOR 02/26/2010 WITH THE DEALER. HE CALLED THE MANUFACTURER, FILED A COMPLAINT WITH A REPRESENTATIVE, AND WAS INSTRUCTED TO TAKE THE VEHICLE TO A DEALER. THE VEHICLE HAD NOT BEEN REPAIRED AT THE TIME OF THE COMPLAINT. THE CURRENT MILEAGE WAS APPROXIMATELY 67,750. THE FAILURE MILEAGE WAS APPROXIMATELY 39,000.

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.

March 15, 2010

NHTSA

**RE: CASE #10312958 – 2004 JEEP GRAND CHEROKEE
DRIVERS SEAT FAILAR**

I am the original owner of a 2004 Jeep Grand Cherokee VIN # 1J4GW48S74C [REDACTED] which was bought new at Kovatch Jeep, Lehighton, PA 18235 in March of 2004.

At around 37,000 miles the left (drivers) side seat platform broke and being out of warranty I have a friend weld it. It broke again at around 53,000 miles in 2008 and again I had it welded by a friend.

Now for the third time it broke, so with a Federal Safety Recall F17, for the heated seats I contacted Chrysler Customer Service (CCS) and spoke to a Bryon on 2-22, 2010. He advised me that it was out of warranty but I should take it to a Jeep dealer to have it checked.

I took the vehicle to Rentschler Jeep, Slatington, PA on 3-01-2010 for the safety recall and to have them check the seat.

From what I was told the weld broke and that is what caused the seat to brake? I asked the service manger why would the weld cause the brake but got no logical answer. I then asked if a person gets a cast on a hand before it's broken or do you put a cast on after it has broken? Never got an answer other than the weld broke.

Upon arriving home I contacted CCS and again spoke to Bryon. Since he could be of no assistance I asked to speak to a supervisor and after a short time a Betty called me.

Once again I explained that the seat platform broke and I had it welded but that it broke several times again. She went on t explain that the report from Rrentschler Jeep showed that the weld broke, my Jeep was out of warranty and that I did not have it fixed by a Jeep dealer. I could not get it thru to her that it broke first and then had the platform welded.

This past Saturday I had gentleman, who works as a welder for a National Fire Manufacturing Company in this area, weld it again.

After retiring from the Pennsylvania State Police (25 years of service) I went to work as a Sales person for Kovatch Jeep in Lehighton, PA and worked my way up to being the sales manger but I left the dealership in 1998.

I had a 1995 Jeep Grand Cherokee, which I bought new, and had the same part brake on the drivers seat and witnessed many owners bring in their Jeeps for the same problem.

I have a brother who had a 2002 Jeep Grand Cherokee and his too broke in the same place.

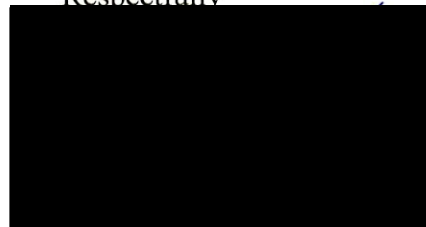
I also contacted my local Congressman Paul E. Kanjorski, 2188 Rayburn House Office Building, Washington, DC 20515-3811, please see attached letter, requesting his help in this matter.

It is my opinion that Jeep has had this problem for years yet no ones take the time to report it to your department except for the 21 listed under NHTSA OID – Complaints file I found on the internet.

I am not looking for any money only to have Jeep fix this problem so someone dose not get hurt or killed by having it brake and them falling into the back seat.

Thank you for your time in this matter.


Respectfully

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Albrightsville, PA 

- Cell

- Home

Two black rectangular redaction boxes covering phone numbers.

COPY

Congressman Paul E. Kanjorski
2188 Rayburn House Office Building
Washington, DC 20515-3811

RE: JEEP GRAND CHEROKEE SAFETY DEFECT

I'm writing this to seek your assistance in what I believe is a major Safety Defect in the 1999 thru 2004 Jeep Grand Cherokee left side driver seat breaking.

I have owned my 2004 Jeep Grand Cherokee since new, March of 2004, and have had a seat failure on it at about 37000 miles.

The problem is that the seat brakes and causes it to shift and become unstable.

I had this welded by a friend of mine and now once again, at 67,800 miles, it has broken in the same place.

In the past I have worked as a sales and sales manager for a Jeep dealer so I am familiar with this problem in past years in the mid 1990's and in fact had my 1995 Jeep Grand Cherokee seat fail in the same spot. I also have a brother that has a 2002 Jeep Grand Cherokee that the same thing has happened to it.

In calling Chrysler/Jeep (800-853-1403) on February 22, 2010 I opened a case file #19334440 with them. They had a representative call me by the name of Bryon who could not give me any logical explanation for this. He stated I had to take it to a Jeep dealer which I did on Friday February 29, 2010, Rentschler, Chrysler/Jeep in Slatington, PA.

Upon the service manager's inspection he focused on the weld and my impression was he did not care about the part breaking first. He took pictures of it for his records.

Upon my calling Jeep again I was told by Bryon that they would not do anything because they felt it broke due to the weld. Not being satisfied I asked to have a higher superior person contact me. I then received a call from a Mary Beth and we went around on this problem and she kept her focus on the weld.

I tried to explain to her that the weld did not cause the seat to break and that this has been an on going problem with this type of seat since 1995.

I stated to her does a person get a cast on their hand before they break it or do you get a cast after the break. Just as this seat broke and was welded after the break it was not welded before the break.

I also have filed a complaint with the National Transportation Safety Board, case file #10312958, and I am awaiting paper work from them so they can follow up on this.

Attached is a copy of 21 complaints of problems with this seat that have been filed with them relating to this seat breaking the same as mine.

To make this as short as possible Jeep has turned me down on replacing the seat because it was welded by a non Jeep dealer and they do not see the fact that seat was cracked before it was welded.

I am looking for you to pass this on to the appropriate safety investigation committee and to see if you can contact Jeep to assist me in have them replace this seat at no expense to me. They tell me the cost of the seat track which is broken is about \$495 and cost of labor.

I have checked with at least five (5) salvage yards in our area and they tell me they can not keep this seat in stock as they have a lot of people looking for this seat because of them breaking.

Since this has failed on not only mine but others one can tell this is a major problem that can cause an accident or if your involved in an accident that you may end up in the back seat of you vehicle.

I look forward to your response to this and any help you may be able to provide.


Respectfully

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Albrightsville, PA



LEHIGH VALLEY PA 18001

16 MAR 2010 PM 4 T



National Highway Traffic
Safety Administration
1200 New Jersey Ave SE
Washington, DC 20590

