

INFORMATION Redacted PURSUANT TO THE FREEDOM OF
INFORMATION ACT (FOIA), 5 U.S.C . 552(B)(6)

Fogle, Brenda CTR (NHTSA)

From: Hershman, Larry (NHTSA)
Sent: Tuesday, September 03, 2013 11:30 AM
To: [REDACTED]
Subject: RE: Your Complaint about your 1999 Jeep Grand Cherokee to NHTSA

Thank you for the update [REDACTED].

Larry Hershman
Office of Defects Investigation, NVS-212
Office of Vehicle Safety - Enforcement
National Highway Traffic Safety Administration
U.S. Department of Transportation
Washington, DC 20590
☎ (202) 366-4929 | ✉ Larry.Hershman@dot.gov

From: [REDACTED]
Sent: Wednesday, August 28, 2013 5:09 PM
To: Hershman, Larry (NHTSA)
Subject: RE: Your Complaint about your 1999 Jeep Grand Cherokee to NHTSA

Mr. Hershman,

I have updated information regarding the 1999 Jeep Fuel Tank Skid Plate Replacement Costs

We did have the deteriorated "brush plate" replaced with a "skid plate" (Mopar Part 52100376AG)... cost \$410.89 (skid plate) +\$31.33 (fuel tank straps)

We supplied all the new parts and the labor was provided by the local Chrysler Dealer with a 3 hour install time (\$300.68).

Total Cost = \$742.90

[REDACTED]

[REDACTED] | Wausau W [REDACTED]
☎ : [REDACTED] | ✉ : [REDACTED]

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From: Larry.Hershman@dot.gov [<mailto:Larry.Hershman@dot.gov>]
Sent: Tuesday, July 23, 2013 10:02 AM
To: [REDACTED]
Subject: RE: Your Complaint about your 1999 Jeep Grand Cherokee to NHTSA

Thank you [REDACTED]. Good photos and information.

Larry Hershman

From: [REDACTED]
Sent: Monday, July 22, 2013 12:58 PM
To: Hershman, Larry (NHTSA)
Subject: RE: Your Complaint about your 1999 Jeep Grand Cherokee to NHTSA

Mr. Hershman,

I have answered your questions below within the email and provided 4 photos in the attached a pdf.

Thank you for your attention to this matter,

[REDACTED]

[REDACTED] | [REDACTED] | Wausau WI [REDACTED]
[REDACTED] | [REDACTED]

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From: Larry.Hershman@dot.gov [<mailto:Larry.Hershman@dot.gov>]
Sent: Friday, July 19, 2013 12:01 PM
To: [REDACTED]
Subject: Your Complaint about your 1999 Jeep Grand Cherokee to NHTSA

Dear [REDACTED]

I am a safety investigator here at the National Highway Traffic Safety Administration, a part of the U.S. Department of Transportation. I have received your complaint (NHTSA #10525695) about corrosion of the fuel tank skid plate on your 1999 Jeep Grand Cherokee. In your complaint you described how the corrosion could compromise the security of the attachment of the plastic fuel tank to the vehicle.

I have a few questions that could help us understand the problems you had with your car:

1. Do you have or can you take photographs of the corrosion damage? If so, please email the photos to me at this email address.

Please refer to the attached pdf with 4 pages of photos taken on July 20, 2013

2. How did you learn of the corrosion damage – did your tank drop?

The tank did not drop... my son who drives the car was doing maintenance and noticed the deterioration.

This happened within a year as we noticed the surface rust last year before he went off to school and this year it had rusted through.

3. Was your Jeep's skid plate original equipment when the vehicle was new or was it an aftermarket purchase? If it was aftermarket, was it manufactured by Chrysler or another supplier, and if non-Chrysler, please identify the brand and model.

The skid plate (brushguard as I have found out)is original equipment and has not been altered.

4. You mentioned that you have seen many reports of people with WJ platform Jeeps who have the same problem. Please provide the web addresses or names of the web sites or blogs where you saw these reports.

[REDACTED] (North American Grand Cherokee Association) [REDACTED]

If you search in Google "wj jeep skip plate rusting" many sites will come up.

5. Have you brought this issue to the attention of Jeep or a Jeep dealer? If so, what was their response? If they made the repair, what did they do and how much did they charge you?

My son did stop at the dealer and discuss what options he would have... they indicated a replacement may be available at a cost of over \$1000 (~650 for a skid (or brush?) plate and 3 hrs of labor).

My concern is the thickness of the metal as I have found out that the 1999 Jeeps came with what was called a brushguard (.040 inch metal) vs a skid plate (.125 inch metal).

It appears that an "upcountry" version was offered for the WJ in later years that was the .125 inch skidplate.

Thank you, and feel free to contact me if you have any questions.

Sincerely,

Larry Hershman
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Office of Vehicle Safety - Enforcement
National Highway Traffic Safety Administration
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Larry.Hershman@dot.gov
(202) 366-4929

Fogle, Brenda CTR (NHTSA)

From: Hershman, Larry (NHTSA)
Sent: Friday, July 19, 2013 1:01 PM
To: [REDACTED]
Subject: Your Complaint about your 1999 Jeep Grand Cherokee to NHTSA

Dear [REDACTED],

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I have a few questions that could help us understand the problems you had with your car:

1. Do you have or can you take photographs of the corrosion damage? If so, please email the photos to me at this email address.
2. How did you learn of the corrosion damage – did your tank drop?
3. Was your Jeep's skid plate original equipment when the vehicle was new or was it an aftermarket purchase? If it was aftermarket, was it manufactured by Chrysler or another supplier, and if non-Chrysler, please identify the brand and model.
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5. Have you brought this issue to the attention of Jeep or a Jeep dealer? If so, what was their response? If they made the repair, what did they do and how much did they charge you?

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Attachments: 1999 JEEP WJ GC SKID FRAME.pdf

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