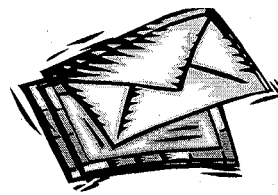


NHTSA ccmMercury Routing Slip



CL-10714848-5679

Printed: 5/4/2015

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

NHTSA #: ES15-002199	Rec'd Date: 5/4/2015	Referred By: NPO-011
XREF #:	Doc Type: CNG	Doc Date: 4/30/2015
Delivery: REG	Address To: DOT/I	Due Date: 6/1/2015
S10 #:	DOT/I #: S- 2015 75	RMP #:
Subject: LETTER FROM SENATOR FLAKE ON BEHALF OF CONSTITUENT [REDACTED] RE UNSAFE 2015 JEEP GRAND CHEROKEE (PLEASE RESPOND VIA FAX: 520-797-3232 OR EMAIL: BOB_BRUBAKER@FLAKE.SENATE.GOV)		
Ack Date:	Ack By:	Signed For:
Sign Office: DIR. GOVT. AFFAIRS	Signature: ALISON PASCALE	
Cleared Date:	Cleared By:	Cleared For:
File Loc:	XREF File:	Closed Date:
Added By: CBUTLER x60180	Modified By: Chris.Butler	
Most Recent Comment:		

Author:

THE HONORABLE JEFF FLAKE
UNITED STATES SENATOR
6840 NORTH ORACIE ROAD, SUITE 150
TUCSON, AZ 85704
Tel: Fax: E-mail:

MAY -5 2015

Assigned To	Task	Asgn Date	Deadline	Returned Date
NGA-110	SIGN	5/4/2015		
NVS-200	REPLY	5/4/2015	6/1/2015	
NVS-010	INFORMATION	5/4/2015		5/4/2015

NAM
5515
SMT

Office of Senator Jeff Flake
6840 North Oracle Road, #150
Tucson, AZ 85704
(520) 575-8633 | (520) 797-3232

fax

TO: The Honorable Dana Gresham
Assistant Secretary for Legislative Affairs
U.S. Department of Transportation

From: Bob Brubaker

FAX: (202) 366 - 7346

PAGES:

PHONE:

DATE: 4/29/2015

RE: [REDACTED]

CC:

Urgent For Review Please Comment Please Reply Please Recycle

Comments:

Our constituent, [REDACTED] is concerned that the Driver Assist Package on the 2015 Jeep Grand Cherokee is unsafe. He requests that you respond to his letter, which details the problems that he has encountered with his vehicle. I am also sending a signed privacy release from [REDACTED] for your reference.

Thank you for considering the concerns of our constituent. Naturally, we do not expect any action to be taken in this matter that would contravene existing rules, regulations and ethical guidelines.

Sincerely yours,

Bob Brubaker
Office of Senator Jeff Flake
Bob_Brubaker@Flake.Senate.Gov
(520) 575-6705 – Direct
(520) 575-8633 – Main

The information contained in this facsimile is intended only for the individual or organization named above and may contain confidential or privileged information. If you are not the intended recipient, any copying, distribution or dissemination of this is strictly prohibited. If you have received this transmission in error, please notify us by telephone immediately.

ES15-002199

JEFF FLAKE

ARIZONA

SR-368 RUSSELL SENATE OFFICE BUILDING
(202) 224-4521
COMMITTEE ON FOREIGN RELATIONS
COMMITTEE ON
ENERGY AND NATURAL RESOURCES
COMMITTEE ON THE JUDICIARY
COMMITTEE ON AGING

United States Senate

WASHINGTON, DC 20510-0305

STATE OFFICES:

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SUITE 120
PHOENIX, AZ 85018
(602) 840-1881

8840 NORTH ORACLE ROAD
SUITE 150
TUCSON, AZ 85704
(520) 576-8898

April 29, 2015

The Honorable Dana Gresham
Assistant Secretary for Governmental Affairs
U.S. Department of Transportation
1200 New Jersey Avenue SE
Washington, DC 20590-0001

Dear Mr. Gresham,

The enclosed information is sent for your consideration. Please forward to me the necessary information so that I may respond to my constituent, [REDACTED]

Please reply to the attention of Bob Brubaker of my staff in Tucson. Due to Senate mail procedures, please send your response by fax to my Tucson office at (520) 797-3232. Should you wish to convey it instead via electronic mail attachment on agency letterhead, please do so at bob_brubaker@flake.senate.gov.

Naturally, I do not expect any action to be taken in this matter that would contravene existing rules, regulations and ethical guidelines.

Thank you for your assistance in this matter.

Sincerely,



JEFF FLAKE
United States Senator

JF:bb

RECEIVED APR 29 2015

JEFF FLAKE
ARIZONA
WASHINGTON, DC
(202) 224-4521
COMMITTEES:
JUDICIARY
FOREIGN RELATIONS
ENERGY AND
NATURAL RESOURCES
SPECIAL COMMITTEE
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FAX: (520) 797-3232

PRIVACY ACT CONSENT FORM

TO WHOM IT MAY CONCERN:

DATE 4-24-15

In accordance with the provisions of Public Law 93-579 (The Privacy Act of 1974), I hereby give my consent for information concerning me to be furnished to Senator Jeff Flake. I request that any relevant information he may require in order to assist in responding to my inquiry, as his constituent, be provided to him in accordance with the provisions of the law.

NAME [REDACTED]

(Mr./Mrs./Ms.) First Middle Last

ADDRESS: [REDACTED]
CITY, STATE, ZIP: MARANA AZ
PHONE: (home) [REDACTED] (work) [REDACTED]

To begin your inquiry, we require the following information:

FEDERAL AGENCY INVOLVED: NATSA & NTSP
SOCIAL SECURITY NUMBER: [REDACTED]
CIVIL SERVICE CLAIM NUMBER: _____
VETERAN'S CLAIM NUMBER: _____
BRANCH OF SERVICE: _____ RANK: _____
ALIEN REGISTRATION NUMBER: A: _____
DATE AND PLACE OF BIRTH: [REDACTED]

IF REQUESTING HELP ON BEHALF OF ANOTHER, GIVE THE ABOVE INFORMATION FOR THAT PERSON. HIS/HER NAME: _____

HAVE YOU CONTACTED ANOTHER CONGRESSIONAL OFFICE? YES NO
WHOSE? JOHN MCDONN

Briefly explain the problem or information desired. Attach a separate sheet if necessary. Be sure to include necessary information and send documentation, if available.

SEE
ATTACHED
LETTER

SIGNATURE _____

Note: Residents of Cochise, Pima and Santa Cruz counties should fax the completed form to Senator Flake's Tucson office; residents of all other Arizona counties should fax the completed form to the Phoenix office. Both addresses are at the top of this form.

My complaint has to do with the Driver Assist Package, specifically the **Forward Collision Warning Alert** on a new 2015 Jeep Grand Cherokee and the dealer and Chryslers cover up of a potential safety issue on all 2015 Jeep Grand Cherokees and probably the entire Chrysler line on vehicles with this feature. The Jeep forums reflect mine is not an isolated issue.

My wife and I are in our [REDACTED] and since we make many long trips each year (to our summer home 4 1/2 hours each way, 9 hours when we are just checking things) she insisted we have all the latest driver assist features. In 2014 we purchased a new Subaru Outback with Eyesight Forward collision and all the other features available on it, it was a nice enough car (a lot of road noise and heavy steering) but after a few miles it developed a random lag problem in the transmission that got to the point where sometimes I could count to 15 when merging into traffic before it would engage a gear. Much like a bad dash pump in a carbureted car of the past. Once in heavy rush hour traffic while making a left turn we were very nearly t-boned on the passenger side. We went round & round with the dealer and the factory as the dealer service manager told us that this was normal and that his car a 2014 Legacy did the same thing and the factory zone guy drove it around the block and said it was perfectly normal. Eventually they made it right but I had to sign a letter of non-disclosure on how it was taken care of.

We then proceeded to shop for another car with these features and finally chose a 2015 Jeep Grand Cherokee with the technology package that we were led to believe had all the features we wanted (forward collision alert with stop, blind spot alert, lane departure, adaptive cruise control with stop and rear view camera) Long story short we right away noticed that the Forward collision alert warning was never activating under any circumstances when set to the far setting which the manual says to only use if you don't mind getting a lot of alerts. In 3800 miles it has alerted once and that was a false alert when a car made a right turn in front of us but was not in our path. We have tested this feature many times with our own vehicles as well as inflated mattress and it flat does not work as stated in the technical bulletin we were sent by Chrysler. It seems that they also have removed the lane departure feature from the package as we don't have that at all.

Again the dealer first concurred with us after they drove the car and scared themselves trying to get an alert then they reversed themselves and took the position that it is **working as designed** and were backed up by the factory. We were told to go to the BBB and state attorney general's office which we did but since the dealer owns multiple dealerships in the area and is an accredited member of the BBB the just rolled over and closed the case as being resolved. The ATG office can't do anything as they have no teeth.

We have now put out over 50k and our hands are tied because the Subaru was designed to lag or stall when merging into traffic and the Jeep was designed to not alert in the event of a possible forward collision. How do you fight that!!!

I'm writing this in the hope that you will look into this and do more comprehensive testing on these high tech features. Many people just take for granted that these features will work when needed. We learned that a new 8 speed auto for Subaru would cost about \$8000 plus the install and that the dealers can't afford to have a mechanic or the clean room facility to work on them. And who knows what prevents Chrysler from fixing our forward collision warning system but I suspect it is also cost or they have had so many issues with it they have dumbed it down to the point it is useless!

We did drive several other 2015 Jeeps and they seemed to have the same problem but the sales people did their best to convince us that FCW only worked with the adaptive cruise control on. The adaptive cruise control with stop works perfectly and will in fact stop the car to maintain a preset distance and it uses all the same sensors and camera.

Thank you for your time, [REDACTED]



2014 Senate Input Form for Governmental Affairs Correspondence Control Sheet (I-10), W85-328



Control Number S - 2015 75

General

Date DOT Received 4/30/2015
Date DOT Entered 4/30/2015
Member's Date 4/30/2015
Member Last Name Flake
Member First Name Jeff
Member Organization United States Senator
Address1 6840 North Oracie Road, Suite 150
Address2
City Tucson
State AZ
Zip 85704

Constituents

File Name [REDACTED]
Date
Subject Unsafe Jeep Cherokee
Action Office NHTSA
Action Code
Due Date 5/31/2015

Contacts

MemberContact Bob Brubaker
Phone (520) 575-6705
Pending
Closed Date
Remarks bob_brubaker@flake.senate.gov
DOT Contact Nikki Purnell.at (202) 366-4573

Notes: