



U.S. Department
of Transportation

Memorandum

**National Highway
Traffic Safety
Administration**

Subject: EA05-020 Memo to File

Date: March 16, 2006

From: John Abbott

Reply to
Attn of:

To: EA05-020 File

This memo contains 20 images sent to DaimlerChrysler in support of EA05-020

EA05-020
Jeep Grand Cherokee
Engine Cooling Fan Failure

The following pages contain images of alleged damage caused by the cooling fan and provided to DaimlerChrysler (DCC) in response to a verbal request from Ms. Shelly Plaza of DCC.

VOQ 1014330 [REDACTED]_0315
Damage to hood liner





VOQ 1014330 [REDACTED] 0316
Damage to hood liner



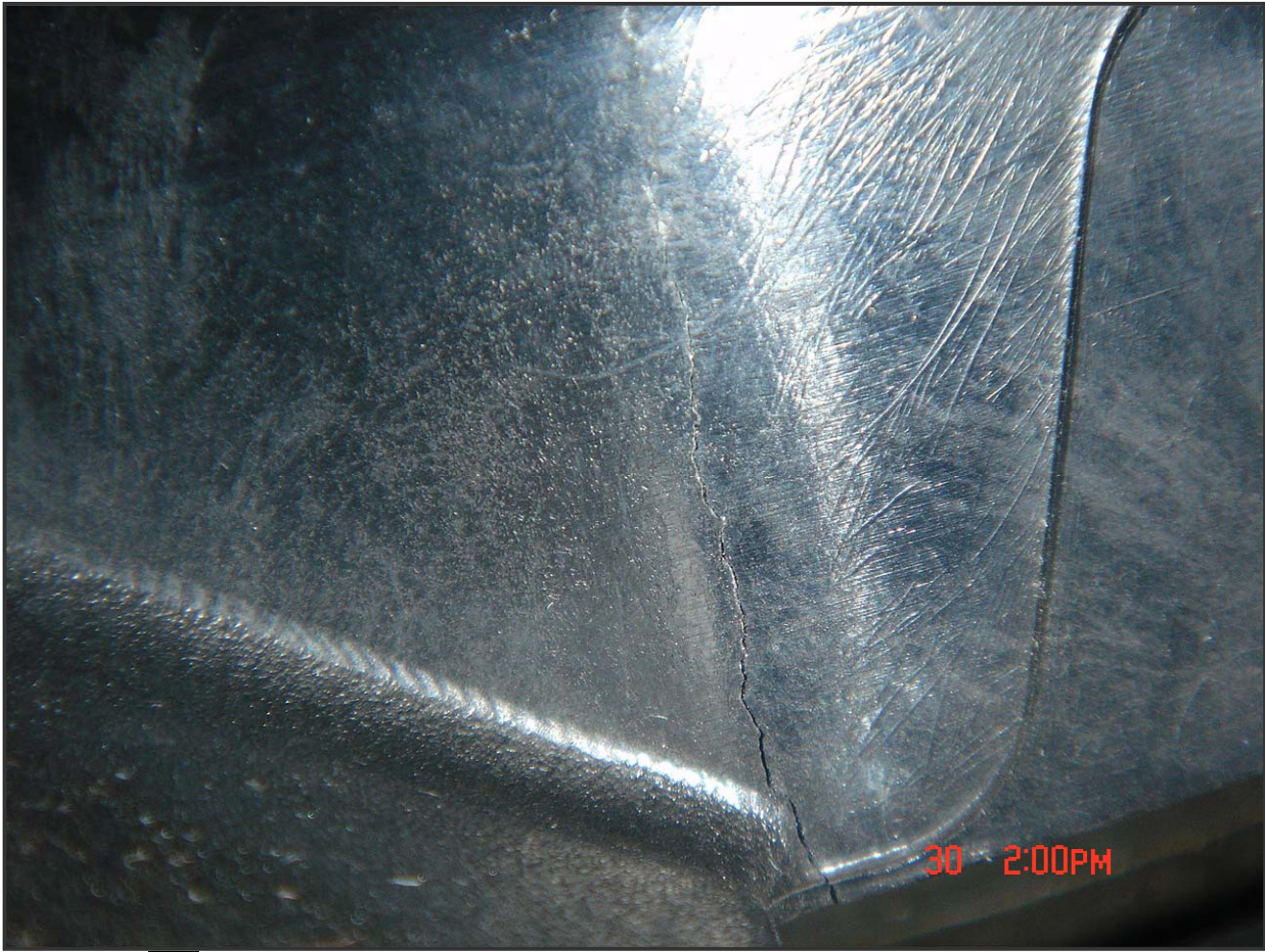
VOQ 1014330_0317
Damage to hoo



VOQ 10132799 [REDACTED] Fan 009
Fan Assembly



VOQ 10132799 [REDACTED] Fan 010
Fan Assembly



VOQ 10132799_ [redacted] _Fan 030
Crack in fan hub



VOQ 10132799_ [REDACTED] Fan 033
Crack in fan hub



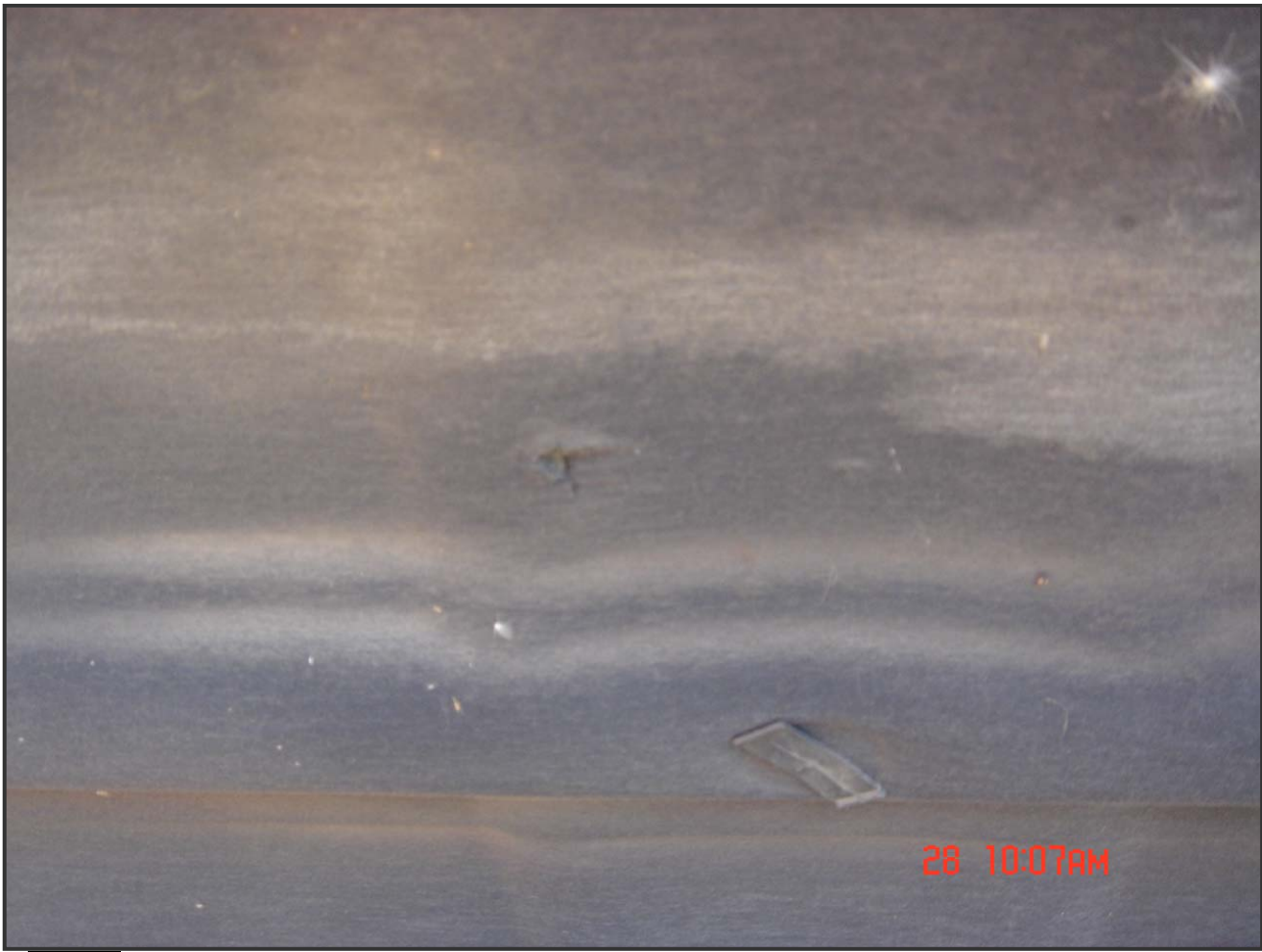
VOQ 10132799 [REDACTED] Fan 003
Crack in fan hub



VOQ 10132799_ [REDACTED] Fan 043
Crack in fan hub



DCC [redacted] Hood_Insul 014
Dam liner



DCC [REDACTED]_Hood_Insul_008
Dam [REDACTED] d liner



DCC [redacted] Hood_Insul_016
Dama [redacted] liner



VOQ 10149058 [REDACTED] 4938
Damage to fan s



VOQ 10149058_ [REDACTED] 4939
Damage to fan s

CUSTOMER COMPLAINTS

Vin	2C224736	Cair #	12495184	Open Date	7/26/04
Model	WJTF74	Model Year	02	Built Date	2/13/02
In Service Dt	3/23/02	Dealer	68550	Dealer Zone	63
				Mileage	39000
Last Name	[REDACTED]				
Address	[REDACTED]				
City	HOUSTON	State	TX	Country	USA
				Zip	[REDACTED]
Remark	text				
Compressor / Clutch / Reed Valve - Seizes / Sticks / Binds					

First owner claims that the compressor failed, and it sent debris into the orator and expands on valve. Owner seeks assistance with the \$1400 repairs that were diagnosed by dealer 68550. Diana, operator, said Ed, service manager, was not answering his page. Agent left a message with Diana for Ed.

7/26/04 Ed the service manager calls back stating the compressor and expands on valve need replaced. I offered a 50/50 split for customer goodwill at warranty rates. PA provided.

7/27 Ed says that the customer is unhappy with the offer. Ed and IEB1 concurred with the customer. Agent made a goodwill offer of a \$50 copay due to age and mileage.

Original owner with one prior vehicle showing in the system states after vehicle was returned vehicle had a poor idle and then cooling fan came apart damaging the casing and hood insulation. Owner states now current repairs are estimated at \$555.46. Owner states dealership should have been able to diagnose concern on last visit or feels repairs are related. Owner states customer service individual at dealership has declined assistance on repairs or for repairs to be related to last repair.

Writer speaks with service manager Ed who states repairs are not related. Writer declines any DCX assistance based on the time and miles outside of warranty and past goodwill assistance. Writer calls owner and

CUSTOMER COMPLAINTS

Vin	[REDACTED]	Cair #	13026743	Open Date	1/10/05
Model	WJH74	Model Year	02	Built Date	3/23/02
In Service Dt	4/24/02	Dealer	87281	Dealer Zone	36
		Mileage	59000		
Last Name	[REDACTED]				
Address	[REDACTED]				
City	GILBERT	State	WV	Country	USA
Zip	[REDACTED]				
Remark	text				

Fans, Pulleys, & Tensioner - Broken, Cracked	Cooling fan has broken and damaged the belts.
Serv Contract, New Veh Powertrain, Dealer Misrepresentation	Owner alleges that dealer sold a plan that covered all of the vehicle

Owner alleges that the cooling fan cracked and cut the belts. Owner inquiring if the part is covered under the plan. Informed owner that the vehicle only has the powertrain warranty. Owner alleges that the dealer sold her a plan that covered more. Owner will contact the dealer

Copy of CAIRS 13026743_ [REDACTED]

CUSTOMER COMPLAINTS

Vin		Cair #	13356717	Open Date	3/29/05
Model	WJJK74	Model Year	02	Built Date	2/22/02
In Service Dt	3/28/02	Dealer	05817	Dealer Zone	35
		Mileage	61662		
Last Name	[REDACTED]				
Address	[REDACTED]				
City	ZEBULON	State	NC	Country	USA
Zip					
Remark	TEXT				

Recall	Advised of no incomplete recalls.
Fans, Pulleys, & Tensioner Inquiry	Customer states the fan fell off

AJR45 03 29 05

Customer states that the fan blade fell off the vehicle and hit the radiator. The customer states that this cost \$1500 for repairs. Writer advised of no recalls involving this component. Writer advised customer to contact DCCAC for further assistance. Customer calling about the above issue. Customer says the cooling fan disengaged and caused damage to the radiator and hoses. Customer seeking reimbursement for the damage caused to the radiator, hoses and towing. Customer states she took the vehicle to independent service before the trip to Florida for complete checkup and no problems were found with the Jeep. Writer advised customer per BLJS, DCX will not reimburse for the repairs caused by the cooling fan.

Copy of CAIRS 13356717 [REDACTED] 001

CUSTOMER COMPLAINTS

Vin	[REDACTED]	Cair #	13419481	Open Date	4/12/05
Model	WJTH74	Model Year	07	Built Date	3/26/02
In Service Dt	5/10/02	Dealer	62369	Dealer Zone	66
				Mileage	72505
Last Name	[REDACTED]				
Address	[REDACTED]				
City	MCDONOUGH	State	GA	Country	USA
				Zip	[REDACTED]
Remark	text				
Fans, Pulleys, & Tensioner - Overheated		Radiator fan came apart and damaged other systems.			

Customer calling seeking assistance with the repair of her vehicle. Customer states that the radiator fan on the radiator fan module exploded and damaged her radiator, two parts of her power steering, and the radiator itself. Writer called dealer 62369 and spoke with Marshall. Marshall advised that the plastic fan itself did indeed disintegrate causing damage to the power steering and the radiator. Marshall then stated that he has seen the fans come apart before, but not this violently. Marshall also advised that there was evidence that the vehicle had been running very hot prior to the incident. Customer is the first owner of the vehicle and only owns this vehicle. Marshall also stated that the customer has not maintained a complete service history with dealer 62369. Writer advised customer that DaimlerChrysler will not

Copy of CAIRS 13419481 [REDACTED]

Walker Harris Autos, Inc.

5190 Highway 278 East
Covington, GA 30014
770-786-2271
SALES • SERVICE • PARTS



Jeep



www.walkerharrisautos.com

2002	JEEP	G. CHER. LAR	GRY
MILES IN	MILES OUT	FIRST USE	LOC
72505	72510	05/10/02	

(1) CHECK FOR ANTIFREEZE LEAK??
REPLACED THE RADIATOR AND FAN AND CONDENSOR
MODULE; THERMOSTAT AND GASKET; FAN RELAY ;
POWER STEERING PUMP AND PULLEY; EVACUATED AND
RECHARGED THE A/C SYSTEM; WOULDN'T ACCEPT THE
FREON AND HAD TO DO FURTHER A/C REPAIR; SEE
CONDITION 2

*This is a result of the
cooling fan causing a part*

Labor	A	96	528.00
52079428AD	(RADIATOR)	1	184.80
52079489AB	(SHROUD)	1	28.39
53010258AB	(PULLEY)	1	15.41
52079528AB	(FAN)	1	269.55
52028186AB	(THERMOSTAT)	1	6.23
53020547AC	(GASKET)	1	.99
5066386AA	(COOLANT)	2	25.00
4854033AB	(BELT)	1	28.98
4707286AF	(RELAY)	1	59.90
4741716	(O RING)	2	8.40
55116560AF	(LINE)	1	77.97
4885974AD	(VALVE)	1	25.00
5012981AA	(O RING)	1	1.75
4885802AA	(O RING)	1	1.49
4796565	(O RING)	1	2.00
Total Labor			528.00
Total Parts			735.8
Total Repair (Internal)			1263.8

(03-9803 TSMITH-)

(2) PERFORMANCE TESTED THE A/C SYSTEM AND FOUND
THE H-VALVE AND DRIER STOPPED UP; REPLACED
BOTH THESE COMPONENTS AND RECHARGED THE
COMPLETE SYSTEM TO CHRYSLER SPECS AND ALL
ROAD TESTED OK

Labor	A	39	214.50
Total Labor			214.5
Total Repair (Internal)			214.5

(03-9803 TSMITH-)

	WIC	INT.	CUSTOMER
Next Service JUL '05 Lube-Oil-Filter			
DISCLAIMER OF WARRANTIES	.00	742.50	Labor .01
WE APPRECIATE THE OPPORTUNITY TO SERVE YOU NOW AND IN THE FUTURE	.00	735.86	Parts .01
	.00	.00	Sublet .01
	.00	.00	Haz. Waste, Sh. .01
	.00	.00	Oil/Grease .01
	.00	1478.36	Total .01
	.00	.00	Tax .01
	.00	1478.36	Total .01

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