

Lash, Chris <NHTSA>

E-A07-007

From: ljs11@chrysler.com
Sent: Tuesday, April 29, 2008 3:55 PM
To: Quandt, Jeff <NHTSA>
Cc: Lash, Chris <NHTSA>
Subject: Fw: Customer Contacts
Attachments: Commander Lights Out VINs.xls; Jeep Commander Auto Headlamp Summary.pdf; Jeep Commander Lighting Summary.pdf

Jeff,

Per our previous discussion, attached find two documents for your review.

The first (Jeep Commander Auto Headlamp Summary.pdf) provides a breakdown of the 2006 and 2007 model year Jeep Commanders by powertrain (3.7L/4.7L/5.7L) with the percentage of vehicles equipped with the auto headlamp feature per your request.

The second (Jeep Commander Lighting Summary.pdf) takes the original list of 44 VINs you provided below (one is a duplicate) and adds two columns to the right. The first column indicates if the vehicles were equipped with the auto headlamp feature, the second provides a description of the affected lighting (where available).

A couple things to note:

- 1) 24 of the 44 vehicles were equipped with the auto headlamp feature.
- 2) These inputs occurred across a variety of powertrain combinations and build dates.
- 3) The customer feedback relates to a wide variety of items involving lighting or lights, e.g.,
 - tire pressure warning light
 - MIL light
 - ESP light
 - Check engine light
 - Warning light
 - 4WD light
 - Park assist light
 - Reverse light
 - Cluster/Dash light
 - Headlight
 - Headlight flicker
 - Brake light

After you've had a chance to review, please give me a call.

Larry

4/30/2008

----- Forwarded by Lawrence J Sak/CTC/DCC/DCX on 04/29/2008 10:44 AM -----

<Jeff.Quandt@dot.gov>

To <ljs11@chrysler.com>

04/08/2008 04:01 PM

cc <Chris.Lash@dot.gov>

Subject RE: Customer Contacts

Larry – Here is a list of the VIN's we have indicating lights out after a stall. I was wrong about the number. It is 45. Below are answers to your questions on Chris's consumer survey information.

Jeff

From: ljs11@chrysler.com [mailto:ljs11@chrysler.com]

Sent: Tuesday, April 08, 2008 2:30 PM

To: Lash, Chris <NHTSA>

Cc: Quandt, Jeff <NHTSA>; tmc5@chrysler.com

Subject: Customer Contacts

Chris,

Could you forward me a list of the 74 VINs for 2006 4.7L Commanders built pre 1/10/06 for which you contacted the customers, i.e., the ones mentioned in the call Monday AM?

From my notes from the call it was stated:

50% said vehicle stalled while turning. **Correct, a little over half indicated experiencing at least one stall while turning.**

30% said parking lot or driveway / 70% said other stall. **This split applies to the stall while turning only.**

75% said stall while slowing or braking. **Correct about 3/4 indicated experiencing at least one stall while slowing/braking.**

67% reported difficulty steering or braking after the stall **Correct* - about 2/3 indicated difficulty steering after a stall and a little under 2/3 indicated difficulty braking after a stall.**

*** - if we added up those that indicated difficulty either steering or braking (or both) after stalling, the total % may be a little higher**

75% had multiple stalls. **Correct**

90% said vehicle not repaired. **Correct**

Can you confirm these %, or better yet can you send your matrix matching the 74 VINs with the categories above? I would like to compare these to the verbatims/narratives/repair history we have.

Thanks!

Larry Sak

4/30/2008

From Chrysler
April 29, 2008
Supplement
(email)

Jeep Commander *Built with Auto HEADLAMP FUNCTION*

Engine	2006 MY	Auto Headlamps	%	2007 MY	Auto Headlamps	%
3.7L	38,928	14,251	36.6%	32,311	5,380	16.7%
4.7L	41,594	30,928	74.4%	18,876	11,044	58.5%
5.7L	21,468	21,468	100.0%	10,042	10,042	100.0%
Totals	101,990	66,647	65.3%	61,229	26,466	43.2%

VIN

ENG

DOB

other
electricODI
ContactSaid
Lights

Autolamp

Chrysler NARRATIVE

VIN	ENG	DOB	other electric	ODI Contact	Said Lights	Autolamp	Chrysler NARRATIVE
1J8HG48K060	3.7L-V6	21-Dec-05		Y	Y	N	tire pressure light
1J8HG48K060	3.7L-V6	18-Jun-06	Y		Y	N	MIL light on rough idle
1J8HG48K360	3.7L-V6	21-Sep-05	Y		Y	N	Headlights go out, all warning lights come on
1J8HG48K660	3.7L-V6	02-Nov-05	Y		Y	N	All gauge lights went out
1J8HG48K760	3.7L-V6	21-Apr-06	Y	Y	Y	Y	headlights shut off and speedometer went to zero
1J8HG48K860	3.7L-V6	08-Dec-05	Y		Y	Y	Brake light bulb out and tire pressure light on
1J8HG48K860	3.7L-V6	23-Dec-05	Y		Y	N	n/a
1J8HG48K960	3.7L-V6	02-May-06	Y		Y	N	dash gauges and lights flicker
1J8HG48KX60	3.7L-V6	08-Nov-05			Y	N	both airbag lights on intermittently
1J8HG48KX60	3.7L-V6	11-Nov-05			Y	Y	n/a
1J8HG48KX60	3.7L-V6	22-Feb-06			Y	Y	ESP light on
1J8HG48N060	4.7L-V8	01-Sep-05	Y	Y	Y	Y	Dash lights would go out
1J8HG48N060	4.7L-V8	07-Dec-05			Y	Y	ESP light on
1J8HG48N360	4.7L-V8	06-Sep-05			Y	Y	n/a
1J8HG48N360	4.7L-V8	31-Aug-05			Y	N	n/a
1J8HG48N370	4.7L-V8	31-Jul-06	Y		Y	Y	n/a
1J8HG48N460	4.7L-V8	11-Oct-05	Y	Y	Y	Y	Check engine light
1J8HG48N560	4.7L-V8	01-Jul-05		Y	Y	N	Headlamp flicker
1J8HG48N760	4.7L-V8	25-Oct-05		Y	Y	N	losing all power steering, braking, lights etc
1J8HG48N860	4.7L-V8	29-Aug-05		Y	Y	N	ESP/BAS Light on
1J8HG48N960	4.7L-V8	26-Sep-05	Y		Y	N	headlights, interior lights turned off
1J8HG48NX60	4.7L-V8	04-Oct-05	Y	Y	Y	Y	Instrument panel lights
1J8HG582070	5.7L Hemi	01-Aug-06	Y	Y	Y	Y	All warning lamps
1J8HG582960	5.7L Hemi	24-Sep-05			Y	Y	4WD light on
1J8HG582960	5.7L Hemi	26-Oct-05			Y	Y	Cluster warning Lights

1J8HG58N060	4.7L-V8	06-Oct-05			Y	Y	4WD light on / park assistance light
1J8HG58N160	4.7L-V8	12-Aug-05	Y	Y	Y	Y	Dash Light come on and high & low beams flash
1J8HG58N360	4.7L-V8	18-Nov-05		Y	Y	Y	n/a
1J8HG58N960	4.7L-V8	15-Oct-05			Y	Y	Airbag light
1J8HH48K060	3.7L-V6	22-Nov-05	Y		Y	N	Reverse lights not working
1J8HH48K060	3.7L-V6	17-May-06			Y	N	Park assist lights
1J8HH48K460	3.7L-V6	25-Oct-05	Y	Y	Y	N	Lights flicker on and off
1J8HH48K760	3.7L-V6	01-Nov-05	N	Y	Y	N	Tire pressure light
1J8HH48K760	3.7L-V6	20-Jun-06		Y	Y	N	Check engine light
1J8HH48N360	4.7L-V8	29-Jul-05			Y	Y	High & low beam lights flash, dash lights come on
1J8HH48N360	4.7L-V8	20-Sep-05	Y		Y	Y	No warning lights
1J8HH48N660	4.7L-V8	17-Nov-05			Y	Y	ESP/BAS lights, tire pressure light
1J8HH48N760	4.7L-V8	01-Sep-05		Y	Y	N	Headlights flicker then went off / Inside lights flicker
1J8HH48N960	4.7L-V8	13-Oct-05			Y	N	n/a
1J8HH48NX60	4.7L-V8	08-Sep-05	Y		Y	N	airbag light on
1J8HH58N060	4.7L-V8	13-Oct-05			Y	Y	Dash lights would go out
1J8HH58N560	4.7L-V8	03-Jun-06	Y		Y	Y	Dash lights coming on & off
1J8HH58N660	4.7L-V8	17-Aug-05	Y		Y	Y	No check engine light, no warning light