



U.S. Department
of Transportation
National 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

FOR AGENCY USE ONLY 1367

Date Received

10-JUL-2003

Repository ☐

Reference No.
10027000

OWNER INFORMATION (Type or Print)

Name

Address

City

RANDOLPH

State

NO

Zip Code

Daytime Telephone Number

E-mail Address

Evening Telephone Number

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle? ☐ YES ☒ NO
In the absence of an authorization, NHTSA WILL NOT provide your name or address to the vehicle manufacturer.

Signature of Owner

Date 7/1/03

VEHICLE INFORMATION

Make

JEEP

Model

LIBERTY

Model Year

2003

Date Purchased

9/23/2002

Dealer's Name and Telephone Number

Don's Chrysler-Jeep / Warnock

(873) 267-8300

Engine:

No. Cylinders

V6 3.7 liter

Fuel Type:

Gasoline

Original Owner

Dealer's City

Morristown

State

NO

Zip Code

Transmission Type

Automatic

☐ Antilock Brakes

☒ Cruise Control

Powertrain

Part time 4WD

Vehicle Component Code

060000 ENGINE AND ENGINE COOLING

Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)

See attached

Failure Mileage

11600

Failure Speed

Varies

Vehicle will stall while driving and will not start again until cooled down. At times once vehicle is driven and shut off it will not start until fully cooled.

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: DOTN19ABC036)

☐ 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).

WHILE DRIVING VEHICLE STALLS OUT WITHOUT WARNING, MOSTLY WHEN SLOWING DOWN OR COMING TO A COMPLETE STOP. *AK

See attached letter to Chrysler and repair invoices from Warnock Dealership. Feel free to contact me for any additional information as this defect can lead to injury or death in other cases. Call was contacted when my wife stalled on Rt 10 east in Randolph on 6/23/03.

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 to 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.

[REDACTED]
RANDOLPH, NJ

July 11, 2003

Mr. Rick Laya
DAIMLER CHRYSLER
108 Route 303
Tappan, NY 10983

To Mr. Laya:

I believe that my 2003 is a "lemon" under the New Jersey Lemon Law (N.J.S.A. 56:12-29 to 56:12-49). I am hereby making a written demand for relief under the Lemon Law.

I purchased a 2003 Jeep Liberty, VIN #1J4GL58K53W538391, on September 23, 2002 from Don's Chrysler - Jeep in Morristown, New Jersey. Since I bought the vehicle, I have had to return it to the dealership a total of 5 times (1 of these times only the service advisor Al Cellenti quickly looked at the vehicle and advised me to come back the following week to drop off the vehicle because the dealership did not have any available mechanics to look at the vehicle). My vehicle has been out of service for repairs for a total of 11 calendar days. The current mileage on my vehicle is 12,309.

My vehicle has been in Warnock Dodge-Chrysler-Jeep in East Hanover, New Jersey on the following dates for repair of the following defects:

June 3, 2003 - Vehicle was brought in because Check Engine light was on and vehicle was idling rough. Car was returned the same day. I was advised that the vehicle is a truck with a heavy Cam and "normally" idles rough. Check Engine light was corrected.

June 23, 2003 - Vehicle was being driven on Route 10 and when driver began slowing down the car stalled and would not start again. After about an hour of sitting on the side of the road waiting for help - the car started. The vehicle was driven to the dealership and dropped off after hours. The vehicle was left there and returned on June 26, 2003. We were advised that the vehicle was test driven for a half-hour and the vehicle appeared to run properly. We were also told that there were no trouble codes being displayed. We were advised to take the vehicle back and let them know if it happens again.

June 27, 2003 - Vehicle would not start. Contacted dealership and advised of problem. Chrysler's roadside assistance was contacted. When tow truck driver arrived an hour later he insisted on starting vehicle (after he was given specific instructions from Chrysler not to) and the vehicle started. Vehicle was driven to dealership. When we arrived we were advised that there was a shortage of mechanics on duty the following Monday and Tuesday so we were asked to return the vehicle the following Wednesday. Vehicle was taken home.

(In the meantime, over the weekend, there were two other incidences when we attempted to drive the vehicle and it did not start out of the driveway. In both instances, the car had been driven and then shut off for approximately fifteen minutes. When attempting to start again, the vehicle would not start).

July 2, 2003 - Vehicle was dropped off for the same problem - car would not start after being driven. Car was returned on July 3, 2003. Dealership advised that mechanics tried starting the vehicle every hour

and every time the car started. Still no trouble codes being displayed. Once again we were advised that if this happens again make sure the vehicle gets towed in and does not get started.

July 6, 2003 - Vehicle was being driven on back-roads and then stalled and would not start again. We contacted Chrysler roadside assistance and tow truck came to pick up the vehicle. The vehicle was dropped off on July 6, 2003 after hours. The vehicle has been in the dealership's possession since July 6, 2003. As of yesterday, July 11, 2003, we were informed on a daily basis that still, the dealership was unable to get the problem duplicated.

An original letter was sent by certified return receipt mail on July 7, 2003 to Daimler Chrysler's Customer Service Department requesting one final opportunity to repair my vehicle. We also e-mailed the same letter via the official Jeep website. That same day we received an e-mail confirmation letting us know Daimler Chrysler received the e-mail.

Since this defect substantially impairs the use, value and safety of my vehicle, I am hereby allowing you one final opportunity to repair my vehicle. If these repairs are not completed within 10 calendar days of receipt of this letter, I am entitled to a refund calculated in accordance with the Lemon Law.

I look forward to hearing from you soon. You can reach me during the day at [REDACTED] and in the evening at [REDACTED].

Sincerely,

[REDACTED]

**THE ATTACHMENTS TO THIS
DOCUMENT HAVE BEEN REMOVED
TO PROTECT UNWARRANTED
INVASION OF PERSONAL PRIVACY
PURSUANT TO EXEMPTION 6 OF
THE FREEDOM OF INFORMATION
ACT (FOIA), 5 U.S.C. 552(b)(6).**