



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) 2003 DEC 10
INTERNET: www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 252

Date Received

Repository ☐

2003-09-29

Reference No.
10044987

OWNER INFORMATION (Type or Print)

Name

Address

City

HOWELL

State MI

Zip Code

Daytime Telephone Number

E-mail Address

Evening Telephone Number

Same

Do you authorize NHTSA
in the absence of an
Signature of Owner

report to the manufacturer of your vehicle? ☐ YES ☒ NO
DOT provide your name or address to the vehicle manufacturer.
Date 11/9/03

VEHICLE INFORMATION

17 digit Vehicle Identification Number located at bottom of dashboard on driver's side

SFNRL185X3B

Make

JEEP

Model

LIBERTY

Model Year

2002

Date Purchased

10/2001

Dealer's Name and Telephone Number

Engine:

No. Cylinders

Fuel Type:

Original Owner

Dealer's City

CLIO

State

MI

Zip Code

Transmission Type

☐ Antilock Brakes

Powertrain

☐ Cruise Control

Vehicle Component Code

021520 SUSPENSION:FRONT:CONTROL ARM:UPPER BALL JOINT

Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)

29-OCT-2003

Failure Mileage

33000

Failure Speed

45 mph

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make

Tire Model (Name or Number)

Tire Size (Example P215/65R16)

DOT No. (Example: DOTM19ABC036)

☐ 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(es).)

Crash

☐ Yes ☒ No

Fire

☐ Yes ☒ No

Number of Persons Injured

1

Number of Deaths

0

Reported to Police

N

Narrative Description of Incident(s), Crash(es), and Injury(es).

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 AT 55 MPH RIGHT PASSENGER WHEEL FELL OFF. CONSUMER WAS ABLE TO PULL OVER TO THE SHOULDER. THE DRIVER SUFFERED NECK INJURIES, AND WAS TRANSPORTED BY AMBULANCE TO THE HOSPITAL. THE VEHICLE WAS TOWED TO THE DEALER. MECHANIC NOTICED THAT UPPER BALL JOINT WAS CORRODED AND NEEDED TO BE REPLACED. *AK

please see attached letter I sent
to Chrysler for accurate description
of accident

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.

copy

To Whom it May Concern:

On October 18, 2003, my husband, infant, and myself were traveling in my 2002 Jeep Liberty at approx. 35 miles an hour. The right front tire suddenly dislocated from our vehicle causing a complete and sudden halt. We had the Liberty towed to the nearest repair center, Brighton Chrysler, off of Grand River in Brighton, Michigan. On October 20, I contacted the dealership to find out the status of the vehicle. I spoke with Jon Anderson who was extremely professional, kind, and courteous. I understood that the car was still under warranty. We had taken the time to print out our entire warranty off of the internet. Regardless, this vehicle has only been under a lease for two years and has 40,000 miles on it. We were informed by Debra Desanti, the general manager, that we had exceeded our mileage and were no longer covered. She said that she tried to "fight for us, and did not want our money" but that Chrysler Corp. would only cover the parts on the vehicle. The ball and joint were defective so that was the culprit of the accident. She said that we would have to pay for the labor and the total expenses would be \$230.55. I dispute this charge because I feel that a new leased vehicle should not have required this type of repair. I was upset with her after she said that I should feel "good that this had been my only problem so far with the Liberty". If I had been traveling 50-60mph and this had happened, our Liberty may have rolled and a fatality could have occurred. My daughter, or an innocent driver on the road could have been injured. I am disgusted that I should feel good about that being my first problem with the liberty, and I am upset that Chrysler Corp. would choose to only waive the cost of the parts and charge me for the labor on a defective piece of equipment. I hope that you can stand behind your product and your motto. I am grateful for your time in this manner and I appreciate you reading this and resolving it. I can be reached at [REDACTED]

Thank You [REDACTED]

Vin Number: 1J4GL48K72 [REDACTED]
Blue Jeep Liberty 2002
Leased in Nov. 2001 out of Clio Chrysler
Serviced at Brighton Chrysler

DAIMLERCHRYSLER

November 4, 2003

DaimlerChrysler
Motors Corporation

[REDACTED]
Howell, MI [REDACTED]

Reference # 11781100

Dear [REDACTED]

We have received your letter and fully appreciate the concerns you have raised.

After thoroughly reviewing your request and our files on this matter, we respectfully concur with the decision rendered by our Zone Office.

We appreciate your taking the time to write to DaimlerChrysler Motors Corporation. We are sorry we cannot provide a more favorable reply.

Sincerely,

Stan

Stan
Senior Staff
Agent ID: 107

DaimlerChrysler Motors Corporation
P.O. Box 21-8004
Auburn Hills MI USA 48321-8004
Phone 800.992.1997

**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).**