



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 335

Date Received

Repository ☐

08-DEC-2003 52

Reference No.
10050314

OWNER INFORMATION (Type or Print)

Name

Address

City

HAZEL CREST

State IL

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?
In the absence of an authorization, NHTSA WILL NOT provide your name or address to the vehicle manufacturer.
Signature of Owner ☐ YES ☒ NO Date 12/16/03

VEHICLE INFORMATION

17 digit Vehicle Identification Number located at bottom of windshield on driver's side
1J4GL3BK42

Make
JEEP

Model
LIBERTY

Model Year
2002

Date Purchased
27-JUN-02

Dealer's Name and Telephone Number
COUNTRYWIDE JEEP 708-354-1800

Engine: 4.0
No. Cylinders

Fuel Type:

Original Owner
☒

Dealer's City
Country Side

State IL

Zip Code
60525

6

6AS

Transmission Type

☐ Antilock Brakes

Powertrain

☒ Cruise Control

Vehicle Component Code

B21540 SUSPENSION:FRONT:CONTROL ARM:LOWER BALL JOINT

Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)

Failure Mileage
15148

Failure Speed
40

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: 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

Fire

Number of Persons Injured

Number of Deaths

Reported to Police

☐ Yes ☒ No

☐ Yes ☒ No

N

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

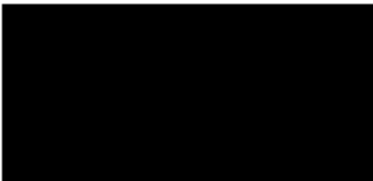
Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure, i.e., parts repaired or replaced (and if old part is available).

WHILE DRIVING AT 40 MPH THERE IS VIBRATION IN STEERING COLUMN. CONSUMER BELIEVES IT IS RELATED TO RECALL 03V460000 CONCERNING L CONTROL ARM LOWER BALL JOINT FAILURE. *AK

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.



November 28, 2003

Prof: Jurgen E. Schrempp., C.E.O.
Daimler Chrysler
Auburn Hills, MI 48326-2766
1-248-576-5741

RE: VIN: 1J4-GL38K42 
Recall C36, Capn # 03V460000

Dear Mr. Schrempp:

On June 27, 2002, I purchased a new Jeep Liberty Renegade for my wife from a dealership in Countryside, IL.

I became aware of your recall notice # C36, as I read my Sunday Paper. I was terrified as I read the following NHTSA findings: The Ball Joints can separate from the steering knuckle, thus, the vehicle may loose directional control, with minimal advanced warning, and could result in a crash.

My confidence in your product is shattered! I love my wife of 31 years. I cannot forsake my family's integrity, with a defective vehicle!

I expect a full refund for the costs I have incurred with the purchase, and all operating costs incurred with this defective vehicle,

Respectfully,



[REDACTED]
Hazel Crest, IL [REDACTED]
[REDACTED]

December 10, 2003

Prof: Jurgen E. Schrempp., C.E.O.
Daimler Chrysler
Auburn Hills, MI 48326-2766
1-248-576-5741

RE: VIN: 1J4-GL38K42 [REDACTED]
Recall C36, Capn # 03V460000
(Office of Defective Investigation)

Dear Mr. Schrempp:

I am enclosing the Office of Defective Investigation Report of November 23, 2003 @ 09:02 am. This report will reinforce my concerns pertaining to the safety of the vehicle, which, my family is relying on.

This letter includes a copy of the vehicle summary, of my defective vehicle, including the **Build Date (06/24/2002)**. This build date is in the time frame between "January 2, 2001 and October 4, 2002" as stated in the recall letter.

The response E-Mail of 12/08/03 from your customer assistance department is included. I do not agree with their response.

I love and respect the safety of my family, your defective vehicle is violating the safety of my family!

I want a full refund for the purchase costs, and the operation costs I have incurred to date, with this defective vehicle.

Respectfully,

[REDACTED]



From : customerassist <customerassist@daimlerchrysler.com>
Reply-To : customerassist <customerassist@daimlerchrysler.com>
Sent : Tuesday, December 9, 2003 1:55 PM
To : [REDACTED]
Subject : Re: Reply to DaimlerChrysler (KMM617015V77 [REDACTED])

Dear [REDACTED]

If your vehicle is involved in any recalls, you will be notified by mail advising you of such. You have been advised of this several times.

Further correspondence regarding this issue will be retained in our corporate files.

NOTE: Please do not use the 'Reply' function of your email system. If you have a need to respond to this message, please visit us at our reply form (link provided below). Our system is NOT able to accept any emails at this address.

For any future communications related to this email, please refer to the following information:

REFERENCE NUMBER: [REDACTED]

REPLY LINK:

http://www.chrysler.com/wcsapp/wcs/brand/forms/us/reply.jsp?trk_ID=KMM617015C&KMM

Sincerely,

Michael Fairo
Senior Staff Representative
DaimlerChrysler Customer Assistance Center

Original Message Follows:

Reply Comments:

Reference # [REDACTED] I contacted your customer service center the week of 12/01/2003, expressed my concern about the recall. He verified my vehicle is a recall unit, however the parts for the recall are not available, and I should wait until late January or early February 04, before you are equipped to service this recall. Would you allow your family to operate a defective unit that long?,
[REDACTED]

12/11/2003

-----VEHICLE INFORMATION PLUS SUMMARY REPORT-----

12/09/2003 14:22

HAROLD MOTORS INC

PAGE

VIN: 1J4GL38K42 WCC: 336 Current Odometer: 15200 M
Yr/Model: 2002 JEEP LIBERTY RENEGADE 4X4 SPORT UTI In-Serv Date: 06/27/20

-----VEHICLE SUMMARY-----

BodyStyle: KJJM74 Build Date: 06/24/2002 Hour: 1
Color 1: PJC - Light Khaki Metallic Clear Coat
2: QJCB - Light Khaki Metallic Clear Coat
Engine: Engine - 3.7L Power Tech V6 BOOK: F
Trans: Transmission-Multi-Speed Auto, 45RFE CARLINE: F
Seller: 26017 CONTINENTAL CHRYSLER JE Zone: 51
Address: 5800 SOUTH LAGRANGE ROAD
City: COUNTRYSIDE
State/Province: IL Desc: ILLINOIS
Postal Code: 605254064
Country: USA Desc: UNITED STATES
Phone: 708.354.1400
Sale Type: 1-DIRECT RETAIL Last Odometer: 14344 Miles on 10/23/
WARNING: THE 7/100 LIMITED POWERTRAIN WARRANTY IS ADMINISTERED BY
SERVICE CONTRACTS. AFTER THE BASIC WARRANTY HAS EXPIRED, CLAIMS
REGARDING THE LIMITED WARRANTY ARE SUBMITTED AS TYPE 'F' AND
SENT TO SERVICE CONTRACTS FOR PROCESSING.
WARNING: SERVICE CONTRACT REPAIRS THAT EXCEED \$6000 REQUIRE
PRE-AUTHORIZATION. REPAIRS THAT MAY EXCEED THE ACTUAL CASH
VALUE OF THE VEHICLE REQUIRES SERVICE CONTRACT REVIEW.
PLEASE CALL: 800-782-2668.
WARNING: THIS VEHICLE HAS 02 CLAIM(S) THAT WERE SELF-AUTHORIZED.

-----CUSTOMER NAME AND ADDRESS-----

**** CURRENT OWNER NAME ****
Title Code: 01 MR
First Name: [REDACTED]
Preferred Name: [REDACTED]
Middle Initial: [REDACTED]
Last Name: [REDACTED]
Address: [REDACTED]
City: HAZEL CREST
Province/State: IL ILLINOIS
Postal Code: [REDACTED]
Phone - Home: [REDACTED] Bus:
Fax:
Language Pref: 010 ENGLISH
Country: USA UNITED STATES

-----ORIGINAL OWNER NAME-----

First Name: [REDACTED]
Middle Initial: [REDACTED]
Last Name: [REDACTED]

-----E N D O F P A G E-----