



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
(1-888-327-4238)
INTERNET: www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 100161

Date Received

2004 MAR 17

20-JAN-2004

Repository ☐

11:20

Reference No.
10055405

OWNER INFORMATION (Type or Print)

Name

Address

City

AUBERRY

State CA

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

Date 3-2-2004

VEHICLE INFORMATION

17 digit Vehicle Identification Number (located at bottom of windshield on driver's side)

1J4GL48K52

Make

EEP

Model

LIBERTY

Model Year

2002

Date Purchased

APRIL 2002

Dealer's Name and Telephone Number

Engine:

No. Cylinders

6

Fuel Type:

intended
gasoline

Original Owner

☒

Dealer's City

State

Zip Code

Transmission Type

AUTOMATIC

☐ Antilock Brakes

☒ Cruise Control

Powertrain

4WD

Vehicle Component Code

141000 AIR BAGS:FRONTAL

Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)

17-JAN-2004

Failure Mileage

60000

Failure Speed

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(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 VEHICLE WAS PARKED WITH THE ENGINE ON FRONT AIR BAGS DEPLOYED INADVERTENTLY. THE CAUSE OF DEPLOYMENT HAD NOT BEEN DETERMINED. *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.

JEEP AIRBAGS

VIN S2 [REDACTED]

Jan 17 2004 (Saturday) 12:50 pm

Parked my vehicle on side of road - left vehicle to talk with neighbor.

[REDACTED] Auberry Ca. [REDACTED]

As we were talking we heard a bang - we thought a tire had blown both airbags had deployed.

Called Chrysler Roadside assistance - I was not eligible (too many miles) I knew that but was hoping for some direction from them - no such luck.

Called Farmers insurance 1-800-435-7764 - claim [REDACTED]
Pre authorized service at Francis collusion - 485-1413

I was in the mountains - tow service was not available for several hours. I cut off the driver side airbag and drove home.

E-mailed Chrysler (indicated hours on web site said cust service was only 8 - 5 M - F)

Needed 4WD for work on Sun and Monday - called several places including local Chrysler deal - only one answering phone was Enterprise - 4wd Ram Pickup \$70.00 / day \$430 per week.

Previous work history - chaffing steering wheel - dealer "could not duplicate - I even did it for them on their lot!")

Monday 19 Jan Calling Chrysler Customer Service - 1-800-992-1997
Not open for MLK day

Tuesday Jan 20 - 7:35 busy signal
8:35 busy signal
8:40 busy signal
8:45 get through - 12 minute wait for help
Phone disconnected when I was put on hold!
9:40 busy signal

10:30 got through to Chrysler - filed a report - they said to wait until I heard from them - don't take the vehicle to be repaired.

Wed. Jan 20th

Talk with someone from engineering? Inc. They will be down to look at the car tomorrow - I told them to check the service records.

Thursday Jan 21st. Repair is authorized by Chrysler. They will NOT replace the front window - which cracked when the airbag deployed.

Monday Jan 25th Car is finished. Chrysler has authorized 10 days of vehicle rental. I present receipt for rental to local dealer.

3 March - no payment from Chrysler regarding rental car.