



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 100147

Date Received

Repository ☐

2004 APR 20 AM 9:44
11-MAR-2004

Reference No.
10062933

OWNER INFORMATION (Type or Print)

Name

Address

City

BOGOTA

State

NJ

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 1/1/

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side

Make

JEEP

Model

LIBERTY

Model Year

2000

1J4GL48K42

Date Purchased

08/24/02

Dealer's Name and Telephone Number

Shalom Automall 201-935-2400

Engine

No. Cylinders

Fuel Type:

87 octane

Original Owner

Dealer's City

35 Rt. 17 Rutherford

State

NJ

Zip Code

07070

Regular

Transmission Type

☐ Antilock Brakes

Powertrain

☐ Cruise Control

Automatic

3-7L V6

Vehicle Component Code

021540 SUSPENSION:FRONT:CONTROL ARM:LOWER BALL JOINT

Multiple Failure: 0

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)

15-FEB-2004

Failure Mileage

Failure Speed

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(ies).)

Crash

Fire

Number of Persons Injured

Number of Deaths

Reported to Police

☐ Yes ☒ No

☐ Yes ☒ No

0

0

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).

WHEN DRIVING AT AN UNDETERMINED SPEED STEERING WHEEL PULLED TOWARDS THE RIGHT. CONSUMER TOOK THE VEHICLE TO THE DEALERSHIP FOR INSPECTION, AND MECHANIC DETERMINED THAT RIGHT LOWER BALL JOINTS FAILED. *AK

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice.

ATTACH ADDITIONAL SHEETS IF NECESSARY

The Privacy Act of 1974 (Public Law 93-578) 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.

Mfg. defects**Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies)**

Problem: I dropped my vehicle to the dealership STADIUM AUTOMALL located in 55 Rt 17 Rutherford NJ, 07070 on 08/20/03 with odometer reading: 15,945; to be repaired because was pulling to the right side. They never told me about RECALL for Jeep Liberty 2002. Solution: As a result they did an alignment to fix the problem, the cost for that was \$86.75.

Problem: My vehicle again was doing the same issue (pulling to the right side) so, I dropped the vehicle at the same dealership to be repaired on 03/08/04 with odometer reading 25,298. Again they never said something about RECALL. Solution: the next day I received a call from the dealership saying that the vehicle maintenance costs was \$435. I said no, just repair pulling issue. I picked up the vehicle and again never said about RECALL. When I went at home, I searched the internet and read about RECALL for Jeep Liberty 2002. I dropped my vehicle the next day to the same dealership for RECALL issue (ball joint). However, the vehicle still is doing the same problem (pulling to the right side) never has been repaired. Please report this problem to Mfg. (attach additional sheets if necessary).
Thank you for your help. Regards, Jose A. DuBou
Enclosed bills for repairs.

U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

400 Seventh St., S.W.
Washington, D.C. 20590

Official Business
Penalty for Private Use \$300

**BUSINESS REPLY MAIL**

FIRST CLASS PERMIT NO 73173 WASHINGTON, D.C.

POSTAGE WILL BE PAID BY NATL. HWY. TRAFFIC SAFETY ADMIN.

U.S. Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NVS-216
400 7th Street, SW
Washington, DC 20590



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and dial toll free at

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(DASH) & DOT



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http://www.nhtsa.gov/odiv

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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).**