



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 100079

Date Received

2004 JUN - 4
07-MAY-2004

Repository ☐

Reference No. 6
10072278

OWNER INFORMATION (Type or Print)

Name

Address

City

MOUNT LOOKOUT

State

WV

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 5/25/04

VEHICLE INFORMATION

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

1N4GL48K32

Make

JEEP

Model

LIBERTY SPOT

Model Year

2002

Date Purchased

9/02

Dealer's Name and Telephone Number

RAMEY

Original Owner

☒

Dealer's City

SUMMERSVILLE

State

WV

Zip Code

Engine:

No. Cylinders 6

Fuel Type:

Gas

Transmission Type

AUTOMATIC

☒ Antilock Brakes

☒ Cruise Control

Powertrain

4 WHEEL DRIVE

Vehicle Component Code

190000 TIRES

Multiple Failure: 5

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)
07-MAY-2004

Failure Mileage

Failure Speed

65 MPH

ALL LIGHTS WENT OUT - Speedometer went out
Windshield wipers went out
Vehicle would not idle at stop light

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make

GOODYEAR

Tire Model (Name or Number)

WARRIOR

US 19

Tire Size (Example P215/65R15)

P215/75R16

DOT No. (Example: DOTM18ABC038)

☒ Original Equipment

☐ Prior Repair

Failure Location:

DR VIBRATION 2 sets

Tire Component Code

MBY4 EVER 4101 (E13) 027585

Tire Failure Type

HARD TO STEER

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), condition(s), 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).

DEALER REPLACED THE FRONT TIRES TWICE, AND VEHICLE VIBRATED WHILE DRIVING AT ANY SPEED. ALSO, HEADLIGHTS/HORN/WINDSHIELD WIPERS, AND THE SPEEDOMETER FAILED WHILE DRIVING THE VEHICLE. *AK

AND DRIVING LIGHTS WOULD NOT WORK
VEHICLE WOULD NOT IDLE AT STOP LIGHT

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.

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

This jeep has vibrated from day one on a long trip
the vibration would put your hand to sleep.
I took it back to Ramco 7 or 8 times and they
said the tires were faulty. They got more good tires
and they were bad, I had to buy new
tires to stop the vibration.

Ramco had bad service that's why I went
to Lewis for any other work.

I called Good Year and they would do nothing

ATTACH ADDITIONAL SHEETS IF NECESSARY

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 MAIL, 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

NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES



**VEHICLE
OWNER'S**

QUESTIONNAIRE

DOT AUTO SAFETY HOTLINE

TO REPORT VEHICLE SAFETY DEFECTS
COMPLETE THIS FORM
OR

DASH2DOT

and dial toll free at

1-888-DASH-2-DOT

1-888-327-4236

DOT Auto Safety Hotline
(DASH) & DOT



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<http://www.nhtsa.gov>



615 N. Eisenhower Dr. • Beckley, WV 25801 • (304) 255-7400 • 800-734-4918 • Fax: (304) 255-7421

To Whom It May Concern:

[REDACTED] came to the Summersville Ramey Service Dealership on March 29th complaining with a vibration in his 2002 Jeep Liberty. The Service Manager, Wesley Miller went on a test drive with [REDACTED] to confirm customers complaint and found that there was a vibration. They then took the tires and wheels from another vehicle, put them on [REDACTED] Liberty, went on another test drive and found that it stopped the vibration. Later when the original tires and wheels were put on the vibration returned.

Wesley Miller,

Service Manager

**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).**