



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 1367

Date Received

02-JUN-2004

Repository ☐

Reference No.
10075544

OWNER INFORMATION (Type or Print)

Name

Address

City

BINGHAMTON

State

NY

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 authorized signature, please print name and address to the vehicle manufacturer.

Signature of Owner

Date 6/21/04

VEHICLE INFORMATION

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

1J4GL58K6ZV

Make

JEEP

Model

LIBERTY

Model Year

2002

Date Purchased

4-24-02

Dealer's Name and Telephone Number

MATTHEWS CHRYSLER 807-754-2050

Engine

3.7

No. Cylinders 4

Fuel Type

gas

Original Owner

☒

Dealer's City

VESTAL

State

NY

Zip Code

13850

Vehicle Component Code

021540 SUSPENSION:FRONT:CONTROL ARM:LOWER BALL JOINT

Multiple Failure: 1

Transmission Type

multi-speed

auto

45RFE

☒ Anti-lock Brakes

☒ Cruise Control

Powertrain

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)

30-MAR-2004

Failure Mileage

23,393

Failure Speed

50

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Maker

Good Year

Tire Model (Name or Number)

EAGLE

Tire Size (Example P215/65R15)

P230/70R16

DOT No. (Example: DOTMA19ABC038)

DOT 4008 D11W80902

☒ Original Equipment

☐ Prior Repair

Failure Location

Did not fail - just worn out in six months

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).

AFTER THE DEALERSHIP REPLACED THE DRIVER SIDE LOWER BALL JOINTS FOR RECALL 03V460000 THE VEHICLE'S ALIGNMENT WAS OFF, AND THE FRONT END SHOOK AND PULLED TO THE RIGHT WHEN SPEED REACHED AND EXCEEDED 50 MPH. ALSO, FRONT TIRES NEEDS TO BE REPLACED BECAUSE THEY WERE CROPPING. *AK

all four original tires had to be replaced with 8,000 miles on brand new truck & tires.

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)

I purchased my Jeep on June 24 2003 my first and probably only new vehicle ever. It's beautiful and I love it and Knoxville had it serviced at Matthews in November 2003. I heard about the Hall-Joint recall on the news. I called Matthews concerned about safety as I live in an area where winters are hard. I had already had to purchase new tires 6 months after I purchased my Jeep as all they did was spin in the snow. The tires were worthless. I purchased the new tires 12-19-03. The total for them was \$483.40. When I called Matthews about the recall I was told they did not have any information regarding it, and so I called Daimler Chrysler and I was told the

ATTACH ADDITIONAL SHEETS IF NECESSARY

ball joint

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

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
ON

DASH2DOT

and dial toll free at

1-888-DASH-2-DOT
1-888-327-4236

DOT Auto Safety Hotline
(DASH) 2 DOT



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Administration
http://www.nhtsa.gov

manufacturer had 90 days to inform the owners about the recall. I was not informed until the end of March and it was longer than 90 days. I immediately called Matthews for an appointment and took my jeep in on March 30. They replaced only 1 ball joint (lower control A). I was told in the recall letter that both ball joints needed to be replaced. Up until this time my vehicle seemed fine. As soon as they replaced the ball joint it was all over the road and shaking. I spoke with several mechanics who told me if you replace a ball joint it throws the alignment out. I called Matthews and was told I would have to pay for a realignment. I then called

(over) →

Chrisher. Yet again and they were vague and unhelpful again. Eventually she told me that a realignment was not covered under the recall, and pretty much I was out of luck. Furthermore Matthew told me on May 4 that because it wasn't aligned it was cropping my \$183. - tires. I have pursued this to the best of my ability and am getting nowhere. My truck is scary to ride in and drive. It does not feel safe. I think that in light of the money and time ~~the~~ spent not to mention inconvenience that Chrisher ought to make my jeep safe. Since it was their mistake in the first place.

Thank (me).

enclosed are copies of
my Service records.

20810

Phone 83393

Service Advisor

Vehicle Year/Model

mileage

WO Number

Date

☐ 16-POINT VEHICLE CHECKUP

☐ 23-POINT VEHICLE CHECKUP



16-POINT VEHICLE CHECKUP

☐ ☐ LEFT FRONT TIRE Pressure lbs Wear Pattern Tread Depth /32nds	☐ ☐ LEFT REAR TIRE Pressure lbs Wear Pattern Tread Depth /32nds
FLUIDS	
☐ ☐ ENGINE OIL	LEVEL
☐ ☐ COOLANT	
☐ ☐ BRAKE	
☐ ☐ POWER STEERING	
☐ ☐ TRANSMISSION	
☐ ☐ WIPER WASHER	

☐ ☐ RIGHT REAR TIRE Pressure lbs Wear Pattern Tread Depth /32nds	☐ ☐ RIGHT FRONT TIRE Pressure lbs Wear Pattern Tread Depth /32nds
BELTS • HOSES • AIR FILTER • COOLING • WIPERS • LAMPS	
BELTS Serpentine Power Steering Other	
HOSES Radiator Hoses Heater Hoses Power Steering Hoses Air Conditioning Hoses	
AIR FILTER	
COOLING SYSTEM Malfunction/Leak	
WINDSHIELD WIPERS & BLADES	
LAMPS Head Lamps Tail Lamps Turn Signal Lamps Parking Lamps	

23 POINT VEHICLE CHECKUP (INCLUDES 16 ITEMS LISTED ABOVE)

☐ ☐ FRONT BRAKES Left Front Right Front	
☐ ☐ SHOCKS/STRUTS Front Rear	
☐ ☐ TRANSFER CASE	
☐ ☐ DIFFERENTIAL	
☐ ☐ CV JOINT BOOTS Left Front Right Front	

☐ ☐ REAR BRAKES Left Rear Right Rear	
☐ ☐ STEERING COMPONENTS	
☐ ☐ U-JOINTS	
☐ ☐ SUSPENSION Front Rear	
☐ ☐ EXHAUST SYSTEM	

NOT: The 16-Point and 23-Point Vehicle Checkups do not include any repairs or adjustments which may be necessary to correct malfunctions.

NOTES:

Checkup Performed By:

Appointment Date:

Stick with the Specialists

DAIMLERCHRYSLER

SAFETY RECALL -- LOWER BALL JOINTS

Dear Liberty Owner:

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

DaimlerChrysler Corporation has decided that a defect, which relates to motor vehicle safety, exists in some 2002 and 2003 model year Jeep® Liberty vehicles.

The problem is...

Water may enter into the front suspension lower ball joints on your Liberty (identified on the enclosed form). This can cause the ball joints to corrode and separate. Ball joint separation can result in a loss of steering control and cause a crash without prior warning.

What DaimlerChrysler and your dealer will do...

DaimlerChrysler will repair your vehicle free of charge (parts and labor). To do this, your dealer will replace the front suspension lower ball joints on all 2002 and early 2003 model year vehicles. Later 2003 model year vehicles will have the ball joints inspected and replaced if necessary. All vehicles will have ball joint boot shields installed. Shield installation and ball joint replacement (if necessary) will take about 1½ hours. However, additional time may be necessary depending on how dealer appointments are scheduled and processed.

What you must do to ensure your safety...

- Simply contact your dealer right away to schedule a service appointment. Ask the dealer to hold the parts for your vehicle or to order them before your appointment.
- Bring the enclosed form with you to your dealer. It identifies the required service to the dealer.

If you need help...

If you have questions or concerns which your dealer is unable to resolve, please contact DaimlerChrysler at 1-800-853-1403.

If you have already experienced a ball joint failure and have paid to have it repaired, you may send your original receipts and/or other adequate proof of payment to the following address for reimbursement: DaimlerChrysler, P.O. Box 610207, Port Huron, MI 48061-0207, Attention: Reimbursement.

If your dealer fails or is unable to remedy this defect without charge and within a reasonable time, you may submit a written complaint to the Administrator, National Highway Traffic Safety Administration, 400 Seventh Street, S.W., Washington, DC 20590, or call the toll-free Auto Safety Hotline at 1-888-327-4236.

We're sorry for any inconvenience, but we are sincerely concerned about your safety. Thank you for your attention to this important matter.

***Buckle up
for Safety***

Customer Services Field Operations
DaimlerChrysler Corporation
C36

Note to lessors receiving this recall: Federal regulation requires that you forward this recall notice to the lessee within 10 days.

**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).**