



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-2800 (1-888-327-4236)

INTERNET: www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 100078

Date Received

09-SEP-2004

Repository ☒

Reference No.
10001851

OWNER INFORMATION (Type or Print)

Name [REDACTED]
Address [REDACTED]
City [REDACTED] State [REDACTED] Zip Code [REDACTED]

Daytime Telephone Number

E-mail Address

Evening Telephone Number

Do you authorize the use of this report to the manufacturer of your vehicle? ☐ YES ☒ NO
In the absence of an address to the vehicle manufacturer, address to the vehicle manufacturer.
Signature of Owner [REDACTED] Date 9/21/04

VEHICLE INFORMATION

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

154GL48K13W [REDACTED]

Make

JEEP

Model

LIBERTY

Model Year

2003

Date Purchased

7/03

Dealer's Name and Telephone Number

Tate Chrysler 410-863-5530

Engine:

No: Cylinders 8

Fuel Type:

Gas

Original Owner

☒ YES ☐ NO

Dealer's City

7535 Rte 11/44

State

MD

Zip Code

21061

Transmission Type

AUTOMATIC

☒ Automatic Brakes

☒ Cruise Control

Powertrain

4 WHEEL DRIVE

Vehicle Component Code

103000 POWER TRAIN: AUTOMATIC TRANSMISSION

Multiple Failure: 3

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)

09-SEP-2004

Failure Mileage

6061

Failure Speed

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make

Tire Model (Name or Number)

Tire Size (Example P215/85R15)

DOT No. (Example DOTM18ABC036)

☐ 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

☐ 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(es).

Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure;

Is parts repaired or replaced (and if old part is available).

WHILE DRIVING AT ANY SPEED AUTOMATIC TRANSMISSION DID NOT SHIFT PROPERLY FROM THE FIRST TO THE SECOND GEAR. DEALERSHIP INSPECTED VEHICLE SEVERAL TIMES AND COULD NOT DUPLICATE OR CORRECT THE PROBLEM. *AK

SEE ATTACHED COMPLAINT FORM.

Jeep began slipping within a few hundred miles. Was told the transmission needed to be replaced. It was allegedly fixed NOT replaced. Jeep also pulls to left. Transmission OVER

Include: Dealer/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.

Print Name _____ Title _____

Print Address _____

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

pump + flush PCM done on 4/27/04.
 Lower ball joints - recall - Done after
 I notified them on 4/22/04. I was
 never notified by anyone - either by
 phone or by mail.
 Transmission casing belts not replaced - had
 to take it in to have 3 belts put in 4/27/04
 replaced 7/21/04 when I noticed them missing.
 Quick lube never performed on 4/27/04
 but back 5/27/04 for that.
 See attached service report 9/24 also.

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 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



U.S. Department of Transportation
National Highway Traffic Safety
Administration
http://www.nhtsa.dot.gov/defects

DOT Auto Safety Hotline
(DASH) 2 DOT

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

DASH2DOT
and dial toll free at

TO REPORT VEHICLE SAFETY DEFECTS
COMPLETE THIS FORM

DOT AUTO SAFETY HOTLINE

QUESTIONNAIRE

VEHICLE
OWNERS

NEW CAR WARRANTY COMPLAINT FORM
Office Of The Attorney General
Consumer Protection Division

mailed
6/25/04

Eastern Shore Office
Consumer Protection Division
201 Baptist Street, Suite 30
Salisbury, Maryland 21801
(410) 543-6620

Western Maryland Office
Consumer Protection Division
138 E. Antietam Street, Rm 210
Hagerstown, Maryland 21740
(301) 791-4780

LAST NAME [REDACTED]	FIRST NAME [REDACTED]	NAME OF DEALERSHIP (WHERE YOU BOUGHT YOUR CAR) Tate Chrysler
STREET ADDRESS [REDACTED]		STREET ADDRESS 7535 Ritchie Highway
CITY, STATE, ZIP Baltimore, MD [REDACTED]		CITY, STATE, ZIP Glen Burnie, MD 21061
DAYTIME PHONE # [REDACTED]	EVENING PHONE # [REDACTED]	PHONE # 410-761-1580

[illegible]

Vehicle Identification Number (VIN): 1J4GL4BK13W [REDACTED]

Purchase Date: July 31, 2003 Mileage at Purchase: 28

Current Mileage : 9150 Is Your Vehicle Registered in Maryland? yes

- OVER -

Please describe the problem(s) you have had with your new vehicle using the following chart and attach copies of all documents that relate to these problems (e.g. invoices, repair orders, etc.) to this form.

Problem	Date of Repair	Mileage
Transmission had a hard knock when down shifting or slowing down at 30 miles per hour.	2/28/03	661
Transmission not shifting properly, hard knock between 30mph and 50 mph, slipping and knocks real hard when going into gear. At this time I was told the transmission was shot and needed to be completely replaced. Also, a recall on the lower ball joints. Not notified	4/22/04	7408
Returned to have the transmission replaced. Also, wanted the front end check for pulling to the left when braking. Recall done.	4/27/04	7510
Transmission still slipping and a hard knock when accelerating and slowing down. Transmission fluid level was very low.	5/27/04	8424

Have you notified the Manufacturer of the problems? ☒ Yes ☐ No

If yes: Please attach a copy of your letter to this form

Was the notification sent by certified mail, return receipt requested? ☐ Yes ☐ No

What, if any, response have you received from the manufacturer? (Please attach any written correspondence)

I sent an e-mail to the Attorney General's office. I was told to go to this web site and fill out this paper.

I also called the Dealer to ask what the next step was to get a refund. They told me to call the Customer Service and they told me to contact the Attorney General's office

PLEASE MAIL YOUR COMPLETED FORM TO THE OFFICE NEAREST YOU (listed at the top of this form).

From: CPD Mediator [Mediator@oag.state.md.us]
Sent: Friday, June 25, 2004 9:44 AM
To: [REDACTED]
Subject: Re: Lemon law

Thank you for contacting us. Here is the link to our website with information on the lemon law:
<http://www.oag.state.md.us/consumer/lemon.htm>

You will find all the information you need, along with sample letters to send to the manufacturer as well as a link to our complaint form. You should follow the instructions, send a letter to the manufacturer and send a copy of that letter along with our complaint form to us. We are not able to accept complaints by email. We will then try to help mediate a resolution to your dispute.

Consumer Protection Division
Office of the Attorney General
200 St. Paul Place, 16th Floor
Baltimore, MD 21202
(410) 528-8662

>>> [REDACTED] 06/24/04 10:20AM >>>

To whom it may concern;
I purchased a brand new 2003 jeep liberty in July of 2003. When I bought it had 28 miles on it. When it approached about 600 miles it began having a hard knock in it when I was coming to a stop. I took it into the shop for transmission problems. They told me nothing was wrong with it. Again at about 7000 miles, the same thing started, but it also had a hard knock at about 30 mph when slowing down. I took it into the shop, the man at the service desk told me my transmission was shot, and I needed a new transmission. I took it back three days later to have that done, they had it about one day, returned it to me and said that it had been fixed and did not need a new transmission. This was April 22, 2004. At which time I also found out that there was a re-call on the ball joints, which I never received. The re-call was from December of 2003. I immediately went home to call customer service about a rental (because I was told I would not get one because I didn't purchase the service contract). I spoke with a woman at Chrysler, (Senior Staff Corporate Officer) by the name of Stephanie Thomaszewski, who was very nasty. I finally asked to speak with her boss and I was told that he would not take my call, she told me to have a nice day and she hung up on me. To date, it has been returned for the same issue, and other minor problems, and the problem continues. I took it back again at 8439 miles and at that time, I was told that the previous dealer didn't update (what is called the transmission control modjual for shift quality. In short, the term is a quick learn. They did that at Schaefer and Strohminger. It ran ok, for a few weeks, but the transmission continues to not shift at the appropriate time. It has the hard knock at times and the gas mileage is awful. I need to know what process is, to get a refund on my new jeep. I have only about 9100 miles and the transmission is still acting improperly. I want a full refund, and repaid for the services I had done to maintain the warranty, ie: oil changes and tire rotation. I also want to be reimburse for travel time to and from the dealer and tolls. Can you help me?

Thank you.
[REDACTED]

Attorney General Office

From: [REDACTED]
Sent: Thursday, June 24, 2004 10:21 AM
To: 'consumer@oag.state.md.us'
Subject: Lemon law

To whom it may concern;

I purchased a brand new 2003 Jeep liberty in July of 2003. When I bought it had 28 miles on it. When it approached about 600 miles it began having a hard knock in it when I was coming to a stop. I took it into the shop for transmission problems. They told me nothing was wrong with it. Again at about 7000 miles, the same thing started, but it also had a hard knock at about 30 mph when slowing down. I took it into the shop, the man at the service desk told me my transmission was shot, and I needed a new transmission. I took it back three days later to have that done, they had it about one day, returned it to me and said that it had been fixed and did not need a new transmission. This was April 22, 2004. At which time I also found out that there was a re-call on the ball joints, which I never received. The re-call was from December of 2003.

I immediately went home to call customer service about a rental (because I was told I would not get one because I didn't purchase the service contract). I spoke with a woman at Chrysler, (Senior Staff Corporate Officer) by the name of Stephanie Thomaszewski, who was very nasty. I finally asked to speak with her boss and I was told that he would not take my call, she told me to have a nice day and she hung up on me. To date, it has been returned for the same issue, and other minor problems, and the problem continues. I took it back again at 8439 miles and at that time, I was told that the previous dealer didn't update (what is called the transmission control modjual for shift quality. In short, the term is a quick learn. They did that at Schaefer and Strohminger. It ran ok, for a few weeks, but the transmission continues to not shift at the appropriate time. It has the hard knock at times and the gas mileage is awful. I need to know what process is, to get a refund on my new Jeep. I have only about 9100 miles and the transmission is still acting improperly. I want a full refund, and repaid for the services I had done to maintain the warranty, ie: oil changes and tire rotation. I also want to be reimburse for travel time to and from the dealer and tolls. Can you help me?

Thank you,
[REDACTED]

6/24/2004

Tag:T434 RO:239833 SA:1529
Customer Name [REDACTED]
Home Phone: [REDACTED]
Bus. Phone: [REDACTED]
Vehicle: 03 LIBE

Customer stat:WAIT
Open Time: 07:47 24SEP
Promise Time:00:00 24SEP
Est. Compl.1Time:24SEP
RO Status: WORKING

REQUEST/S FOR ADDITIONAL WORK

1 TECH:338 TIME24SEP 08:15 REQUEST STATE:SUBMITTED
REQ:PERFORMED DIAG. FOR TRANS COMPLAINT
NO CODES IN TCM & NO CODES IN PCM WITH 91 START COUNTED
? - FLUID LEVEL IS GOOD
ROAD TESTED FOR NOISE NO ABNORMAL NOISE HEARD ON ROAD TEST
SOME TIRE NOISE HEARD
WHEN WAS THE LAST TIRE ROTATION
NOTE NO MAIN. DONE HERE !!!!
REPLY:

(End of Display)

COMMAND (APP/DEN/REP/

Vehicle Summary Report

Date: April 22, 2004 Time: 09:07:32
Currency: USD

Dealer: 05817 - TATE CHRYSLER JEEP

Odometer: 7,408 Miles

VIN: 1J4GL48K13M

Vehicle Information

Year/Model:	2003 JEEP LIBERTY SPORT 4X4 SPORT UTILITY				
In Service Date:	July 31, 2003	Warranty Coverage Code:	770		
Body Style:	KJ4H74	Build Date:	January 30, 2003	How:	TS
Body:	R	Color:	K		
Color 1:	PW1 - Stone White Clear/Coat		Color 2:	QW1 - Stone White C/C	
Engine:	EKO - Engine - 3.7L Power Tech V6		Transmission:	QGS - Transmission 4-Spd. Automatic, 42RS.E	
Sale Type:	1 - DIRECT RETAIL		Last Odometer:	0 Miles on February 11, 2003	

Warning Message

1: THIS VIN HAS AT LEAST ONE OPEN RECALL

Vehicle Restriction - No Vehicle Restriction

Owner Information

Owner Information			
Name:	[REDACTED]	Preferred Name:	
Address:	[REDACTED]	State/Province:	MD
		Postal Code:	[REDACTED]
City:	BALTIMORE	Language Preference:	English
Country:	USA	Fax:	
Telephone-Home:	[REDACTED]	Business:	
Original Owner:	[REDACTED]		

Warranty Coverage Summary

Type of Warranty	Original	Deductible	Expiration	Remaining
BASIC:	36 Month or 36,000 Miles	0	July 31, 2006	27 Month or 28,591 Miles
POWERTRAIN:	34 Month or 70,000 Miles	100	July 31, 2010	74 Month or 62,591 Miles
PERFORATION:	60 Month or 100,000 Miles	0	July 31, 2008	01 Month or 62,591 Miles
EMISSIONS:	36 Month or 36,000 Miles	0	July 31, 2006	27 Month or 28,591 Miles
ADJUSTMENT:	36 Month or 36,000 Miles	0	July 31, 2006	27 Month or 28,591 Miles
AIR CONDITIONING:	36 Month or 36,000 Miles	0	July 31, 2006	27 Month or 28,591 Miles
EXTENDED FEDERAL EMISSIONS:	96 Month or 85,000 Miles	0	Basic Coverage	Refer to specific LOP's

1: REFER TO SPECIFIC LOPS FOR ADDITIONAL COVERAGE AND LIMITS

In Service Odometer:	25 Miles	Reschedule Assistance:	No	Towing Assistance:	Yes
Master Shield:	N/A	Transferable Service Contract:	No	Transferable Powertrain Warranty:	No

Recall Information

Recall Number	Description	Part Number	Launch Date
C36	LOWER BALL JOINTS	SEE RECALL NOTICE	December 12, 2003
Complete Recall - No Complete Recall Information Available			

Service History (24 Month)

Repair Date	Dealer/Payee	Claim Number	Repair Odometer	List Date	Transaction Type

Last time it was @ Tate before the work
was performed. Advised that [REDACTED]
[REDACTED] your transmission is shot. "Need
to get it a well have truck about
a week. When I get back [REDACTED] only
changed computer + had it back next
day. Still slipping @ 10MPH + about 40MPH
w/ hard knock when accelerating.

4/22/04

Stacy

need a new transmission

7/70,000^{or}
engine

transmission
1-800-521-9922 recall info.

(#1) =

* Stacy @ 1800 Customer Service said it is up to the dealer

menu @ - 1 customer

- 2, 5 all others

care # 12243521 Stephanie Thomaszewski

= no rental unless you have a service contract. End of story!!

she said

12/7/84

A/C = many problems

Senior Staff @
Corporate Office

asked to speak
w/ the owner & she
said he would not take my
call & "Thanks & have a good
day" Hung up.

**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).**