



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 1368

Date Received

20-OCT-2004

Repository ☐

Reference No.
10097260

OWNER INFORMATION (Type or Print)

Name

Address

City

KING OF PRUSSIA

State PA

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 11/1

VEHICLE INFORMATION

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

1J8GL58K42W

Make

JEOP

Model

LIBERTY

Model Year

2002

Date Purchased

5/31/02

Dealer's Name and Telephone Number

GOLDEN CHRYSLER JEEP 215-483-3700

Engine:

No. Cylinders

6

Fuel Type:

REG.

Original Owner

☒

Dealer's City

6225 RIDGE AVE. PHILA. PA.

State

PA.

Zip Code

19128

Transmission Type

SELECT
TRACK
4WD

☒ Antilock Brakes

☒ Cruise Control

Powertrain

V-6

3.7 L

Vehicle Component Code

021540 SUSPENSION:FRONT:CONTROL ARM:LOWER BALL JOINT

Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)

19-AUG-2004

Failure Mileage

27,790

Failure Speed

25 MPH

PASSENGER SIDE LOWER BALL JOINT

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: DOTM19ABC038)

☐ 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, failure(s), condition, and injury(ies).)

Crash

☐ Yes ☒ No

Fire

☐ Yes ☒ No

Number of Persons Injured

0

Number of Deaths

0

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).

DRIVING 25 MPH, THE FRONT LOWER BALL JOINTS FAILED CAUSING THE FRONT END TO DROP ONTO THE FRONT WHEELS. THE VEHICLE WAS TOWED. *JB

DRIVING 25 MPH, THE PASSENGER SIDE LOWER BALL JOINT FAILED CAUSING THE FRONT END TO DROP ONTO PASSENGER FRONT WHEEL CAUSING THE VEHICLE TO COME TO A SUDDEN STOP. VEHICLE WAS TOWED TO THE DEALERSHIP. DEALERSHIP CONFIRMED THAT THE BALL JOINT HAD SEPARATED.

*CONTINUE

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

ATTACH ADDITIONAL SHEETS IF NECESSARY

The Privacy Act of 1974 (Public Law 93-570) 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)

DEALER SHIP REPLACED BALL JOINTS ON BOTH SIDES AGAIN
ALSO HAD TO REPLACE ALLOY WHEEL & TIRE. THE WINDSHIELD
WASHER PUMP LOCATED ON PASSENGER SIDE WAS DAMAGED ALSO.
HAD TO BE REPLACED.

THERE WAS A FACTORY DEFECT TO REPLACE THE LOWER BALL
JOINTS IN JAN. 04. THEY WERE REPLACED 2/04/04 - BOTH SIDES

THE PASSENGER SIDE LOWER BALL JOINT FAILED ON
OCT. 17TH - 2004

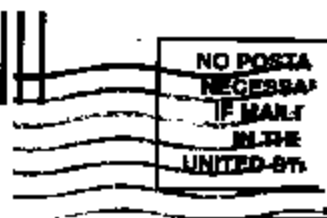
ATTACH ADDITIONAL SHEETS IF NECESSARY

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



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(DASH) & DOT

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and dial toll free at

DASH2DOT

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Parts Information

Front Suspension Lower Ball Joint Package

NOTE: This kit is required on all 2002 and early 2003 model year vehicles built through MDH 100415, 2002. There may also be a very small number of later built 2003 model year vehicles that might require this package based on the inspection procedure described in Section A.

Part Number Description

CBTFC361 Front Suspension Lower Ball Joint Package

Each package contains the following components:

<u>Quantity</u>	<u>Description</u>
2	Front Suspension Lower Ball Joint
2	Ball Joint Boot Heat Shield
6	Hex Flange Lock Nut

Each dealer to whom vehicles in the recall were invoiced will receive enough Front Suspension Ball Joint Packages to service about 5% of those vehicles.

Front Suspension Lower Ball Joint Heat Shield Package

NOTE: This kit is only required on later 2003 model year vehicles built from MDH 100416, 2002 through MDH 032517, 2003.

Part Number Description

CBLFC362 Front Suspension Lower Ball Joint Boot Heat Shield Package

Each package contains the following components:

<u>Quantity</u>	<u>Description</u>
2	Ball Joint Boot Heat Shield

Each dealer to whom vehicles in the recall were invoiced will receive enough Front Suspension Ball Joint Heat Shield Packages to service about 5% of those vehicles.

**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).**