



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 1220

Date Received

Repository ☐

2005 FEB 14 11 5:
07-DEC-2004

Reference No.
10103223

OWNER INFORMATION (Type or Print)

Name [REDACTED]
Address [REDACTED]
City MILFORD State CT Zip Code [REDACTED]
Daytime Telephone Number [REDACTED] E-mail Address [REDACTED]

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 [REDACTED] Date 1/19/05

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side
1J4GL48K02W [REDACTED] Make JEEP Model LIBERTY Model Year 2002
Date Purchased 1/11/2003 Dealer's Name and Telephone Number Dan Perkin's
Original Owner ☐ Dealer's City Milford State CT Zip Code 06460 Engine: 3.7 No: Cylinders 6 Fuel Type: gasoline
Transmission Type Auto ☒ Antilock Brakes Powertrain ☒ Cruise Control Vehicle Component Code 022000 SUSPENSION: REAR Multiple Failures: 1

FAILED COMPONENT (S)/PART(S) INFORMATION

Incident Date(s) 23-NOV-2004 Failure Mileage 50000 Failure Speed 10 mph Rear Axle Broke away from control arm bracket @ factory weld site.

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make [REDACTED] Tire Model (Name or Number) [REDACTED] Tire Size (Example P215/65R16) [REDACTED]
DOT No. (Example: DOTM18AB038) ☐ Original Equipment ☐ Prior Repair Failure Location: [REDACTED]
Tire Component Code [REDACTED] Tire Failure Type [REDACTED]

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make: [REDACTED] Date Manufactured: [REDACTED] Model No./Name: [REDACTED]
Seat Type: [REDACTED] Installation System: [REDACTED]
Child Seat Component Code: [REDACTED] Failed Part: [REDACTED]

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 0 Number of Deaths 0 Reported to Police ☒

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).

THE REAR CONTROL ARM COMPLETELY SEPARATED FROM WELD SITE WITH THE REAR AXLE. CONSUMER HAD THE VEHICLE TOWED. THIS IS WHAT SHE WAS TOLD BY THE MECHANIC. *AK

Consumer was traveling from a stop light at 10mph when a grinding sound occurred on driver's side. With difficulty the vehicle was moved to side of road. Upon flatbed tow to garage found the bracket connecting the rear axle and the control arm to have broke @ the weld site. Manufacturer came to investigate vehicle to determine liability. They denied claim + suggested contacting insurance company. →

ATTACH ADDITIONAL SHEETS IF NECESSARY

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

Vehicle is no longer under warranty. Manufacturer send no details regarding denial, no copy of inspection, nor can I get someone helpful on the phone. Insurance company (Allstate) inspected vehicle and denied coverage as the problem was found to be "mechanical as well as due to a factory defect." Numerous mechanics / auto body shops looked at vehicle and did not want to take on the liability of the job yet claimed they have never seen this happen on such a new vehicle even when dealing with high impact crashes. The shop my insurance company recommended did fix the vehicle and replace with OEM parts. Please view the photos. I do have the original note.

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



NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES

BUSINESS REPLY MAIL

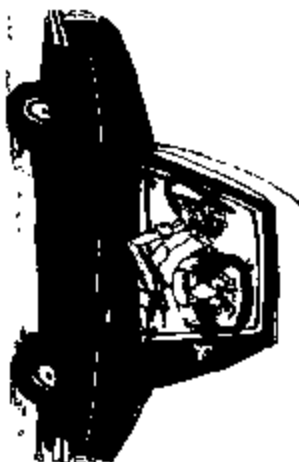
FIRST CLASS PERMIT NO 73178 WASHINGTON, D.C.

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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DOT Auto Safety Hotline
(DASH) 2 DOT

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

and dial toll free at

DASH2DOT

TO REPORT VEHICLE SAFETY DEFECTS
COMPLETE THIS FORM
ON

DOT AUTO SAFETY HOTLINE

QUESTIONNAIRE

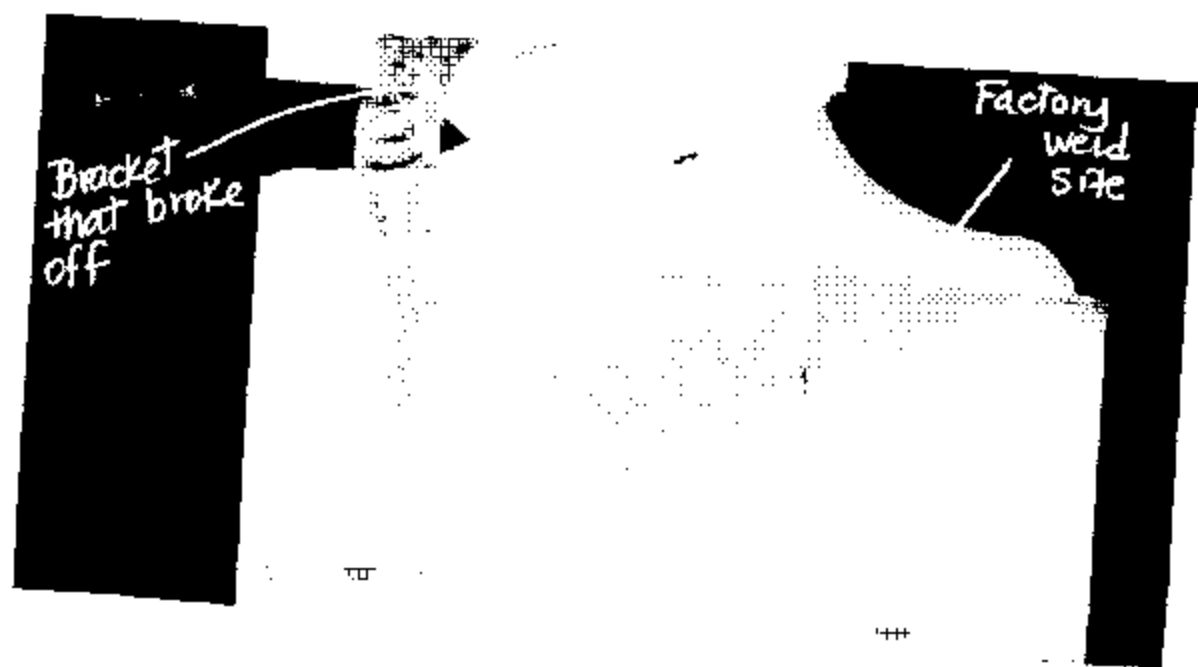


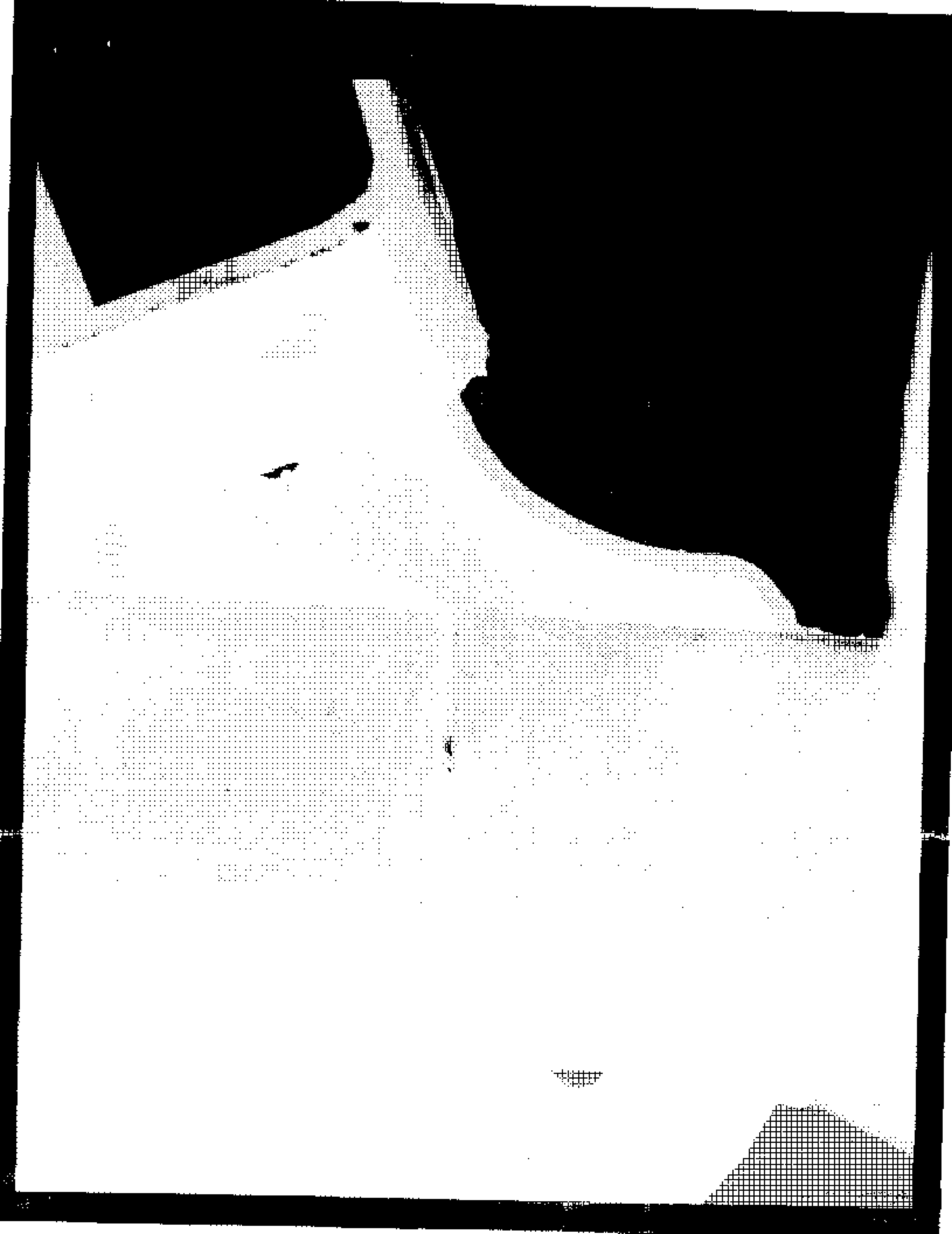
**VEHICLE
OWNER'S**

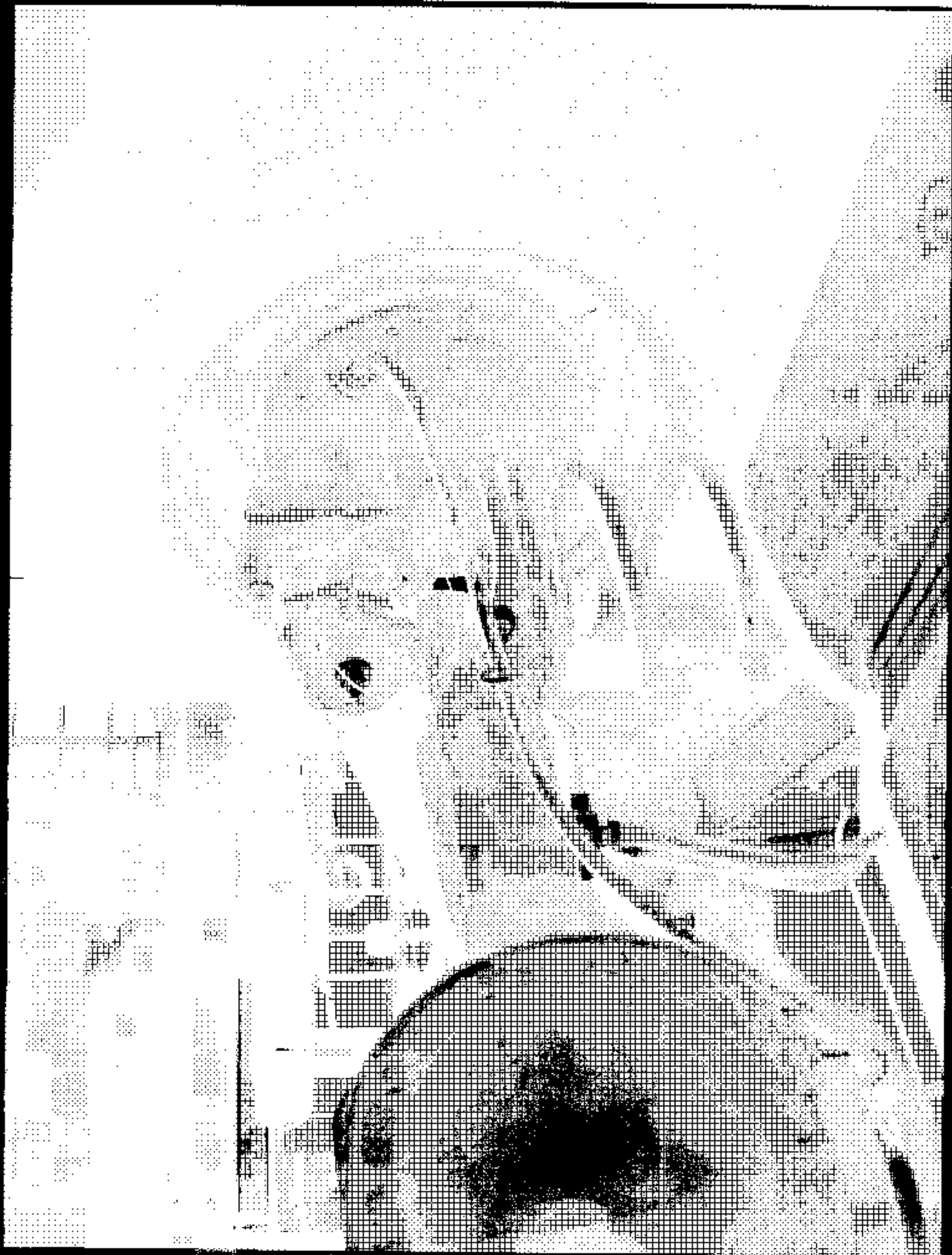
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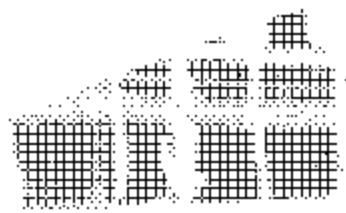
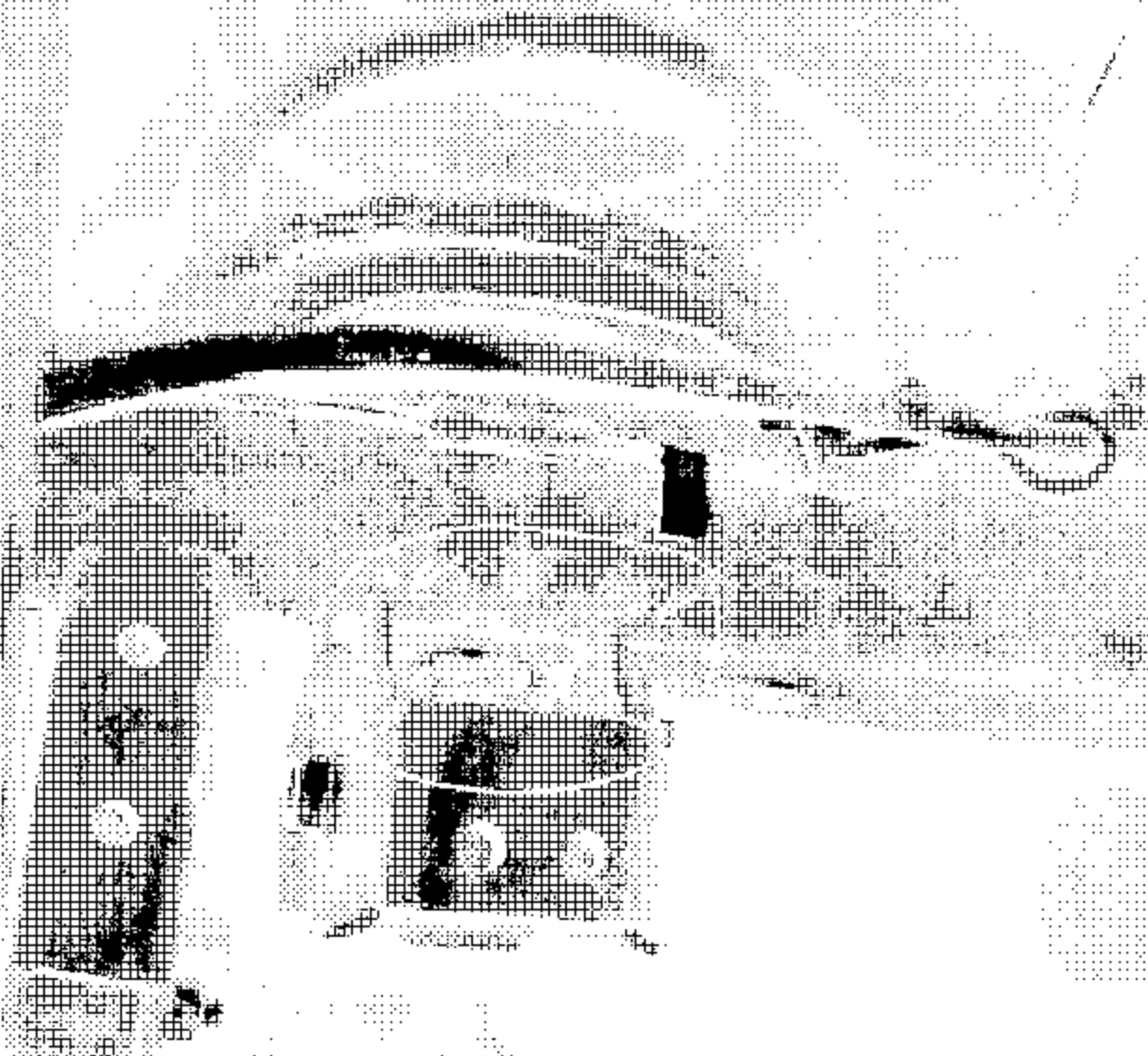
The pictures don't do the issue justice. Mechanics have described this as a "spit" weld where some parts adhered yet not a proper weld. Please see the attached insurance information, manufacturer's letters, auto body receipt as well as letter. Due to the lack of attention from the safety concern in repairing the vehicle I was without this vehicle from 11/23/04 until 1/7/2005.

Thank you.









DAIMLERCHRYSLER

DaimlerChrysler Corporation
Customer Claims Resolution Group

December 2, 2004

[REDACTED]
Milford, CT [REDACTED]

Re: 2002 Jeep Liberty, Vin # 1J4GL48K02W [REDACTED]

Dear Ms. [REDACTED]

Thank you for contacting DaimlerChrysler Corporation and raising concerns that you have with the above referenced vehicle. DaimlerChrysler Corporation conducted an investigation into the incident and inspected the vehicle.

Based on the information we received, DaimlerChrysler Corporation must deny your claim. Thank you again for raising your concerns with DaimlerChrysler Corporation. We suggest further inquiries be directed to your insurance company.

Very truly yours,

Customer Claims Resolution Group

DAIMLERCHRYSLER

December 2, 2004

DaimlerChrysler Corporation
Customer Claims Resolution Group

[REDACTED]
Milford, CT [REDACTED]

Re: Vehicle: 2002 JEEP LIBERTY
VIN: 1J4GL48K02W [REDACTED]

Dear Ms. [REDACTED]

Thank you for contacting DaimlerChrysler Corporation in regard to the above referenced vehicle. We are in the process of reviewing your file and will inform you of our decision as soon as practicable.

If a vehicle inspection is necessary, you will be contacted by our inspector to set up a vehicle inspection appointment.

Please allow 2 weeks from the date of this letter for processing of your claim. You will be contacted either by telephone or letter.

If you have not been contacted or, should you have any questions, only after the full 2 week period, you may call the number below. Thank you for your cooperation.

Customer Claims Resolution Group

1-866-432-1329 (toll free)

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).