

Fax

10119194

To: Office of Defects Investigation

From: [REDACTED]

Fax: (202) 366-7882

Pages: 3 (including Cover Letter)

Phone: 1-888-327-4236

Date: 3/21/2005

Re: File a Complaint

CC: -

Subject: Jeep Liberty 2002

NHTSA CAMPAIGN ID Number: 03V460000

Suspension Front Control Arm Lower Ball Joint

☒ Urgent☐ For Review☐ Please Comment☒ Please Reply☐ Please Recycle

• Comments

Consumer Name: [REDACTED]

Complaint Date: Monday, March 21, 2005.

2005 MAR 23 AM 3:01

M. [unclear]
3/23/05

Complaint date: Monday, March 21, 2005.

Consumer Information

Name: [REDACTED]

Address: [REDACTED] Bayamón, Puerto Rico [REDACTED]

Daytime Phone: [REDACTED]

Evening Phone: [REDACTED]

Email: [REDACTED]

Complaint Description:

- (1) On January 2004, I took my Jeep Liberty 2002 for regular maintenance. The dealer's Service Department informed me that, even though I did not requested it or was informed about it before, they replaced the front lower ball joint as requested by a recall.
- (2) Since that day the front tire is being making a really strange vibration type noise. I called the dealer and they told me to bring them the car the next day. The next day, I took my vehicle to the dealer to check that noise. First, they told me that they did not heard any noise, but when I took the guy to take a ride with me he heard the noise. When I picked up my car they told me that it was the cover of the brakes and that they adjusted it. Nevertheless the noise was still there.
- (3) On July 2004, I took again my vehicle to the dealer for regular maintenance and told them that the noise was still there. When I picked up my vehicle they told me that they repaired it and that it was ok. This information was never included in any written record. But then again, the noise was still there.
- (4) Realizing that the dealer would not do anything regarding that noise and assuming that the ball joint was correctly replaced, I took my vehicle to verify if anything was wrong with the brakes, tires, and/or power steering. No repairs were performed since nothing was wrong with any of these parts.
- (5) On March 2005, at 8:00 pm (Puerto Rico time) the noise turned into one really heavy, but the dealer was closed at that time, so I decided to go to the University. Luckily, at 11:30 pm, right in front of my home, the ball joint separated from the knuckle and I loss directional control of the vehicle. Thank God it did not resulted in a crash because I was at a very low speed trying to park my vehicle when the failure happened.

Consumer Name [REDACTED]

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(6) Obviously my assumption that the ball joint was correctly replaced was wrong. Even though I notified the dealer about the noise the same day they allegedly changed the ball joint, they did nothing to repair it. Now they tell me that my vehicle is out of Warranty time.

(7) I've been two weeks without my vehicle. I use my vehicle for work purposes, which means that without my vehicle I can not work. To this date, I have incurred in many unnecessary expenses due to the negligence of the dealer and/or the manufacturer. Nevertheless, I plan to repair my vehicle on my own because I can not afford another day without work, but I understand that at least this repair must be paid by the responsible of the failure: the dealer and/or the manufacturer.