



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 100148

Date Received

Repository ☐

2005 SEP 27
27-SEP-2005

Reference No.
10137907

OWNER INFORMATION (Type or Print)

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

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 [REDACTED] Date 09/31/05

VEHICLE INFORMATION

17 digit Vehicle Identification Number located at front of vehicle (driver's side)
1J8GL58K4 [REDACTED]
Make JEEP
Model LIBERTY
Model Year 2003
Date Purchased 01-FEB-03
Dealer's Name and Telephone Number PRO-CHRYSLER, JEEP 303-469-1931
Engine: No. Cylinders 6
Fuel Type: Gas
Original Owner ☒
Dealer's City THORNTON
State CO Zip Code 80234
Transmission Type AUTOMATIC
☒ Antilock Brakes
☒ Cruise Control
Powertrain 4 WHEEL DRIVE
Vehicle Component Code 021640 SUSPENSION.FRONT.CONTROL ARM:LOWER BALL JOINT
Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s) 13-AUG-2005
Failure Mileage 25000
Failure Speed

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: DOTM1S9BC036)
☐ 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(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).

DT: ON AUGUST 13, 2005 THE CONSUMER'S SON WAS INVOLVED IN AN ACCIDENT. WHILE TURNING RIGHT AND PRESSING ON THE BRAKES, WHICH ACTED LIKE A SPONGE, THE STEERING WHEEL LOCKED, CAUSING CONSUMER'S VEHICLE TO SLIDE INTO THE CURB. THE VEHICLE IS CURRENTLY AT THE DEALERSHIP. THE DEALERSHIP WAS UNSURE OF WHAT THE PROBLEM WAS. THEY SAID THAT IT WAS DUE TO A DRIVER ERROR. SOMEONE CAME OUT FROM THE MANUFACTURER AND DID A REPORT ON THE VEHICLE. THEY WOULD NOT RELEASE THE INFORMATION TO THE CONSUMER. HOWEVER, THE CONSUMER FOUND OUT THAT THERE WAS RECALL 03V480000 CONCERNING LOWER BALL JOINT. WHEN THE CONSUMER CONTACTED THE MANUFACTURER, THEY TOLD HIM THAT THIS VEHICLE WAS NOT INCLUDED IN THE RECALL DUE TO VIN. ON SEPTEMBER 22, 2004 THE DEALERSHIP PERFORMED RECALL REPAIRS BY ONLY REPLACING THE HEAT SHIELD AND NOT THE BALL JOINT. THE CONTACT WAS CONCERNED THAT BOTH PARTS OF THE RECALL WERE NOT PERFORMED. THE MANUFACTURER REFUSED TO REPAIR THE VEHICLE. *AK

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.

October 2, 2005

[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

Thank you for your letter in response to our inquiry regarding the problems with our 2003 Jeep Liberty. Enclosed are the items requested, along with a brief chronological run down of the relationship with Pro Chrysler Jeep dealership, and problems with the vehicle.

1. We purchased the car on 2/1/03 at Pro Chrysler Jeep. My wife initially drove the car for approximately the first 10 months of us owning this car. Teri mentioned problems with the steering, breaking noise and jerking by the transmission, and so on.
 - First service was done on 6/25/03 my wife Teri noted to the advisor at Pro Jeep the problems she was experiencing. Nothing was noted in the service repair order documents.
 - 11/04/03 I took over driving this Jeep Liberty. I advised service technicians about the brakes, loud squeaking, transmission jerks, and some of them are noted in the 11/04 service document.
 - 12/17/03 I brought the car in for oil change, rotation of tires, noting to the technician that the check engine light was on and noted transmission concerns (not acting normally), also noted again the excessive brake squeaking and moaning noises. Technician replaced and updated brake pads and installed new silencer clips. After driving the car after this service call, the brakes still continued to squeak and the moaning noise still had never stopped - the fixes they mentioned did not resolve it.
 - a. NOTE HERE that a MAJOR SAFETY RECALL WAS ISSUED by Chrysler 12/03 for lower ball joints. **WE WERE NEVER NOTIFIED OF THIS RECALL.**
 - 1/23/04 Major problems with the vehicle ... as I was backing down the driveway the car started to "bind" and slow down on its own. When I put it into drive, there was a loud CLANK/snap noise. At that time I called the dealership and the car was TOWED in for this repair. I noted to them that the car was NOT SAFE to drive.
 - a. Noted in the service record: The TSB #05-001-04 will be performed, parts on order (brakes)
WE HAVE NO RECORD OF THIS SERVICE OR REPAIR BEING COMPLETED
 - 1. I left the vehicle with Pro Jeep and their advisor Ken Meaney. Ken wanted to see if he could duplicate any of the problems that we were experiencing with the car. After 1 week of the car being left at

the dealership, he stated he could not duplicate any of the problems we were having.

- 3/3/04 Brought the car in for service. I stated that there was still a moaning noise. Also stated that the transmission has downshifted hard several times, and the warning light has come on several times.
- 6/9/04 Brought the car in for an oil change and tire rotation. Complained to the Supervisor, Ray Hutto, of the same transmission, bakes, moaning noise problems I was still having, etc. etc.
- 9/22/04 Took car in for oil change and tire rotation. They also performed a major safety recall C36, which is lower ball joints. They inspected the ball joints, but only replaced the heat shield. **THIS WAS A FULL 9 MONTHS AFTER THE RECALL NOTICE WAS ISSUED.** We drove this vehicle for this period of time, 9 months, without the ball joints being replaced, which they state *"ball joints separation can result in a loss of steering control and causing a crash without prior warning"*. This was taken from their safety recall notice.
- 12/15/04 Brought car in for oil change, tire rotation, replaced wiper blades. Another service advisor Steve Buzzard - - I explained to him the continuation of problems that we were experiencing, which was again not noted in the service records.
- 3/29/05 Brought car in for oil change, tire rotation. Again, mentioned to our advisor Steve Buzzard the same problems we were having with the car. And again, he failed to note these in the service record.
- 6/28/05 Brought car in for oil change, tire rotation. Again, mentioned to our advisor Steve Buzzard the same problems we were having with the car. And again, he failed to note these in the service record.
- 7/15/05 - - While driving the Jeep, with Teri and 3 sons in the vehicle, coming a traffic light at a large intersection, I was slowing down to stop, applying my brakes. The brakes felt spungy. I pressed harder on the brakes, and eventually the car slowed to a stop. I let off the brake to some degree and pushed down on the pedal, and I could hear the engine revving up. To my amazement, the more I pushed on the brake, the car would move forward. As the light turned green, I stepped on the brakes really hard in order to get out of this situation. The car jolted and I hit the gas and the car took off, as if nothing had happened. I contacted the dealership, talked to Steve Buzzard, explained the problems to him and he said next time you bring the car in he would examine more closely the problem.
- 9/13/05 - - See enclosed letter to our insurance Rep Bill Kyle, with the details from the accident dated August 13, 2005.

After the accident, I called the dealership to complain to them that the accident was not driver error, but due to the problems we were experiencing with the vehicle (i.e. steering, brakes, transmission). They put me in contact with their Claims Resolution Group, who stated that they would have an independent engineer come out, and inspect the car - - Bernie Latin. We were given a case number of 13927277. On August 19th, I received a letter from Daimler Chrysler that they were going to proceed with this inspection. On August 25th I received another letter from Daimler Chrysler stating that the inspector failed to uncover



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Automotive Recall and Technical Service Bulletin Titles for 2003 Jeep Truck Liberty 4WD V6-3.7L VIN K

Safety Recalls

TSB Number & Issue Date TSB Title

C36 DEC 03 Recall - Lower Ball Joints

Emissions Recalls

TSB Number & Issue Date TSB Title

C15 APR 03 Recall - Fuel Pump Module

General Recalls

TSB Number & Issue Date TSB Title

D16 JUN 04 Campaign - Rear Flip-Up Window Switch Defect

Service Bulletins

TSB Number & Issue Date TSB Title

21-009-05 MAR 05	A/T - 42RLE MIL ON/Multiple DTC's Set
08-015-05 MAR 05	Engine Controls - PCM Initialization After Replacement
21-004-05 JAN 05	A/T - Delayed Gear Engagement/Possible DTC's
21-008-04A OCT 04	A/T - MIL ON/DTC P1776 Set
08-027-04 JUL 04	Safety Systems - Inadvertent Damage/Disabling
18-013-04 MAR 04	Engine Controls - Erratic A/T Operation/MIL ON
21-004-04 MAR 04	A/T - ATF Usage List
05-001-04 JAN 04	Brakes - Rear Disc Brakes Moaning Sound
18-044-03 DEC 03	Engine Controls - MIL ON/False DTC's P0133 or P0153
24-009-03 DEC 03	A/C - Won't Cool/Heat Properly
22-004-03 SEP 03	Wheels - Chrome Wheel Care
08-028-03 SEP 03	Audio System - 'CD ERR' Message Displayed
21-009-03 AUG 03	A/T - Diagnostic Teardown Procedure
19-005-03 AUG 03	Steering - Power Steering Fluid Usage