

Butte Montana

(Cellular)
(Message)
home E-mail)

09 September 2005

Ref: Jeep Liberty lower front ball joint

Office of Defects Investigation
National Highway Traffic Safety Administration
U.S. Department of Transportation (NVS-210)
400 7th Street, SW
Washington, DC 20590-0001

SEP 23 AM 5:07

Dear Sirs

I would like to encourage your agency to take another look at the Jeep Liberty Front-end recall. The reason that I would like this to happen is because of the continued problems we have had with our 2003 Jeep Liberty Renegade 4WD. (VIN# 1J4-GL38K43W-

About a year ago Dee Motors, of Anaconda Montana, which is where we bought the vehicle, did some work on our Jeep Liberty's front suspension. What we understood them to say was that they had repaired and replaced the lower ball joint in the front control arms. They also said that they installed a new part that they called a heat shield.

The problem that we have now is that a few days ago the ball joint in the left front lower front control arm separated while I was driving in Uptown Butte. The motor vehicle immediately became undrivable and I had to call for a tow truck to take it to the store where we bought the thing. When we got the car back from the Dee Motors service department, about a week later, we found that they were required replace, in addition to the ball joint, the left front wheel. This had to be done because the front control arm had gouged out a deep groove into the inside of the cast aluminum wheel.

To say the very least, we were stunned by the failure of this vital component. Since we had just returned from a vacation trip of more than 2,100 miles we counted ourselves as being extremely lucky. We do not wish to think what might have happened if this malfunction occurred during one of the times we were traveling at high speed on one of the highways we used to travel around Colorado, Utah and Nebraska.

We hope that you will investigate to see if the recall done by DaimlerChrysler AG has cured the problem of the ball joints on 2003 Liberty front suspension. If this failure in our car is any indication, they may have more work to do in the near future.

We bought the Jeep because we thought was a strong, well-built automobile. Could we be mistaken?

Yours sincerely,

Humble
9/29/05

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