

I understand this may concern:

6/29/06 11:00 AM

0162637

My 2003 Jeep Liberty had a safety recall on the lower ball joints. My ball joint broke while I was driving the vehicle and the wheel fell off. I had only had the car for 2 months. VIN # 1J4GL48K63W [REDACTED] ^{copy to RMD}

The purchase date was 3/18/06. The wheel fell off 5/5/06. I contacted Jerry, General manager at Thrifty Car Sales, 51 Commerce Center Blvd, Jackson, TN. phone # (731) 424-1050. and he told us there was nothing he could do because the damage was too extensive. We had no cooperation whatsoever with this car dealership & will not be purchasing anything else. ^{the} We never received a recall notice, the dealership didn't advise us, and we still haven't received any copies of the paperwork at time of purchase, they told us they would mail us copies of the [REDACTED] ^{Edison 7/14/06}

paperwork & warranty. It has been
three months & still we haven't received
anything!!! This dealer gave us no help
& didn't even try to help!!

Our contact information is: [REDACTED]

[REDACTED] Jackson,

[REDACTED]
[REDACTED] Thanks so much in advance.

In. [REDACTED]
Regards,

[REDACTED]

Recall Detail

11-JUL-2005

Recall Num: 03 V 460 000 573 Date: 04-NOV-2003 573 Date Rwd: 10-NOV-2003 Potentially Affected: 336,000 Potentially Defective: 336,000
 Mfr Recall Num: C36

Subject: DAIMLERCHRYSLER/LOWER CONTROL ARM BALL JOINTS Remedy Type: Inspect and Replace RP Num: FMVSS Num:
 Recall Type: Defect Recall Effect: Crash Avoidance NHTSA Inv Num: Influenced by: MFR
 Problem Exp: Complaints Manufacturer: DAIMLERCHRYSLER CORPORATION Recall Status: CONDUCTING RECALL

Problem Desc: ON CERTAIN SPORT UTILITY VEHICLES, THE LOWER CONTROL ARM BALL JOINTS CAN EXPERIENCE A LOSS OF LUBRICATION THAT CAN LEAD TO CORROSION, ACCELERATED WEAR, AND POSSIBLE SEPARATION FROM THE STEERING KNUCKLE.

Consequence: A BALL JOINT THAT HAS SEPARATED FROM THE KNUCKLE COULD RESULT IN LOSS OF VEHICLE DIRECTIONAL CONTROL AND COULD RESULT IN A CRASH.

Remedy Type: DEALERS WILL REPLACE THE FRONT LOWER CONTROL ARM BALL JOINTS WITH MODIFIED ASSEMBLIES AND HEAT SHIELDS ON VEHICLES BUILT BETWEEN JANUARY 2, 2001 AND OCTOBER 4, 2002. ON VEHICLES BUILT BETWEEN OCTOBER 5, 2002 AND MARCH 26, 2003, DEALERS WILL INSPECT THE BALL JOINT ASSEMBLIES (AND REPLACE THEM AS NECESSARY) AND INSTALL HEAT SHIELDS. OWNER NOTIFICATION BEGAN ON DECEMBER 15, 2003. OWNERS SHOULD CONTACT DAIMLERCHRYSLER AT 1-800-992-1997.

Notes: DAIMLERCHRYSLER RECALL NO. C36. CUSTOMERS CAN ALSO CONTACT THE NATIONAL HIGHWAY TRAFFIC SAFETY ADMINISTRATION'S AUTO SAFETY HOTLINE AT 1-888-DASH-2-DOT (1-888-327-4236).

MFR Knowl Dt: 23-AUG-2002 Prod Change Dt: Mfr Press Release Dt: NHTSA Press Release Dt:
 Stop Sales: Regional: Mfr Toll Free Num: 800-992-1997
 Supplier: TRW AUTOMOTIVE

Products	Vehicle Usage	Beginning Mfg Date	Ending Mfg Date
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Product Type :VEHICLE Manufacturer :DAIMLERCHRYSLER CORPORATION Make :JEEP Model :LIBERTY Model Year :2002

Passenger

02-JAN-2001

26-MAR-2003

Product Type :VEHICLE Manufacturer :DAIMLERCHRYSLER CORPORATION Make :JEEP Model :LIBERTY Model Year :2003

Passenger

02-JAN-2001

26-MAR-2003

Component Name

SUSPENSION:FRONT:CONTROL ARM:LOWER BALL JOINT

Influencing Investigation(s)

Investigation Num	Subject	Investigator	Relationship
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Related Recalls

Yr	Type	Major Sub	Relationship
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Recall Characteristics

Unique Recall

Unique Descr

Recall Detail

11-JUL-2006

Recall Communications**Fax Ack:****Draft 577 Received:****Final 577 Received:** 19-DEC-2003**Phased:** N**Renotification:** 14-JAN-2005**Dealer Notification****Received:** 19-DEC-2003**Letter Ack:****Draft 577 Approved:****Owner Notification:** 15-DEC-2003**577 End:****Envelope Approved:****Dealer Notification:** 05-DEC-2003