



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

14-AUG-2006

Repository ☐

Reference No.
10165392

OWNER INFORMATION (Type or Print)

Name

Address

City

EDISON

State NJ

Zip Code

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 a signature, please print the name or address to the vehicle manufacturer.
Signature of Owner _____ Date 8/28/06

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side

1J4GL48K03V

Make

JEEP

Model

LIBERTY

Model Year

2003

Date Purchased
03-MAR-03

Dealer's Name and Telephone Number

Dayton Chrysler

732-940-0400

Engine:

No: Cylinders 6

Fuel Type:

Gas

Original Owner

☒

Dealer's City

Dayton

State

NJ

Zip Code

Transmission Type

AUTOMATIC

☒ Antilock Brakes

☒ Cruise Control

Powertrain

4 WHEEL DRIVE

Vehicle Component Code

021540 SUSPENSION:FRONT:CONTROL ARM:LOWER BALL JOINT

Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)
13-AUG-2006

Failure Mileage
34840

Failure Speed
3

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: DOTM19ABC036)

☐ 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

Number of Deaths

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*: THE CONTACT STATED WHILE DRIVING 3 MPH, THE STEERING WHEEL WAS TURNED AND A LOUD BANG WAS HEARD. THE VEHICLE WOULD NOT MOVE FORWARD OR BACKWARD. A PRIVATE MECHANIC WAS CONSULTED, WHO DETERMINED THE FRONT LEFT WHEEL HAD DETACHED DUE TO A SEPARATION OF THE FRONT LEFT BALL JOINT. THE VEHICLE WAS THEN TOWED TO A SERVICE DEALER. THERE WAS A NHTSA RECALL # 03V460000 WHICH PERTAINED TO THE LOWER BALL JOINT. THE VEHICLE WAS NOT INCLUDED IN THE RECALL DUE TO THE VIN.

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

ATTACH ADDITIONAL SHEETS IF NECESSARY

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 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.

August 28, 2006

To Whom It May Concern:

My 2003 Jeep Liberty Sport was purchased from Dayton Chrysler. In June 2004 I received a recall notice from Chrysler that my front ball joints need to be replaced due to a recall. On June 23, 2004 I took my car to the Dayton Chrysler Service Center to have the recall fixed. I received an invoice stating that the lower ball joints were REPLACED as per recall. Please refer to the attached invoice copy of the service that was completed.

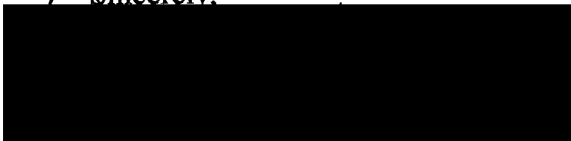
On August 13, 2006 I was turning into my driveway after getting off the NJ Turnpike when I heard a loud bang. I proceeded to try and move the car and the car would not move forward or backward. I got out of the car to see what happened and I noticed that the entire front left suspension had given out. The left wheel was completely detached from the car. I called a mechanic and he informed me that the ball joint had broken and appeared to never have been replaced. He said the ball joint was too rusty to be relatively new. He said the car service most likely lubricated the ball joint.

I proceeded to have the car towed to the car service for them to fix the problem. I called the dealer that Monday and told them what happened and informed them that another recall was issued and they said that has not been confirm as of yet. After long discussions they replaced the ball joint (see attached invoice). I requested the right side be fixed as well but they refused to replace it under warranty. They stated that I had to replace it at my expense and verbally assured me that the car was in good running condition.

My major concern now is that I'm driving in an unsafe vehicle that no one wants to take responsibility for! The dealer and Chrysler keep telling me that the car is safe to drive but I'm not longer comfortable with this vehicle or their word. In June 2004 I was told the car was fixed and two years later the entire wheel falls off while I'm driving! I could have died and they don't seem the least bit concerned! As long as they get my car payment that's all that matters!

Please call me to discuss what I need to do to have further action taken on the dealer and Chrysler.

Sincerely,



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).