



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

2007 FEB 22 11:51 AM
16-JAN-2007

Repository ☐

Reference No.
10178787

OWNER INFORMATION (Type or Print)

Name

Address

City
DUBLIN

State
OH

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 an authorized signature, provide your name or address to the vehicle manufacturer.
Signature of Owner _____ Date 2/4/07

VEHICLE INFORMATION

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

114GK48K2

Make

JEEP

Model

LIBERTY

Model Year

2003

Date Purchased
01-NOV-02

Dealer's Name and Telephone Number

Trader Bud's 614.272.8100

Engine:

No: Cylinders 6

Fuel Type:

Gas

Original Owner

☒

Dealer's City

Columbus

State

OH

Zip Code

Transmission Type

AUTOMATIC

☒ Antilock Brakes

☒ Cruise Control

Powertrain

UNKNOWN

Vehicle Component Code

021540 SUSPENSION:FRONT:CONTROL ARM:LOWER BALL JOINT

Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)
16-JAN-2007

Failure Mileage
53000

Failure Speed
0

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

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).

TL* - THE CONTACT HAS A 2003 JEEP LIBERTY THAT IS INVOLVED IN THE BALL JOINT RECALL. THE CONTACT HAS CALLED A DEALERSHIP IN HER AREA AND, THEY STATED THAT IT CAN TAKE 4-12 WEEKS IN ORDER FOR THEM TO SET UP SERVICE. NHTSA CAMPAIGN ID NUMBER : 06V288000 . *NM

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.

Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies)

Received a lower ball joint recall on my car. When I called Crown Jeep in Dublin Ohio to schedule an appt. I was told the parts were on back order & they had no idea when they would be in. They took my name & number & said they would call me. I then called Trader Buds & was given the same info. Did not leave my name & number. Called Chrysler corp. & was told the recall went out 3 months prior to my receiving notification. I then asked why a recall went out with no parts available. Was told they were available when the original recall was sent but not now & couldn't tell me when they would be available. I then asked what

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DOT
NATIONAL HIGHWAY
TRAFFIC SAFETY ADM
400 7TH ST SW
WASHINGTON DC 20590

OFFICIAL BUSINESS

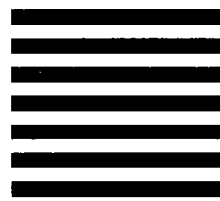


NO POSTAGE
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IF MAILED
IN THE
UNITED STATES

BUSINESS REPLY MAIL

FIRST-CLASS MAIL PERMIT NO 1888 WASHINGTON DC

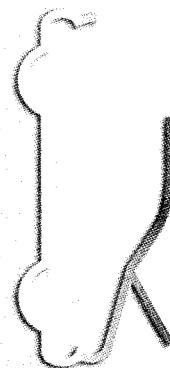
POSTAGE WILL BE PAID BY ADDRESSEE



US DEPARTMENT OF TRANSPORTATION
NATIONAL HIGHWAY TRAFFIC SAFETY ADMINISTRATION
OFFICE OF DEFECTS INVESTIGATION, NVS-210
400 7TH ST SW
WASHINGTON DC 20077-8214



**Think your vehicle
has a safety defect?**



**If so:
Use the enclosed
form to file a report.**

or visit:

www.safercar.gov

or call:

**Vehicle Safety Hotline
888-327-4236**

NHTSA
www.nhtsa.gov

Vehicle Owner's Questionnaire (VOQ)
U.S. Department of Transportation
National Highway Traffic Safety Administration



responsibility Jeep would take is my lower ball joints failed & my steering went out and I had an accident while waiting on parts to come in. They said they couldn't answer that - I would have to seek my legal counsel.

My contention is, that if a company recalls cars due to bad parts, they should have parts available for repairs.

The Jeep dealership also said if the car fails before parts come in - I would have to have the car towed to a dealership & it would ~~stay~~ ^{be} there until parts came in. They also said they would not give me a rental car to use while waiting for parts.

Bad customer service. I also feel Jeep has a responsibility to me if the car fails before parts are manufactured.