

CL-10181653-3884

January 11, 2007

DaimlerChrysler
P.O. Box 4639
Oak Ridge, TN 37831

Logan, OH

To Whom It May Concern:

SUBJECT: SAFETY RECALL F23 - LOWER BALL JOINTS

My name is [REDACTED] I have been the proud owner of a 2004 Jeep Liberty. I am 40 years old, work full-time and attend college part-time. I was thrilled in August of 2005 when I purchased my Jeep Liberty. I have absolutely loved it! The only somewhat negative that I have found is that the gas mileage is less than I expected and the windshield is extra susceptible to chips and cracks due to debris (stone) hitting it. I've been driving for 24 years now and have never had to replace a windshield or had a chip or crack due to a stone hitting the windshield. However, after only having my jeep for a couple of months, I got hit by a stone and it chipped the windshield. Then a month later I had to replace the windshield due to being hit even harder by a stone and it cracking the windshield. I currently have 2 more chips in the new windshield. It seems that there could be a problem with this as I have spoken to other Jeep Liberty owners encountering the same problem.

In the spring of 2006, I purchased 4 new tires from Risser Tire and had no problems. I had an alignment done a couple of days prior to the new tires being put on. I've had very regular oil changes and have had absolutely no problems with my jeep. Being a proud owner, I washed and shined up my jeep frequently throughout the summer and fall of 2006 and rode through several parades in the state of Ohio. When I purchased my new tires, the manager, David Risser, told me of another customer of his with a Liberty that had a wheel come off his jeep while driving. Luckily, he was traveling at a low speed at the time and experienced little or no bodily injury but only damage to his vehicle. Learning of this news, Mr. Risser advised me to contact my local dealer and find out if there was an on-going problem with the Jeep Liberty model. I did just that, within a week or two, I called River Valley Motors in Lancaster, Ohio; they had no information to offer.

Later, in August of 2006, I had my jeep in the service department of River Valley Motors to have a new key programmed at such time I inquired again as to any recalls or information of problems and again they said they had no information. In the latter fall of 2006, I was in the service department again, having ordered mud flaps / protectors and asked them for the third time to "please check for any outstanding recalls and please repair as necessary". However, their reply, once again, was that there was no information available.

On December 29, 2006, I finally received a notice from DaimlerChrysler - Safety Recall F23 - Lower Ball Joints. Because of the holiday season, I was unable to contact the dealership until January 2, 2007. At that time they said they could not get my Jeep in until Thursday, January 11, 2007, so I scheduled that appointment. However, on Sunday, January 7th, I was returning home from the grocery store to have my front left wheel come off my Jeep. I was extremely fortunate being that I was backing into my carport when this incident occurred. Had it occurred minutes before, I may not be here to write this letter to you today. So, of course I was very upset. My kids could have been in the car. We could have all been seriously injured or killed. I realize that vehicles, made by humans, will likely never be perfect, but I do expect a high level of safety from my vehicle and I was very disappointed with this entire situation, especially since my Jeep has been "my baby". Having had a career in automotive manufacturing, I know the importance of safety issues with manufacturers and the importance of customer satisfaction to the future of the business. I was glad to see that DaimlerChrysler cared enough to send the recall out, but it was late in coming.

While I have had problems with this specific service department from time to time, they really displayed a lack of professionalism. Because of my Jeep losing its wheel as it did, I had to have it towed to the dealership Sunday evening and it was very difficult for the tow company to get the rear end of the Jeep out of the carport to load while it was missing one front wheel. I called the dealership early Monday morning to let them know what happened and that I would be in to talk with them and give them further details. I arrived within an hour

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or two and explained everything to them and let them know how upset I was that this happened 4 days before the "earliest" time they could repair my Jeep. I asked them at least three times to please check very closely for any other damage concurrently relative to this incident and the recall. I arrived back in the afternoon to check on the status but before entering the service department, my finace and I checked the front under carriage of the Jeep to see if everything looked ok. We found that there was a substantial leak on the ground, appearing to be coming from the front differential. It was very noticeable that it was exactly where the under carriage had dropped and abruptly hit the ground when losing its wheel. We then entered the building; I inquired of the status. They said the recalled item repair was done but they found that the wheel was damaged when it came off and they needed to order a new one, which would take till the next day. I purposefully asked, "did you look closely to check from any other damage?". They said they did and they found nothing else. That's when we proceeded to tell them what we found a few minutes before in the parking lot. Of course, the manager wanted us to show it to him. He then frustratingly replied that they would need to keep the Jeep to check the leak out and would need to get approval to fix it. The dealership had my Jeep for three days and refused to lend me a rental car. Being a very active person with work and attending classes, I really needed a vehicle. I found it very unprofessional and unacceptable for a dealership and for the corporation issuing the recall to refuse a rental car to its customer on a recall situation, especially one in which has lasted 3 days.

I have enclosed a copy of my tow bill and a related letter / notification and am asking for reimbursement for the towing and for 2 tires with damage caused by the recalled item, found to be accurate according to the tire service company. I don't feel I am asking much at all considering the sleepless nights I've been having, wondering what would have happened to me or my family had I been on the highway at full speed just a few minutes earlier when my wheel came off. I still love my Jeep but I'm sure I will be cautious and hesitant, even somewhat worried when driving it now. I hope to have better luck in the future with my Jeep so I may regain my faith with this product and its company.

Sincerely,



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cc: Administrator, National Highway Traffic Safety Administration (400 Seventh St.SW, Washington, DC 20590)



AAA East Central
5900 Baum Blvd.
Pittsburgh, PA 15206
Phone: 412-365-7304

Garage # 1115 Date 1-17-07

Garage Name See Towing

Driver's Name John

Call No. 1-800-447-4477

Member's Name John Tackett

Ending Mileage 10 Total

Starting Mileage 0

Total Mileage 10

Less 3 Miles 3

*Overmileage [REDACTED]

*Surcharge Due \$ [REDACTED]

*Membership Dues \$ [REDACTED]

*Payable to AAA affiliate at time of service.

Year, make, model of vehicle 04 Jeep Liberty

Logan to River Valley Motors

Lancaster, Ohio

C2679 3/03

RISSEY TIRE

6540 Mason Rd. W.
Marion, OH 43302
740-499-2257

TO: DAIMLER-CHRYSLER
P.O. BOX 4639
OAK RIDGE, TN 37831

January 10, 2007

RE: SAFETY RECALL F23 - LOWER BALL JOINTS

To whom it may concern at Daimler-Chrysler customer relations:

[REDACTED] owner of a 2004 Jeep Liberty, is the third customer with a Jeep Liberty I've had in the last year who has had a wheel fall off due to defective lower ball joints.

I am very concerned that it has taken this long for a recall to be issued due to such a potentially dangerous and life threatening problem. To me it shows a complete lack of concern for the safety of your customers.

As to the question of defective lower ball joints causing uneven tire wear, it has been my experience that the front tires will wear more on the inside of the tire. I inspected [REDACTED] tires 2 weeks ago and saw that the front tires were wearing on the inside so I did rotate them but once a wear pattern is established, it cannot be corrected. It is my feeling that she should be reimbursed by Chrysler for 2 tires @ \$115 each plus tax.

Thank you,

Sincerely,

[REDACTED]

Owner and Manager of Rissey Tire