

U.S. Department
of TransportationNational 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 DEC 12 PM 1:46

Repository ☐

30-AUG-2007

Reference No.
10201195

OWNER INFORMATION (Type or Print)

Name

Address

City

WESTFIELD

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 an authorization, NHTSA WILL NOT provide your name or address to the vehicle manufacturer.

Signature of Owner

Date / /

VEHICLE INFORMATION

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

1J4GL58K03W

Make

JEEP

Model

LIBERTY

Model Year

2003

Date Purchased

01-OCT-06

Dealer's Name and Telephone Number

LICCARDI AUTO GROUP

Engine:

No: Cylinders 6

Fuel Type:

Gas

Original Owner

☐

Dealer's City

GREEN BROOK

State

NJ

Zip Code

08812

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)

29-AUG-2007

Failure Mileage

55000

Failure Speed

2

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

☐ Yes☒ No☐ Yes☒ No

0

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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 OWNS A 2003 JEEP LIBERTY. WHILE DRIVING 2 MPH, THE CONTACT HEARD A LOUD SNAP COMING FROM THE VEHICLE. THE VEHICLE WAS TOWED. THE DEALER STATED THAT THE DRIVER SIDE UPPER BALL JOINT SNAPPED. THE CONTACT RECEIVED AND THE VEHICLE WAS SERVICED FOR RECALL NOTICE NUMBER 03V460000 (SUSPENSION:FRONT:CONTROL ARM:LOWER BALL JOINT). THE CURRENT AND FAILURE MILEAGES WERE 56,000.

UPDATED 09/18/07 *TR

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.

From customerassistre <customerassistre@chrysler.com>
Date 2007/09/04 Tue PM 01:39:49 CDT
To [REDACTED]
Subject Re: Chrysler LLC Customer Assistance (KMM511745112526 [REDACTED])

Dear [REDACTED]

Thank you for contacting the Jeep Customer Assistance Center regarding your dissatisfaction with the dealer not inspecting your suspension system while performing the F23 recall.

We have received your email regarding your recent service experience at Global Auto Mall.

I regret your dissatisfaction with the service you received and appreciate the time and effort you took to bring this matter to my attention.

We realize our reputation depends in part on the quality of service provided by our dealers. Because dealers are independently owned businesses, they are responsible for addressing concerns directly related to their sales and service activities, as well as their personnel. Although we do not have the authority to resolve concerns related to dealer workmanship, service scheduling, or repair pricing, you may want to pursue the matter directly with dealership management for further resolution.

Information received from customers such as yourself enables better evaluation of dealers' service activities. Your complaint will be retained in the dealer's file.

Thank you again for your email.

Sincerely,

Jamie

Senior Staff Representative
Chrysler Customer Assistance Center

For any future communications related to this email, please refer to the following information:

REFERENCE NUMBER: [REDACTED]

EMAIL CASE NUMBER: [REDACTED]

REPLY LINK: http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM5117451125261L0KM&

Original Message Excluded:

EasyCare
VEHICLE-SERVICE CONTRACTS

LICCARDI LINCOLN
MERCURY LLC

CONTRACT HOLDER
[REDACTED]

VEHICLE (YEAR/MAKE/MODEL/VIN)

03 JEEP LIBERTY LIM 1J4GL58K03W [REDACTED]

CONTRACT NUMBER

0ED767 [REDACTED]

DEDUCTIBLE (PER VISIT)

\$0

COVERAGE

TIRECARE

PHONE NUMBER
[REDACTED]

EXPIRATION DATE

11/17/2009

EXPIRATION MILEAGE

74,862

To Whom it may concern:

I contacted your office and was told I should report the mechanical mishap breakdown I just recently experienced. Without rambling on and possibly not being understood, I am forwarding copies of paperwork associated with the issue.

I was informed by the repair station that serviced me if further inquiry is necessary feel free to contact them. As they were informed when they contacted Chrysler I was not insured, hence I will appeal to your judgment.

Any consideration to this will be appreciated as I believe I am deserving of this claim.

Respectfully submitted,

[REDACTED]

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).