



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
MAR 21 2011
17-FEB-2011

Repository ☐

Reference No.
10383086

OWNER INFORMATION (Type or Print)

Name **[REDACTED]**
Address **[REDACTED]**
City **EAST STRASBURG** State **PA** Zip Code **[REDACTED]**

Daytime Telephone Number **[REDACTED]** E-mail Address
Evening Telephone Number **SAME**

The information you provide will be used to identify potential safety-related defects. We may share your information with the applicable vehicle manufacturer during an investigation or recall in accordance with the routine uses described in the agency's Privacy Act notice. See 49 FR 53971 (Sep. 3, 2004).

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side
1J4GL48KX3W [REDACTED] Make **JEEP** Model **LIBERTY** Model Year **2003**
Date Purchased **6/3/2006** Dealer's Name and Telephone Number **BILAGLO Dodge** Engine: **Sport** Fuel Type: **Unleaded**
Original Owner ☐ No Dealer's City **Bellville NJ** State **NJ** Zip Code **[REDACTED]** No: Cylinders **6**
Transmission Type **Automatic** ☒ Antilock Brakes Powertrain **[REDACTED]** Multiple Failure: Incident Date(s) **10-FEB-2011**
☐ Cruise Control

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 010000 STEERING Failure Mileage **80400** 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 Failure Location:
☐ Prior Repair
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 **M** Number of Deaths **M** 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 OWNS A 2003 JEEP LIBERTY. THE CONTACT STATED THAT WHEN SHE INSERTED THE KEY INTO THE IGNITION, IT WOULD NOT TURN. THE VEHICLE WAS TOWED TO A LOCAL MECHANIC WHO STATED THAT A PIECE OF THE STEERING COLUMN BROKE AND WAS PREVENTING THE KEY FROM TURNING. THE MECHANIC STATED THAT THE UNLESS SOMETHING LONG WAS STUCK INTO THE IGNITION LIKE A SCREWDRIVER, THE IGNITION COULD NOT BE TURNED OVER. THE MECHANIC CALLED THE MANUFACTURER WHO STATED THAT THEY WERE NO LONGER MAKING THE PART NEEDED FOR REPAIR AND THE ENTIRE STEERING COLUMN NEEDED TO BE REPLACED. THE CURRENT AND FAILURE MILEAGES WERE 80,400.

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 to 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)

I HAD USED MY JEEP ALL DAY AT 6:30 PM. I WENT TO THE MALL I LEFT AT 7:00 TO COME HOME WHEN I WENT TO START MY JEEP IT WAS DEAD BUT ALL THE LIGHTS WERE ON AND WOULD NOT GO OFF. KNOWING THE WEEK BEFORE I JUST BOUGHT AN NEW INTERSTATE BATTERY I KNEW THIS WAS NOT THE PROBLEM - I CALLED AAA AND HAD TO HAVE MY JEEP TOWED TO T.H.S. AUTO IN EAST SHARPSBURG WHO THEN INFORMED ME THE PIECE IN THE STEERING COLUMN INSIDE THE COLUMN HAD SNAPPED & BROKE ACCORDING TO THE AAA JEEP DEALER'S THE PART AS (GOOTE) WAS IN SUCH DEMAND IT WAS ON BACK ORDER FROM 2 WEEKS - TO - 2 YEARS - AND THE INDIVIDUAL PIECE WAS NO LONGER SOLD SEPARATELY YOU HAD TO GET THE WHOLE STEERING COLUMN WITH THAT AMOUNT OF WAIT. I COULD NOT WAIT ON TO 2 YEARS I'M A SINGLE MOM WITH CHILDREN TO SUPPORT. T.H.S. THEN BOUGHT A USED STEERING COLUMN & INSTALLED IT. I WAS INFORMED

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THERE WERE AN EXTREM AMOUNT OF CALLS MADE TO YOUR PLAC'S FOR THIS PROBLEM ON THIS YEAR JEEP. I FEEL IT SHOULD BE A RECALL ON THIS WHICH I WAS MADE TO PAY PLEASE FEEL FREE TO CALL ME & DISCUSS THIS MATTER. THANK YOU SO MUCH

U.S. Department
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National Highway
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1200 New Jersey Avenue SE.
Washington, D.C. 20077-9382

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**US Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NVS-210
1200 New Jersey Avenue SE.
Washington, D.C. 20077-9382**



**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**



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U.S. Department of Transportation
National Highway Traffic Safety Administration

safercar.gov