

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 04-MAR-2011	
OWNER INFORMATION (Type or Print)					
Name		Address		Daytime Telephone Number	E-mail Address
City		State	Zip Code	Evening Telephone Number	
PADUCAH		KY			
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			Make	Model	Model Year
1J4GL48K22W			JEEP	LIBERTY	2002
Date Purchased	Dealer's Name and Telephone Number		Engine:	Fuel Type:	
7-5-2004	CHIP WYNN		No: Cylinders	UNLEADED GASOLINE	
Original Owner	Dealer's City	State	Zip Code		
☐	PADUCAH	KY	42001		
Transmission Type	☐ Antilock Brakes	Powertrain	Multiple Failure:	Incident Date(s)	
	☐ Cruise Control		YES	16-OCT-2006	
FAILED COMPONENT(S)/PART(S) INFORMATION					
Vehicle Component Code: 130000 VISIBILITY				Failure Mileage	Failure Speed
				27000	
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: DOTM49ABC036)		☐ 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	Fire	Number of Persons Injured	Number of Deaths	Reported to Police	
☐ Yes ☒ No	☐ Yes ☒ No			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 2002 JEEP LIBERTY. THE CONTACT STATED THAT THE REAR WINDOW REGULATORS FAILED SEVERAL TIMES. THE REAR PASSENGER SIDE WINDOW WAS REPLACED THREE TIMES AND THE REAR DRIVER SIDE WAS REPLACED TWICE. THE DEALER STATED THAT THE FAILURE WAS A KNOWN ISSUE, BUT THE PART HAD NOT BEEN MODIFIED TO PREVENT THE FAILURE. THE FAILURE MILEAGE WAS 27,000 AND THE CURRENT MILEAGE 79,000. ENCLOSED IS A COPY OF CORRESPONDENCE I SENT TO CHRYSLER ON 4-4-11.					
MAR 28 2011					
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)

THE REAR WINDOWS (AND PERHAPS THE FRONT) OF THE
JEEP LIBERTY WILL FALL WITHOUT WARNING, SUBJECTING
THE DRIVER TO DISTRACTION & ALSO CAUSING POSSIBLE
THEFT OF ITEMS IN THE VEHICLE, AS WELL AS
EXPOSURE OF THE INTERIOR TO RAIN, SNOW, ETC.
PRACTICALLY EVERYONE WHO HAS OWNED A LIBERTY HAS
EXPERIENCED THIS SAME PROBLEM.

ATTACH ADDITIONAL SHEETS IF NECESSARY

U.S. Department
of Transportation

**National Highway
Traffic Safety
Administration**

1200 New Jersey Avenue SE.
Washington, D.C. 20077-9382

Official Business
Penalty for Private Use \$300



NO POSTAGE
NECESSARY
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
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**



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



Paducah, KY
March 4, 2011

Chrysler Group LLC
P.O. Box 21-8004
Auburn Hills, MI 48321-8004

RE: 2002 Jeep Liberty, VIN 1J4GL48K22W window regulator

I purchased a 2002 Jeep Liberty on July 5, 2004, with 12,130 miles on the odometer. I still own the vehicle, and it has 79,000 miles on the odometer. This has been the 5th Jeep I have owned over the years, and I have generally been pleased with them. However, repeatedly I have had a problem with defective window regulators on the Liberty. In fact, upon researching this problem, I find that practically everyone who has ever owned a Liberty for any length of time has had problems with the window regulators. Apparently the problem is a result of a cheap clip inside the door panel that continues to break, even when the window is seldom used.

In my case, the following is a brief history of my replacement of the power window regulators:

10-16-06	right rear	\$144.25
05-16-07	left rear	\$156.60
03-19-09	right rear	\$185.00
04-22-09	left rear	\$173.56
03-04-11	right rear	parts out of stock & backordered, repair pending

I have also enclosed copies of receipts for the money that I have spent to date. Today, I have filed a formal complaint with the National Highway Traffic Safety Administration in an attempt to force a recall to remediate this problem. I would think that your Company would have to be aware of this issue, as it is widespread across the country. All of my problems to date have been with the rear windows, even though I never have any passengers in the rear seats, and the windows always stay up. However, without warning, whether the car is parked at a shopping mall or in my driveway, when the regulator fails, the window simply drops. I have been lucky so far that it was not raining, and that I had no valuables inside the car when this happens.

The remedy I am seeking today is reimbursement from Chrysler for the \$659.41 that I have spent so far, plus reimbursement for the bill I will receive when the pending repair is completed. I would also appreciate an in-depth investigation of this problem, which will probably result in Chrysler issuing a voluntary recall for all Libertys with this problem.

Sincerely,

enc.

DARRELL'S GLASS SERVICE
423 SOUTH 16TH STREET
PADUCAH KY 42003
(270)442-2274 Fax:(270)442-2388
Tax# 61-1182972

Invoice: 6247

Date: 10/16/2006

Scheduled:

Sold To:

[Redacted]

H [Redacted]

Csr: Tech: SB PO: Terms: NET DUE

Vehicle: 2002 JEEP LIBERTY 4 DOOR UTILITY

<u>Qty</u>	<u>Part / Description</u>	<u>List Price</u>	<u>Material</u>	<u>Labor</u>	<u>Item Total</u>
1.00	WINDOW REGULATOR - Right Rear		98.35	40.00	138.35

Payment Info: CK [Redacted]

Signature _____

<u>Material</u>	<u>Labor</u>	<u>Tax</u>	<u>Total</u>	<u>Deductible</u>	<u>Payments</u>	<u>Balance</u>
98.35	40.00	5.90	144.25	0.00	144.25	0.00

DARRELL'S GLASS SERVICE
423 SOUTH 16TH STREET
PADUCAH KY 42003
(270)442-2274 Fax:(270)442-2388
Tax# 61-1182972

Invoice: 6767

Date: 05/16/2007

Scheduled:

Sold To:

[Redacted]

H [Redacted]

Csr: Tech: SB PO: Terms:

Vehicle: 2002 JEEP LIBERTY 4 DOOR UTILITY

<u>Qty</u>	<u>Part / Description</u>	<u>List Price</u>	<u>Material</u>	<u>Labor</u>	<u>Item Total</u>
1.00	WINDOW REGULATOR - LEFT REAR		110.00	40.00	150.00

Payment Info: CK [Redacted]

Signature _____

<u>Material</u>	<u>Labor</u>	<u>Tax</u>	<u>Total</u>	<u>Deductible</u>	<u>Payments</u>	<u>Balance</u>
110.00	40.00	6.60	156.60	0.00	156.60	0.00

Csr:

Tech:DB

PO:

Terms:

Vehicle: 2002 JEEP LIBERTY 4 DOOR UTILITY VIN:1J4GL48K22W

<u>Qty</u>	<u>Part / Description</u>	<u>List Price</u>	<u>Material</u>	<u>Labor</u>	<u>Item Total</u>
1.00	WINDOW REGULATOR - Left Rear	126.00	126.00	40.00	166.00

Payment Info: CK

Signature _____

<u>Material</u>	<u>Labor</u>	<u>Tax</u>	<u>Total</u>	<u>Deductible</u>	<u>Payments</u>	<u>Balance</u>
126.00	40.00	7.56	173.56	0.00	173.56	0.00

vers:7.1.56 Page: 1 of 1

DARRELL'S GLASS SERVICE
423 SOUTH 16TH STREET
PADUCAH KY 42003
(270)442-2274 Fax:(270)442-2388
Tax# 61-1182972

Invoice: 8710

Date: 03/19/2009

Scheduled:

Sold To:

[Redacted]

H [Redacted]

Csr: Tech:DB PO: Terms:

Vehicle: 2002 JEEP LIBERTY 4 DOOR UTILITY

<u>Qty</u>	<u>Part / Description</u>	<u>List Price</u>	<u>Material</u>	<u>Labor</u>	<u>Item Total</u>
1.00	WINDOW REGULATOR - Right Rear		136.79	40.00	176.79

Payment Info: CK [Redacted]

Signature _____

<u>Material</u>	<u>Labor</u>	<u>Tax</u>	<u>Total</u>	<u>Deductible</u>	<u>Payments</u>	<u>Balance</u>
136.79	40.00	8.21	185.00	0.00	185.00	0.00