

CL-10387198-2817

FEB 25 2011

NVS-200

EXECUTIVE SECRETARIAT

2011 FEB 24 A 7:51

RECEIVED - NHTSA

February 15, 2011

National Highway Traffic Safety Administration
400 Seventh Street, S.W.
Washington, DC 20590
Attn: Administrator

I took my 2004 Jeep Liberty S/N 1J4GL48K74W [REDACTED] in for my routine oil change and check up. I asked for them to check the front end because I noticed something didn't feel right when I was driving. The shop told me they had had some Jeep Liberty's come in on a safety recall for ball joints so checked mine out for me. They were bad so I was afraid to drive any distance at all for fear of wrecking or being stranded. I had them changed right away. I have never had any other problems with my Jeep Liberty and really love it. I was told there was a possibility of getting reimbursed for this bill because of this problem. Thank you for any help you can give.

[REDACTED]
Kettle Falls, WA
Phone [REDACTED]

ET
030111
Dw

DAIMLERCHRYSLER

SAFETY RECALL F23 – LOWER BALL JOINTS

Dear: (Name)

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

DaimlerChrysler Corporation has decided that a defect, which relates to motor vehicle safety, exists in some 2002 through 2006 model year Jeep® Liberty vehicles.

NOTE: 2002 and 2003 model year vehicles involved in a previous ball joint recall must also have this recall performed.

The problem is... Water may enter into the front suspension lower ball joints on your Jeep (VIN: xxxxxxxxxxxxxxxxx). This can cause the ball joint to corrode and separate. Ball joint separation can result in a loss of steering control and could cause a crash without prior warning.

What your dealer will do... DaimlerChrysler will repair your vehicle free of charge (parts and labor). To do this, your dealer will replace both front lower ball joints. The work will take about 1 hour to complete. However, additional time may be necessary depending on how dealer appointments are scheduled and processed.

What you must do to ensure your safety... Simply contact your dealer right away to schedule a service appointment. Ask the dealer to hold the parts for your vehicle or to order them before your appointment. Remember to bring this letter with you to your dealer.

If you need help... If you have questions or concerns which your dealer is unable to resolve, please contact DaimlerChrysler at 1-800-853-1403.

Please help us update our records, by filling out the attached prepaid postcard, if any of the conditions listed on the card apply to you or your vehicle.

If you have already experienced this condition and have paid to have it repaired, you may send your original receipts and/or other adequate proof of payment to the following address for reimbursement: DaimlerChrysler P.O. Box 4639 Oak Ridge, TN 37831, Attention: Reimbursement.

If your dealer fails or is unable to remedy this defect without charge and within a reasonable time, you may submit a written complaint to the Administrator, National Highway Traffic Safety Administration, 400 Seventh Street, S.W., Washington, DC 20590, or call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153), or go to <http://www.safercar.gov>.

We're sorry for any inconvenience, but we are sincerely concerned about your safety. Thank you for your attention to this important matter.

Customer Services Field Operations
DaimlerChrysler Corporation
Notification Code F23

*Buckle up
for Safety!*

Note to lessors receiving this recall: Federal regulation requires that you forward this recall notice to the lessee within 10 days.



NEW HAMPSHIRE STATE DEPARTMENT OF

LICENSING

02/09/2010 VEHICLE REGISTRATION CERTIFICATE

TERRIER

HALL

Lic/Pit	Iss-Dt	Tab No	Reg-Exp	Val-Cd/Year	Exp	Mo-Reg	MO-Exp	Per	Use	MoYr	
	01/2008	A119649	02/02/2011	19530/2004		12		0	PAS	2004	
Make	Body	VIN or Serial No	Reg-Co	Reg-Lst	Seata	Model/ST	Exp	Exp-St	Exp-Exp	Pit	
JEOP	LIBERTY	1J4GL4SK74W	33	3515		SPH/4W					
Equip	Prty	Pit Filing	TDI 3300	RTA Tax	Subagent	Exp/Exp	Wt	Other	Total Fees	CreditCard	Exp Cr
	428V62	\$3.50					\$10.00	\$36.75	\$43.75	\$43.75	

CAPTAIN MEL'S MINI STORAGE

1415 LAKEVIEW DR

KEENE, NH 03424

SIGNATURE OF REGISTERED OWNERS

The Shop
515 Meyers St.
Kettle Falls Wa. 99141
509-738-6500
theshop@centurylink.net

Customer: 
Address:
City, State:
Day Phone:
Night Phone:
Fax:
Estimate Ref: 2667
Date: February 15, 2011
Time: 03:36 PM

Service Writer: Sam Thomas
Service Tech:

VID:
Mileage:

Vehicle: 2004 Jeep Truck Liberty 4WD V6-3.7L VIN K

Description	Part #/Labor Rate	Qty	Price/Time	Extended
Ball Joint				
Front Suspension				
Lower Ball Joint	5114037AA	2	32.51	65.02
Ball Joint				
Replace				
Front Suspension				
Lower Ball Joint				
One Side (B)	Labor 65.00 / hr	2	1.20	156.00
Lahor Total				156.00
Parts Total				65.02
Sub-Total				221.02
Labor Tax 7.6%				11.86
Parts Tax 7.6%				4.94
Tax Total				16.80
Total				\$ 237.82

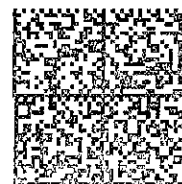
Thanks for choosing
The Shop!

Signature

Date

2-15-11

[REDACTED]
Kettle Falls, WA [REDACTED]



NO42J80042221
\$0.44
02/17/11
Mailed From 99141
US POSTAGE

National Hwy Traffic Safety Administration
ATTN: Administrator
400 7th Street, S.W.
Washington, DC 20590

