



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

1200 New Jersey Avenue SE.
Washington, DC 20590

March 22, 2011

[REDACTED]
Kettle Falls, WA [REDACTED]

Dear [REDACTED]

NVS-216 et
Ref. No. 10387188

Thank you for your correspondence concerning your model year (MY) 2004 Jeep Liberty vehicle. Your correspondence was received by the National Highway Traffic Safety Administration's (NHTSA) Office of Defects Investigation.

NHTSA is the Federal agency responsible for improving safety on our Nation's highways. We are authorized to order manufacturers to recall and repair vehicles or motor vehicle equipment when our investigations indicate that they contain safety defects in their design, construction, or performance. We also monitor the adequacy of manufacturers' recall campaigns. In order for the agency to initiate an investigation, we look carefully at the body of consumer complaints and other available data to determine whether a defect may exist. We cannot act on isolated problems or resolve disputes between individual owners, dealers, or manufacturers.

We appreciate the report you provided. Reports from motorists are a very important source of information for us. In your letter you indicate taking your MY 2004 Jeep Liberty to an independent repair facility for routine maintenance. You asked the technician to check the front end because you noticed something did not feel right while you were driving. The diagnosis was bad ball joints which made you afraid to drive the vehicle so you had the repairs made right away. You were told there was possibility of getting reimbursed because the repair was subject to a recall. , Therefore, you are requesting assistance in obtaining reimbursement for repairs to your MY 2004 Jeep Liberty related NHTSA Safety Recall Campaign No. 06V-288.

Federal regulations require a manufacturer conducting a safety recall of motor vehicles or motor vehicle equipment to reimburse owners who have paid to obtain a remedy for the problem within a reasonable time, which in many instances is one year, prior to the manufacturer's notification. Certain restrictions apply, including the need to submit certain documents to the manufacturer. Owners should follow the instructions in the recall notification letter to file a

claim. Owners who feel that their claim was wrongfully denied should pursue the matter with the manufacturer. Owners may also report any dispute to NHTSA by contacting the Department of Transportation's (DOT) Auto Safety Hotline (Hotline) or by filing a complaint via the agency's Internet Web site. While NHTSA does not have the resources to intervene in individual disputes, it does monitor this data and may address situations where appropriate.

In addition, our statute does not require manufacturers to reimburse owners for costs associated with a safety recall (e.g., lost wages while the vehicle is being repaired, car rentals, damage caused by the defect, etc.). Nor does the statute authorize the Federal government to reimburse vehicle owners for any costs associated with safety recalls or assist vehicle owners in obtaining reimbursements for costs associated with an alleged defect.

Should you encounter a safety-related problem with a motor vehicle or item of motor vehicle equipment in the future, we would appreciate it if you would complete an electronic Vehicle Owner's Questionnaire online at www.nhtsa.dot.gov/ivoq or call the Auto Safety Hotline at 1-888-327-4236. Also, a summary listing of vehicle owners' complaints, safety recalls, manufacturers' service bulletins, etc. can be obtained at www.nhtsa.dot.gov/cars/problems.

Sincerely,

A handwritten signature in black ink that reads "Randy Reid". The signature is written in a cursive, flowing style.

Randy Reid, Chief
Correspondence Research Division
Office of Defects Investigation
Enforcement

Recall Detail

03-MAR-2011

Recall Num: 06 V 288 000 **573 Date:** 01-AUG-2006 **573 Date Rcvd:** 03-AUG-2006 **Potentially Affected:** 826,687 **Potentially Defective:** 826,687
Mfr Recall Num: F23
Subject: FRONT LOWER BALL JOINTS **Remedy Type:** Inspect and Replace **RP Num:** **FMVSS Num:**
Recall Type: Defect **Recall Effect:** Crash Avoidance **NHTSA Inv Num:** EA06-008 **Influenced by:** ODI
Problem Exp: Complaints **Manufacturer:** DAIMLERCHRYSLER CORPORATION **Recall Status:** CONDUCTING RECALL

Problem Descr: ON CERTAIN TRUCKS, THE CONSTANT TENSION FRONT LOWER BALL JOINTS MAY EXPERIENCE CONTAMINATION. IF THE VEHICLE IS OPERATED FOR AN EXTENDED PERIOD WITH THIS CONDITION, THE BALL JOINT MAY EVENTUALLY EXPERIENCE WEAR AND LOOSENESS.
Consequence: WHEN THE DRIVER CONTINUES TO OPERATE THE VEHICLE WITH THIS CONDITION, THE CONTAMINATION CAN LEAD TO CORROSION, ACCELERATED WEAR AND POSSIBLY SEPARATION FROM THE STEERING KNUCKLE CAUSING A LOSS OF VEHICLE STEERING CONTROL INCREASING THE RISK OF A CRASH.
Remedy Type: DEALERS WILL REPLACE THE FRONT LOWER BALL JOINTS FREE OF CHARGE. THE RECALL BEGAN ON SEPTEMBER 11, 2006. OWNERS SHOULD CONTACT DAIMLERCHRYSLER AT 1-800-853-1403.
Notes: DAIMLERCHRYSLER RECALL NO. F23. CUSTOMERS MAY ALSO CONTACT THE NATIONAL HIGHWAY TRAFFIC SAFETY ADMINISTRATION'S VEHICLE SAFETY HOTLINE AT 1-888-327-4236 (TTY 1-800-424-9153), OR GO TO [HTTP://WWW.SAFERCAR.GOV](http://www.safercar.gov).
MFR Knowl Dt: 01-DEC-2003 **Prod Change Dt:** **Mfr Press Release Dt:** **NHTSA Press Release Dt:**
Stop Sales: **Regional:**
Supplier: TRW AUTOMOTIVE **Mfr Toll Free Num:** **Country of Origin:** United States of America

Products	Vehicle Usage	Beginning Mfg Date	Ending Mfg Date
Product Type :VEHICLE Product Category :LIGHT VEHICLES Manufacturer :CHRYSLER GROUP LLC Make :JEEP Model :LIBERTY Model Year :2002 Type :MULTIPURPOSE PASSENGER VEHICLE	Passenger	02-JAN-2001	15-MAR-2006
Product Type :VEHICLE Product Category :LIGHT VEHICLES Manufacturer :CHRYSLER GROUP LLC Make :JEEP Model :LIBERTY Model Year :2006 Type :MULTIPURPOSE PASSENGER VEHICLE	Passenger	02-JAN-2001	15-MAR-2006
Product Type :VEHICLE Product Category :LIGHT VEHICLES Manufacturer :CHRYSLER GROUP LLC Make :JEEP Model :LIBERTY Model Year :2004 Type :MULTIPURPOSE PASSENGER VEHICLE	Passenger	02-JAN-2001	15-MAR-2006
Product Type :VEHICLE Product Category :LIGHT VEHICLES Manufacturer :CHRYSLER GROUP LLC Make :JEEP Model :LIBERTY Model Year :2005 Type :MULTIPURPOSE PASSENGER VEHICLE	Passenger	02-JAN-2001	15-MAR-2006
Product Type :VEHICLE Product Category :LIGHT VEHICLES Manufacturer :CHRYSLER GROUP LLC Make :JEEP Model :LIBERTY Model Year :2003 Type :MULTIPURPOSE PASSENGER VEHICLE	Passenger	02-JAN-2001	15-MAR-2006

Component Name

SUSPENSION:FRONT:CONTROL ARM:LOWER BALL JOINT

Influencing Investigation(s)

Investigation Num	Subject	Investigator	Relationship
EA 06 008	FRONT SUSPENSION BALL JOINT SEPARATION	KYLE BOWKER	Influencing

Recall Detail

03-MAR-2011

Related Recalls

Yr	Type	Major Sub	Relationship
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Recall Characteristics

Unique Recall	Unique Descr
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Recall Communications**Fax Ack:****Draft 577 Received:****Final 577 Received:** 06-SEP-2006**Phased:** Y**Renotification:** 25-JUL-2007**Dealer Notification****Received:** 06-SEP-2006**Letter Ack:****Draft 577 Approved:****Owner Notification:** 11-SEP-2006**577 End:****Envelope Approved:****Dealer Notification:** 04-SEP-2006