

INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)				FOR AGENCY USE ONLY 100148	
 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		Date Received OCT 25 2011 22-AUG-2011	
				Repository ☐	Reference No. 10421043
OWNER INFORMATION (Type or Print)					
Name [REDACTED]			Daytime Telephone Number [REDACTED]		E-mail Address
Address [REDACTED]			Evening Telephone Number		
City PACIFIC CITY	State OR	Zip Code [REDACTED]			
<i>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).</i>					
VEHICLE INFORMATION					
17 digit Vehicle Identification Number Located at bottom of windshield on driver's side 1J4GL48KX4W [REDACTED]			Make JEEP	Model LIBERTY	Model Year 2004
Date Purchased	Dealer's Name and Telephone Number			Engine: No: Cylinders	Fuel Type:
Original Owner ☐	Dealer's City		State	Zip Code	
Transmission Type	☐ Antilock Brakes ☐ Cruise Control	Powertrain	Multiple Failure:	Incident Date(s) 01-JUL-2010	
FAILED COMPONENT(S)/PART(S) INFORMATION					
Vehicle Component Code: 110000 ELECTRICAL SYSTEM				Failure Mileage 11000	Failure Speed
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: DOTM9ABC036)		☐ 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 ☐ Yes ☒ No	Fire ☐ Yes ☒ No	Number of Persons Injured	Number of Deaths	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 2004 JEEP LIBERTY. THE CONTACT STATED THAT THE VEHICLE FAILED TO START ON AN INTERMITTENT BASIS. THE DEALER WAS UNABLE TO DUPLICATE THE FAILURE. THE MANUFACTURER WAS MADE AWARE OF THE FAILURE HOWEVER, DID NOT OFFER ANY ASSISTANCE. THE VEHICLE WAS NOT REPAIRED. THE CURRENT MILEAGE WAS 12,472. THE APPROXIMATE FAILURE MILEAGE WAS 11,000.					
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)

IN OCT. OF 2010 - JEEP LIBERTY WOULD NOT START AFTER TURNING
KEY FOUR TIME IT STARTED - CHECK OUT STARTER & BATTERY COULD NOT
FIND ANYTHING WRONG - IN MAY IT GOT WORSE - TOOK CAR TO
FORD DEALER - FOR CHECK OUT - THEY SAID IT WAS THE STARTER - THEY
REPLACED IT. DID NOT FIX PROBLEM - THEY THEN REPLACED NEUTRAL
SWITCH. DID NOT FIX PROBLEM. IN AUG OR JULY TOOK JEEP
DEALERSHIP 50 MILES AWAY THEY CHECK EVERYTHING & CLEAN ALL
GASOLINE. THEY SAID EXISTION SWITCH WAS LOOSE. THEN SENT ME
ON MY WAY. THEY STILL DID NOT FIX PROBLEM. IT IS
INTERMITTING NOW IF I DON'T DRIVE FOR LONG TIME.
I DON'T KNOW WHAT TO DO!!!

U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

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

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PORTLAND OR 972

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



safecar.gov

Think your vehicle
has a safety defect?



If so:

Use the enclosed
form to file a report.

or visit:

www.safecar.gov

or call:

Vehicle Safety Hotline
888-327-4236



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