

From: [Wells, Cynthia CTR \(NHTSA\)](#)
To: [DataQuality, DataQuality \(NHTSA\)](#)
Subject: FW: Questionnaire
Date: Monday, October 17, 2011 9:22:52 AM

Report Vehicle Safety Defects!  www.safercar.gov

From: Williams, Maritza CTR (NHTSA) On Behalf Of DataQuality, DataQuality (NHTSA)
Sent: Friday, October 14, 2011 2:48 PM
To: Wells, Cynthia CTR (NHTSA)
Subject: FW: Questionnaire

From: 
Sent: Friday, October 14, 2011 4:27 PM
To: DataQuality, DataQuality (NHTSA)
Subject: Questionnaire

Was unable to edit the Original PDF file and was nor able to send fax to number provided. Wrote in and scanned in. Hope it is readable.

Thanks





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

Repository ☐

06-OCT-2011

Reference No.
10428942

OWNER INFORMATION (Type or Print)

Name **CONTACT** **OWNER**

Address

Daytime Telephone Number

E-mail Address

City TENAHA

State TX

Zip Code

Evening Telephone Number

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

1J4GK48K63W

Make

JEEP

Model

LIBERTY

Model Year

2003

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

Powertrain

Multiple Failure:

Incident Date(s)

03-OCT-2005

☐ Cruise Control

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Codes: 130000 VISIBILITY, 110000 ELECTRICAL SYSTEM

Failure Mileage

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: DOTM19ABC036)

☐ 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 2003 JEEP LIBERTY. THE CONTACT STATED THAT THE AUTOMATIC WINDOWS WOULD SPORADICALLY OPEN AND COULD NOT BE CLOSED. THE DEALER DIAGNOSED THAT THERE WAS A WINDOW REGULATOR FAILURE. ~~THE MANUFACTURER DENIED ANY ASSISTANCE WITH REPAIR TO THE VEHICLE.~~ THE CONTACT STATED THAT THE FAILURE WAS A CONTINUAL OCCURRENCE. THE FAILURE MILEAGE WAS UNAVAILABLE AND THE CURRENT MILEAGE WAS 86,000.

The manufacturer offered to repair for a \$15.00 copay. This has happened 4-5 times. Chrysler repaired for free on 6-10-11. Then repaired 6 mo later on 7-22-11. Now it has crashed into door again - 1 year + 6 weeks beyond Mohan warranty. (window had not been used after last repair and was in parking lot - subjecting vehicle to elements and safety of interior contents.)

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.