

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 JUN - 7 2012 14-MAY-2012	
OWNER INFORMATION (Type or Print)					
Name		Address		Daytime Telephone Number	E-mail Address
City		State	Zip Code	Evening Telephone Number	
LENOIR CITY		TN		same	
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
1J4GK48K73W			JEEP	LIBERTY	2003
Date Purchased	Dealer's Name and Telephone Number		Engine:	Fuel Type:	
7-29-2006	Carmax		No: Cylinders		
Original Owner ☐	Dealer's City	State	Zip Code		
	Knoxville	Tn.			
Transmission Type	☐ Antilock Brakes	Powertrain	Multiple Failure:	Incident Date(s)	
	☐ Cruise Control			08-APR-2010	
FAILED COMPONENT(S)/PART(S) INFORMATION					
Vehicle Component Code: VISIBILITY/WIPER (PWS)				Failure Mileage	Failure Speed
				43644	0
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	Failure Location:			
	☐ Prior Repair				
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	0	0	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 DRIVER SIDE WINDOW COULD NOT BE OPERATED. THE DEALER STATED THAT THE FRONT DRIVER SIDE WINDOW POWER REGULATOR NEEDED TO BE REPAIRED. THE REPAIR WAS MADE HOWEVER, THE FAILURE RECURRED. THE REAR DRIVER SIDE WINDOW ALSO EXHIBITED THE SAME FAILURE. THE FRONT PASSENGER SIDE WINDOW COULD BE OPENED PARTIALLY, BUT THE WINDOW WOULD STOP MIDWAY. THE MANUFACTURER WAS NOTIFIED BUT A RESPONSE WAS NOT RECEIVED. THE FAILURE MILEAGE WAS 43,644.					
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)

The drivers front window is the only one I've ever used. I have no passengers to use any of the other windows.

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

KNOXVILLE TN 37611

30 MAY 2012 PM 2:11

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

**TILLEY-LANE CHRYSLER • DODGE • DODGE TRUCKS • JEEP**

1206 East Broadway

PO Box 336

LENOIR CITY, TN 37771

(865) 986-7400

www.tilleylane.com



CHCS120116



0101CHCS120116

CUSTOMER NO. 22485	ADVISOR JEFF NICHOLS	TAG NO. 2950	INVOICE DATE 07/09/10	INVOICE NO. CHCS120116
	LABOR RATE 72.00	LICENSE NO.	COLOR LIGHT KHAKI	STOCK NO.
	YEAR / MAKE / MODEL 03/JEEP/LIBERTY/4 DOOR UTILITY	MILEAGE 43,644	DELIVERY DATE	DELIVERY MILES
LENOIR CITY, TN	VEHICLE I.D. NO. 1 J 4 G K 4 8 K 7 3 W		SELLING DEALER NO.	PRODUCTION DATE
	R.T.E. NO.	P.O. NO.	R.O. DATE 07/09/10	
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS		

TOTALS

TOTAL LABOR.....	113.16
TOTAL PARTS.....	177.79
TOTAL SUBLET.....	0.00
TOTAL G.O.G.....	0.00
TOTAL MISC CHG.....	11.80
TOTAL MISC DISC.....	0.00
TOTAL TAX.....	27.25
TOTAL INVOICE \$	330.00

CUSTOMER SIGNATURE

THANK YOU
FOR BRINGING YOUR CAR
TO US FOR SERVICE.
SERVICE DEPARTMENT HOURS
7:30 AM - 6:00 PM
MONDAY - FRIDAY

Our mission is for your
service experience to
meet and hopefully exceed
your expectations. If we
have done so...please tell
your friends. If we have not
accomplished this goal,
please call our
Service Department.

DISCLAIMER OF WARRANTIES
The seller, hereby expressly disclaims all
warranties, either expressed or implied,
including any implied warranty of mer-
chantability or fitness for a particular pur-
pose, and neither assumes nor authorizes
any other person to assume for it any lia-
bility in connection with the sale of said
products.
Repair work done on this order will be based
in part, upon a flat rate manual computation.



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RESIDENCE PHONE	BUSINESS PHONE	COMMENTS		R.O. DATE 07/09/10	

LABOR & PARTS
 # 1 02CHZLOR LUBE OIL AND FILTER TECH(S): 2315 5.16
 PERFORM LUBE OIL AND FILTER CHANGE
 ROTATE TIRES & 23 PT INSP. 17.95 COUPON
 PERFORMED LUBE OIL AND FILTER CHECKED FLUIDS AND TOPPED
 FLUIDS AS RECORDED ALSO CHECKED TIRE PRESSURE

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 1	1	M195	FILTER	2.29	
JOB # 1	5	SW30	OIL 1081090	2.10	10.50
JOB # 1 TOTAL PARTS					12.79
JOB # 1 TOTAL LABOR & PARTS					17.95

2 49CHZ ELECTRICAL BODY/ACCY TECH(S): 221 108.00
 L/F WINDOW IS NOISY & BARELY WORKING
 TESTED, INSPECTED & REPLACED L/F POWER WINDOW REGULATOR...

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 2	1	68059645-AA	REGULATOR 23039005	165.00	165.00
JOB # 2 TOTAL PARTS					165.00
JOB # 2 TOTAL LABOR & PARTS					273.00

3 01CHZ INSPECTION TECH(S): 221 0.00
 PERFORM FREE 23 PT INSPECTION...
 REAR BRAKES ARE THIN... QUOTED 213.50 PLUS TAX TO REPLACE
 REAR BRAKE PADS & RESURFACE REAR BRAKE ROTORS...
 CUSTOMER DECLINED...

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 3 TOTAL PARTS					0.00
JOB # 3 TOTAL LABOR & PARTS					0.00

4 10CHZROTATE ROTATE TIRES TECH(S): 2315 0.00
 ROTATE TIRES
 MAINTENANCE
 ROTATED TIRES ADJUSTED PRESSURE

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 4 TOTAL PARTS					0.00
JOB # 4 TOTAL LABOR & PARTS					0.00

MISC	CODE	DESCRIPTION	CONTROL NO	
JOB # A	67	ENVIRONMENTAL FEE		1.00
JOB # A	60	SHOP SUPPLIES		10.80
TOTAL - MISC				11.80

TECHNICIAN CERTIFICATION
 221 LEONARD GROVES 056734846469

THANK YOU

FOR BRINGING YOUR CAR
TO US FOR SERVICE.

SERVICE DEPARTMENT HOURS

7:30 AM - 6:00 PM
MONDAY - FRIDAY

Our mission is for your service experience to meet and hopefully exceed your expectations. If we have done so...please tell your friends. If we have not accomplished this goal, please call our Service Department.

DISCLAIMER OF WARRANTIES

The seller, hereby expressly disclaims all warranties, either expressed or implied, including any implied warranty of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products.

Repair work done on this order will be based in part, upon a flat rate manual computation.