

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 26-JUN-2012 AUG 06 2012	
				Repository ☐	
				Reference No. 10463189	
OWNER INFORMATION (Type or Print)					
Name				Daytime Telephone Number	
Address				Evening Telephone Number	
City		State	Zip Code	E-mail Address	
LOS ANGELES		CA			
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
1J4GK48KX4W			JEEP	LIBERTY	2004
Date Purchased	Dealer's Name and Telephone Number		Engine:	Fuel Type:	
Jan 26 2004	Buerge 310-820-2631		No: Cylinders	gas	
Original Owner	Dealer's City	State	Zip Code		
☐	LA	CA	90025		
Transmission Type	☐ Antilock Brakes	Powertrain	Multiple Failure:	Incident Date(s)	
	☐ Cruise Control			25-JUN-2012	
FAILED COMPONENT(S)/PART(S) INFORMATION					
Vehicle Component Code: 180000 VEHICLE SPEED CONTROL				Failure Mileage	Failure Speed
				72000	50
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 ☐ 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 0	Number of Deaths 0	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 WHILE DRIVING 50 MPH, THE VEHICLE ACCELERATED UP TO 75 MPH ON ITS OWN. THE CONTACT WAS ABLE TO DECELERATE. THE FAILURE RECURRED, AND WHILE DEPRESSING THE BRAKE, THE VEHICLE ACCELERATED INSTEAD OF BRAKING. THERE WAS A WARNING LIGHT ILLUMINATED WITH A SYMBOL OF A CAR AND THE CONTACT WAS UNSURE OF WHAT THAT MEANT. THE VEHICLE WAS TAKEN TO DEALER; HOWEVER AN INSPECTION OR REPAIR DID NOT TAKE PLACE. THE MANUFACTURER WAS NOTIFIED AND NO ASSISTANCE WAS PROVIDED. THE FAILURE AND CURRENT MILEAGES WERE 72,000.					
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.					

**BUERGE CHRYSLER JEEP**

11750 Santa Monica Boulevard

Los Angeles, CA 90025

T. (310)820-2631 x3300 or x3317

SERVICE HOURS: MONDAY - FRIDAY 7:30 AM TO 7:30 PM
PARTS HOURS: MONDAY - FRIDAY 7:30 AM TO 6:00 PM
SERVICE AND PARTS HOURS: SATURDAY 9:00 AM TO 5:00 PM
NO VEHICLES RELEASED AFTER SERVICE HOURS
 www.buerge.com



SO #: 729941
 Tag #: 3115

*** Service Invoice Customer Copy ***

Auth#: 12345678912341
 Page 4

Customer No: 4W [REDACTED]		Advisor: Ortiz		Invoice Date: 06/28/2012		Term: CASH	
[REDACTED]		License No	Odometer In	Odometer Out	Delivery Date	Stock No	
[REDACTED]			72229	72231	01/25/2004	J6624	
[REDACTED]		Year	Make	Model	Model No	Color	
[REDACTED]		2004	JEEP	LIBERTY		BLACK	
Home: [REDACTED] Bus: [REDACTED]		Vehicle ID No		Selling Dealer	SO Date	InServ Date	Location
Cell: (000) 000-0000 Today: [REDACTED]		J4GK48KX4W [REDACTED]			06/28/2012	01/25/2004	
Email: [REDACTED]							

Request/Complaint	Type	CSR#	Amount
8 5 SERVICE PCV SYSTEM			
5 SERVICE PCV SYSTEM	CP	440	7.00

Technician 914

Cause:

Correction: CLEANED PCV

Request Total 7.00

LABOR	401.80
PARTS	123.78
OIL/GAS	0.00
MISC.	0.00
SUPPLIES	0.00
SUBLET/TOW	0.00
ENV FEE	0.00
DISCOUNT	75.00
SUBTOTAL	450.58

SALES TAX 4.27
 WARR DEDUCTIBLE 0.00

OTHER DEDUCTIBLE \$0.00

TOTAL INVOICE 454.85

FRONT ROTORS & PADS
 REAR PADS

BY: [Signature]

REVISED ESTIMATE \$	ADDITIONAL COST \$	AUTHORIZED BY	☐ IN PERSON ☐ PHONE	DATE	TIME	REVISED ESTIMATE \$	ADDITIONAL COST \$	AUTHORIZED BY	☐ IN PERSON ☐ PHONE	DATE	TIME
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WHEN INQUIRING ABOUT YOUR VEHICLE PLEASE REFER TO SERVICE ADVISOR AND R.O. NO.
 BARR AD139462
 EPAR CAD 923 671062

NOTICE TO CUSTOMERS: WE MAKE A SEPARATE CHARGE FOR THE STORAGE AND DISPOSAL OF TOXIC WASTES. RATHER THAN RECOVER THESE COSTS BY INCREASING OUR LABOR RATES TO ALL OF OUR SERVICE CUSTOMERS, WE MAKE THIS CHARGE ONLY ON THOSE PARTICULAR REPAIRS AND SERVICES WHICH GENERATE THESE WASTES. THESE ARE UNIFORM CHARGES WHICH ARE CALCULATED ANNUALLY FOR EACH PARTICULAR SERVICE AND ARE AVAILABLE ON REQUEST.

OUR CHARGES ARE NOT BASED ON ACTUAL TIME BUT ARE ESTABLISHED BY MULTIPLYING OUR RETAIL LABOR RATE BY INDUSTRY FLAT RATE ALLOWANCES OR OUR OWN EXPERIENCE.

I ALSO ACKNOWLEDGE AND APPROVE ALL REPAIRS AS ITEMIZED AND RECEIPT OF VEHICLE.

I acknowledge notice and oral approval of an increase in the original estimated price.

ORIGINAL ESTIMATE	REVISED ESTIMATE
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SO #: 729941

Tag #: 3115

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Customer No: 4W [REDACTED]		Advisor: Ortiz		Invoice Date: 06/28/2012		Term: CASH	
[REDACTED]		License No		Odometer In	Odometer Out	Delivery Date	Stock No
LOS ANGELES, CA [REDACTED]				72229	72231	01/25/2004	J6624
Home: [REDACTED]	Bus: (000) 000-0000	Year	Make	Model	Model No	Color	
Cell: (000) 000-0000	Today: [REDACTED]	2004	JEEP	LIBERTY		BLACK	
Email: [REDACTED]		Vehicle ID No		Selling Dealer	SO Date	InServ Date	Location
		1J4GK48KX4W [REDACTED]			06/28/2012	01/25/2004	

Request/Complaint

Type

CSR#

Amount

Technician 1862

Cause:

BALL JOINS RECALL F23

Correction:

R & R FT TIRES, CALIPER & TO R & REPLACE FT
BALL JOINS BY PERFORMED RECALL F23

Request Total

0.00

Added Operation

4	16	ENGINE TUNE UP				
	16	ENGINE TUNE UP				
	6	SPZFR6F11G	PLUG	CP	440	142.80
				CS100		34.44
		Technician	914			

Cause:

Correction:

REPLACED SPARK PLUGS

Request Total

177.24

Added Operation

5	9	THROTTLE BODY CLEAN				
	9	THROTTLE BODY CLEAN				
	1	100089	AIR INTAKE SPRAY	CP	440	59.50
				CS100		6.00
		Technician	914			

Cause:

Correction:

CLEANED TB

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WHEN INQUIRING ABOUT YOUR
VEHICLE PLEASE REFER TO SERV
ADVISOR AND R.O. NO.BATH AD139452
EPAR CAD 983871062

NOTICE TO CUSTOMERS: WE MAKE A SEPARATE CHARGE FOR THE STORAGE AND DISPOSAL OF TOXIC WASTES. RATHER THAN RECOVER THESE COSTS BY INCREASING OUR LABOR RATES TO ALL OF OUR SERVICE CUSTOMERS, WE MAKE THIS CHARGE ONLY ON THOSE PARTICULAR REPAIRS AND SERVICES WHICH GENERATE THESE WASTES. THESE ARE UNIFORM CHARGES WHICH ARE CALCULATED ANNUALLY FOR EACH PARTICULAR SERVICE AND ARE AVAILABLE ON REQUEST.

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I acknowledge notice and oral approval of an increase in the original estimated price.

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Customer No: 4W [REDACTED]		Advisor: Ortiz		Invoice Date: 06/28/2012		Term: CASH	
[REDACTED]		License No		Odometer In		Odometer Out	
[REDACTED]		72229		72231		Delivery Date	
[REDACTED]		Year Make		Model		Model No	
[REDACTED]		2004 JEEP		LIBERTY		Color	
[REDACTED]		Vehicle ID No		Selling Dealer		SO Date	
[REDACTED]		1J4GK48KX4W		[REDACTED]		06/28/2012	
Home: [REDACTED]		Bus: (000) 000-0000		InServ. Date		Location	
Cell: (000) 000-0000		Today: [REDACTED]		01/25/2004		[REDACTED]	
Email: [REDACTED]		[REDACTED]		[REDACTED]		[REDACTED]	

Request/Complaint

Type

CSR#

Amount

Request Total

65.50

Added Operation

6	3	SERVICE AIR FILTER			
	3	SERVICE AIR FILTER	CP	440	7.00

Technician 914

Cause:

Correction: CLEANED AF

Request Total

7.00

Added Operation

7	4	CLEAN CRANKCASE BREATHER			
	4	CLEAN CRANKCASE BREATHER	CP	440	7.00

Technician 914

Cause:

Correction: CLEANED CCB

Request Total

7.00

Added Operation

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BARR AD138452
EPAR CAD 983671082

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[REDACTED]		License No		Odometer In		Odometer Out		Delivery Date		Stock No	
[REDACTED]		72229		72231		01/25/2004		J6624			
Home: [REDACTED]		Bus: (000) 000-0000		Year Make		Model		Model No		Color	
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Email: [REDACTED]		Vehicle ID No		Selling Dealer		SQ Date		InServ Date		Location	
		1J4GK48KX4W [REDACTED]				06/28/2012		01/25/2004			

Request/Complaint**Type****CSR#****Amount**

- 1 CEL CUSTOMER STATES THAT THE MALFUNCTION INDICATOR LIGHT IS ON, CHECK AND ADVISE
- CEL REPLACED TPS SENSOR CP 440 178.50
- 1 5019411AD SENSOR THROTTLE POSITION CS100 83.34
- Technician 914
- Cause: P0123 TPS VOLTS HIGH. SCANNED & FOUND TPS SIGNAL ERRATIC. TESTED TPS CIRCUITS. OK.
- Correction: REPLACED THROTTLE POSITION SENSOR.

Request Total**261.84**

- 2 17 CUST STATES VEHICLE TRIES TO ACCELERATE ON ITS OWN, RPMS FLUCTUATE AT IDLE

Cause:

Correction: RELATED TO LINE 1.

Request Total**0.00**

- 3 F232 REPLACE FRONT LOWER BALL JOINTS PER RECALL F23 (2WD)
- F232 REPLACE FRONT LOWER BALL JOINTS PER RECALL F23 (2WD) W 440
- 1 CBXEF230 BALLJOINT LOWER CONTROL ARM WS340

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