



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
OCT 10 2012

Repository ☐

14-AUG-2012

Reference No.
10470579

OWNER INFORMATION (Type or Print)

Name

Address

City CRYSTAL

State MN

Zip Code

Daytime Telephone Number

E-mail Address

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
1J4GL58K82W

Make
JEEP

Model
LIBERTY

Model Year
2002

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)

24-JUL-2012

☐ Cruise Control

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 020000 SUSPENSION

Failure Mileage
141000

Failure Speed
40

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

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 2002 JEEP LIBERTY. THE VEHICLE WAS REPAIRED UNDER NHTSA CAMPAIGN ID NUMBER: 06V288000 (SUSPENSION:FRONT:CONTROL ARM:LOWER BALL JOINT). THE CONTACT STATED THAT WHILE DRIVING APPROXIMATELY 40 MPH THE VEHICLE STARTED TO MAKE A POPPING SOUND AND THE STEERING WHEEL BEGAN TO SWERVE TO THE LEFT. IN ADDITION, THE VEHICLE DROPPED TO THE GROUND. THE VEHICLE WAS TOWED TO AN INDEPENDENT MECHANIC WHO STATED THAT THE LOWER BALL JOINT FRACTURED AND NEEDED TO BE REPLACED. THE VEHICLE WAS REPAIRED. THE APPROXIMATE FAILURE MILEAGE WAS 141,000.

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.

JOHN S AUTO PARTS
10506 CENTRAL AVE NE
MINNEAPOLIS, MN. 55434-3711
763-784-1711

Merchant ID: 9503915937
Term ID: 0017340000950391593701

Sale

XXXXXXXXXXXX

VISA

Total:

08/18/12

Inv #: 000103

Apprvd: Online

Entry Method: Swiped

\$ 107.13

15:11:26

Appr Code: 030414

11 Ave. N.E.
5434
11 - Used Parts
30 - New Parts
862-543

8 2012

IN'S AUTO PARTS
INVOICE

ALL GOODS RETURNED MUST BE ACCOMPANIED BY THIS INVOICE

REFERENCE #	DATE
1002537	8/18/2012 15:10
P.O. #	CUSTOMER #
	1

S
H
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T
O

cash
MN

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SALESMAN	TYPE OF SALE	TAX CODE	SHIP VIA
1 - 1 AP1	COUNTER SALE	MN	
QUANTITY	PART NUMBER AND DESCRIPTION	UNIT PRICE	EXTENSION
1	560-09038C 1U-Wheel; Stk# STRT12; G207C017 R 002240696; ALUM.W.CAP.B.COND ; Requested:2002 LIBERTY; LIBERTY 02 (16x7), alum, 5 spoke, w/dimple on spoke tab; Q:1025735; D:291091 90 Days Parts Only Warranty	85.00	85.00
1	Core charge R 002240696; ALUM.W.CAP.B.COND ; D:291091 PART MARKED JAP	.00	.00
		15.00	15.00
Thank You for your purchase!			
Cash	.00 Check	.00 Sub Total	100.00
Charge	.00 C/Card	107.13 Taxable	100.00
I HAVE READ AND I AGREE TO THE TERMS AND CONDITIONS ON THE BACK OF THIS CONTRACT.		Discount	.00
CUSTOMER SIGNATURE		TAX	7.13
		TOTAL	107.13



Chanhassen Goodyear
50 Lake Drive
Chanhassen, MN 55317
(952)975-0076

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Customer ID: [REDACTED]
Name: [REDACTED]
Address: [REDACTED]
Address 2: [REDACTED]
City, State, Zip Code: MINNEAPOLIS, MN [REDACTED]
Home Phone: [REDACTED]
Work Phone: [REDACTED]
Other Phone: () - [REDACTED]
Tax Exempt #: [REDACTED]

Year: 02
Make: JEEP
Model: LIBERTY
Lic No: MN [REDACTED]
VIN: 1J4GL58K82W [REDACTED]
Color: [REDACTED]
Engine: V6-226ci 3.7L F
Mileage In: 141127
Mileage Out: 141127
Inspection Due: 07/2012

Create Date: 07/24/12 15:08:52
Date/Time: 07/24/12 19:10:30
Workorder #: 284768
Invoice #: 196017
Email Address: decline
PO Number:
Fleet/Wholesale: N

Salesperson: J. CIACIURA
Service comments:

CHECK LF WHEEL CAME OFF - TIRE WENT FLAT AND RIM IS BROKEN & BENT UP. DAMAGE TO SPLASH SHIELD/WHEEL WELL. PLEASE CHECK AND ADVISE.

Qty.	Part #	RFR	Loc	Description	Parts	Labor	Total
STEERING & SUSPENSION							
1	ALIGN			ALIGNMENT: THRUST ANGLE	0.00	69.95	69.95
1	*104271		LF	LOWER BALL JOINT	94.85	131.52	226.37
TOTAL STEERING & SUSPENSION:					296.32		

*** Customer Wishes To Discard Old Parts ***

These Parts And/Or Services Were Declined by the Customer:

1	RECOMMEND			POSSIBLE DAMAGE TO OTHER PARTS
1	RECOMMEND			USED WHEEL
1	RECOMMEND		LF	AXLE SEAL/SHAFT POSS DAMAGE

"WARRANTY ON PARTS AND LABOR" is 12 Months or 12,000 Miles, whichever comes first. GOODYEAR TIRE & SERVICE NETWORK WARRANTY is 12 Months or 12,000 Miles, whichever comes first. All warranty work, when possible, is to be performed at our facility and cannot exceed the cost of the original repair.

***** HOW DID WE DO? *****
Please leave us a comment:
WWW.YOUNGSTEDTS.COM

PAY AMOUNT
CHECK 328.18
TECH: 260004-0.00 ZACH

SHOP SUPPLY	23.71
PARTS TOTAL	94.85
SALES TAX	8.15
LABOR TOTAL	201.47
GRAND TOTAL	328.18

Thanks for your business.
INVOICE INVOICE Chanhassen Goodyear INVOICE INVOICE



- * Ball Joint Broken
- * Tire Busted
- * Rim Ripped apart