

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 MAR 14 2013 05-FEB-2013	
OWNER INFORMATION (Type or Print)					
Name		Address		Daytime Telephone Number	E-mail Address
City		State	Zip Code	Evening Telephone Number	
ROGERS		AR			
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
1J4GL58K24W			JEEP	LIBERTY	2004
Date Purchased	Dealer's Name and Telephone Number		Engine:	Fuel Type:	
2-8-07	PRIVATE SELLER - GLORIA EVANS		No: Cylinders	GAS	
Original Owner	Dealer's City	State	Zip Code		
☐	PHOENIX	AZ	6		
Transmission Type	☒ Antilock Brakes	Powertrain	Multiple Failure:	Incident Date(s)	
AUTO	☒ Cruise Control			01-FEB-2013	
FAILED COMPONENT(S)/PART(S) INFORMATION					
Vehicle Component Code: VISIBILITY/WIPER (PWS)				Failure Mileage	Failure Speed
WINDOW REGULATOR ASSEMBLY				112000	
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	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).					
JLT* THE CONTACT OWNS A 2004 JEEP LIBERTY. THE CONTACT STATED THAT THE FRONT PASSENGER SIDE WINDOW OPENED WITHOUT WARNING. THE VEHICLE WAS TAKEN TO A DEALER. AFTER DIAGNOSIS, THE CONTACT WAS ADVISED THAT THE WINDOW REGULATOR FAILED AND NEEDED TO BE REPLACED. THE VEHICLE WAS REPAIRED. THE MANUFACTURER WAS NOT CONTACTED. THE FAILURE AND CURRENT MILEAGES WERE APPROXIMATELY 112,000.					
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)

I FEEL THAT THIS SHOULD BE RECALLED FREE OF
CHARGE TO JEEP OWNERS - MY RESEARCH ON THE
INTERNET SHOWS THOUSANDS OF OCCURRENCES OF
THIS HAPPENING TO PEOPLE EVERYWHERE. MY COST
WAS \$41.96 - PAID TO LEWIS CHRYSLER-DODGE INC
P.O. Box 8430 - 3311 COLLEGE - FAYETTEVILLE, AR 72705
PHONE 479-442-7552

THANK YOU

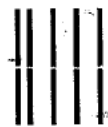
ATTACH ADDITIONAL SHEETS IF NECESSARY

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



NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES

BUSINESS REPLY MAIL

FIRST-CLASS MAIL

PERMIT NO. 1888

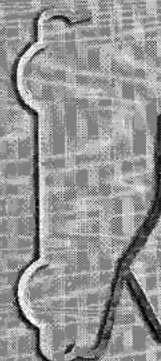
WASHINGTON, DC

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



ROGERS, AR
HOME:
EMAIL:

BUS:

CELL:

Invoice #: 101611
Tag #: T772
Customer #: 808982

Service
Advisor: 2071 ROBERT DRIGGERS

Lewis
CHRYSLER-DODGE, Inc.
P.O. BOX 8430 • 3311 N. COLLEGE
FAYETTEVILLE, ARKANSAS 72703
(479) 442-7552
www.lewissuperstore.com

COLOR	YEAR	MAKE/MODEL			VIN		LICENSE	MILEAGE IN	MILEAGE OUT
	04	JEEP LIBERTY			1J4GL58K2 4W			112237	112237
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE	R.O. OPENED	READY
01JAN04			17:00 05FEB13			CASH	06FEB13	14:19 05FEB13	11:18 06FEB13
OPTIONS: ENG:3.7 Liter MPI									

**Preferred
Customer**

JACK L PRESLEY

As our way of saying

THANK YOU,

Please use this coupon
for

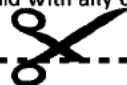
10% off

for your next
recommended
maintenance.

Expires: 05Aug2013

Vin #: 1J4GL58K24W247994

Not valid with any other offer



Service Department Hours

Monday - Friday
7:00 AM to 5:30 PM

A PASSENGER FRONT WINDOW INOP
23 BODY

2047 SCHREIBER,JEFFREY LIC#: 2047

CP hrs.

1 68059644AB REGULATOR-FRONT DOOR WINDOW

LABOR: 135.00 PARTS: 163.00 OTHER: 0.00

112237 REPLACED WINDOW REGULATOR ASSEMBLY.

135.00
163.00 163.00
TOTAL LINE A: \$ 298.00

B FREE 23 POINT INSPECTION
00 FREE 23 POINT INSPECTION

2047 SCHREIBER,JEFFREY LIC#: 2047

CP hrs.

LABOR: 0.00 PARTS: 0.00 OTHER: 0.00

0.00
TOTAL LINE B: \$ 0.00

CUSTOMER PAY EPA CHARGES FOR REPAIR ORDER

15.00

YOU MAY RECEIVE A CUSTOMER SATISFACTION SURVEY FROM CHRYSLER IN THE NEXT FEW WEEKS. IF FOR ANY REASON YOU CANNOT GRADE US "COMPLETELY SATISFIED" WITH YOUR SERVICE EXPERIENCE, PLEASE CONTACT YOUR CONSULTANT (SEE ADVISOR BOX ABOVE) OR YOUR SERVICE MANAGER IMMEDIATELY. YOUR "COMPLETE SATISFACTION" IS OUR NUMBER 1 CONCERN, THANK YOU!

PARTS DESIGNATED WITH A "W" INDICATES LIFETIME GUARANTEE APPLIES FOR CUSTOMER PAY REPAIRS.

Dealer's Certification: In the event that this is submitted as a warranty claim, dealer described hereon certifies that the parts and/or labor below were furnished on the described vehicle at no charge to the owners pursuant to Chrysler Corporation's Limited Warranty and/or current Chrysler Corporation policies and these repairs were not required due to accident involving property damage or personal injuries. A copy of this W.R.O. or a similar document describing the repairs performed has been provided to the customer.

THANK YOU

Limited Express Warranty. All Parts and Installation
Guaranteed 1 Year or 12,000 Miles, whichever occurs first.

I ACKNOWLEDGE RECEIPT OF
THE PARTS AND LABOR
LISTED

X

ANY WARRANTIES ON THE PRODUCTS SOLD HEREBY ARE THOSE MADE BY THE MANUFACTURER. AS BETWEEN THE RETAIL SELLER, LEWIS CHRYSLER-DODGE, Inc., AND BUYER, THE PRODUCT IS TO BE SOLD AS IS, AND THE ENTIRE RISK AS TO QUALITY AND PERFORMANCE OF THE PRODUCT IS WITH THE BUYER. THE SELLER EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE AND THE SELLER NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF SAID PRODUCTS. THE BUYER ACKNOWLEDGES BEING SO INFORMED PRIOR TO THE SALE.

APPOINTMENTS: 497-442-7552

Customer Copy

DESCRIPTION	LABOR AMOUNT	135.00
	PARTS AMOUNT	163.00
	GAS, OIL, LUBE	0.00
	SUBLET AMOUNT	0.00
	MISC. CHARGES	15.00
	TOTAL CHARGES	313.00
	ADJUSTMENTS	0.00
	SALES TAX	28.96
	PLEASE PAY THIS AMOUNT	341.96

THANK YOU!