

 U.S. Department of Transportation National Highway Traffic Safety Administration		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	
OWNER INFORMATION (Type or Print)		Date Received 01-NOV-2013		Repository ☐ Reference No. 10550488	
Name [REDACTED]		Daytime Telephone Number [REDACTED]		E-mail Address [REDACTED]	
Address [REDACTED]		Evening Telephone Number [REDACTED]			
City WESTERLY	State RI	Zip Code [REDACTED]			
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 1J4GL48K03W [REDACTED]		Make JEEP		Model LIBERTY	
				Model Year 2003	
Date Purchased	Dealer's Name and Telephone Number Valenti			Engine: No: Cylinders	
Original Owner ☐	Dealer's City Mystic	State CT	Zip Code	Fuel Type:	
Transmission Type Auto	☐ Antilock Brakes ☐ Cruise Control	Powertrain	Multiple Failure:		Incident Date(s) 25-OCT-2013
FAILED COMPONENT(S)/PART(S) INFORMATION					
Vehicle Component Code: 020000 SUSPENSION → upper Ball Joint				Failure Mileage 91000	Failure Speed 15
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 2003 JEEP LIBERTY. THE CONTACT STATED WHILE DRIVING 15 MPH, THE PASSENGER SIDE WHEEL FELL OFF CAUSING THE VEHICLE TO COME TO A COMPLETE HALT. THE VEHICLE WAS TOWED TO AN INDEPENDENT MECHANIC. THE TECHNICIAN STATED THAT THE UPPER BOLT JOINT FRACTURED DUE TO CORROSION. AS A RESULT, THE UPPER CONTROL ARMS AND BOLT JOINTS NEEDED TO BE REPLACED. THE MANUFACTURER WAS MADE AWARE OF THE FAILURE BUT DID NOT OFFER ANY ASSISTANCE SINCE THE VEHICLE WAS NOT INCLUDED IN NHTSA CAMPAIGN NUMBER: 09V119000 (SUSPENSION). THE VEHICLE WAS REPAIRED. THE FAILURE AND CURRENT MILEAGE WAS 91,000.					
See attached					
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 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.					

Reference #: 10550488 Complaint against Chrysler/Jeep Corporation

Complaint: Did not honor their recall #7414 (copy attached)

Vehicle Owner: [REDACTED] (daughter) - [REDACTED] Pawcatuck, CT. [REDACTED]

Vehicle Insured under policy of [REDACTED] - [REDACTED] Pawcatuck CT. [REDACTED]

The repair order was made out by the repair facility using the information on the Insurance card.

I, [REDACTED], father of [REDACTED] am helping to prepare this complaint. I am a retired Dealer Service Manager and A.S.E. Master Technician.

I contacted the Service Manager at Valenti Jeep regarding the Ball Joint Separation. Since the VIN number did not come up as a related recall; I was directed to call Jeep Owner Relations.

After speaking to several representatives, I was told that the vehicle was not covered because it was built outside the dates of the recall. I offered to send photos of the parts which clearly show the same failure as described in the recall. (Upper ball Joint separation due to corrosion)

Jeep Owner Relations refused the photos and did not offer to have a representative inspect the parts for any date or relevant information.

I am requesting that this recall be reviewed and the dates expanded to cover other possibly affected vehicles.

I am also requesting that you urge Chrysler/Jeep to reimburse [REDACTED] in the amount of \$515.42 for the repair of suspension parts.

Fortunately, this failure occurred at very low speed, with no traffic ; but had the potential of devastating results had the failure occurred at any other time.

Thank you for your attention to this matter.

Sincerely, [REDACTED]

Attachments: Copy of Recall Notice

Copy of Pat's Auto Repair Order

Photos at time of failure

Photos of failed parts

OCT 22, 2012 | Recall ID# 66796[Show Details](#)**SUSPENSION:FRONT:HUB**

Timken is recalling certain non-formed, front wheel hubs, part number HA599467, which were sold to retail and automotive distributors in the automobile aftermarket as front wheel hub replacements designed only for use on certain 2002 through 2005, 4X4, non-ABS, Jeep Liberty vehicles. These front wheel hub units can be mistakenly sold to owners and installed on 4X2 versions of the Jeep vehicles. ...more details

JUN 19, 2009 | Recall ID# 74649[Show Details](#)**SUSPENSION**

ROCK KRAWLER IS RECALLING 44 PERFORMANCE SUSPENSION SYSTEMS SOLD AS AFTERMARKET EQUIPMENT FOR USE ON THE VEHICLE LISTED ABOVE. THESE SUSPENSION SYSTEMS WERE PRODUCED WITH GRADE 2 CARRIAGE BOLTS INSTEAD OF THE PROPER GRADE 5 CARRIAGE BOLTS. THE IMPROPER GRADE 2 CARRIAGE BOLTS COULD EXPERIENCE A LOSS OF CLAMPING FORCE FOR THE BOTTOM STRUT FORK...more details

APR 07, 2009 | Recall ID# 83365[Show Details](#)**EXTERIOR LIGHTING**

SABERSPORT IS RECALLING 16,270 COMBINATION CORNER AND BUMPER LAMP ASSEMBLIES OF VARIOUS PART NUMBERS SOLD FOR USE AS AFTERMARKET EQUIPMENT FOR VARIOUS PASSENGER VEHICLES. THESE HEADLAMPS FAIL TO CONFORM TO THE REQUIREMENTS OF FEDERAL MOTOR VEHICLE SAFETY STANDARD NO. 108, "LAMPS, REFLECTIVE DEVICES, AND ASSOCIATED EQUIPMENT." THESE LAMPS DO NOT CONTAIN THE REQUIRED AMBER SIDE REFLECTORS...more details

APR 09, 2009 | Recall ID# 87414[Hide Details](#)**Recall Reason****SUSPENSION:FRONT:CONTROL ARM****Recall Date****APR 09, 2009****Model Affected****LIBERTY****Potential Units Affected****43489****Recall Summary**

CHRYSLER IS RECALLING 42,469 MY 2002-2003 JEEP LIBERTY VEHICLES ORIGINALLY SOLD IN OR CURRENTLY REGISTERED IN SALT BELT STATES OF CONNECTICUT, DELAWARE, IOWA, ILLINOIS, INDIANA, KENTUCKY, MASSACHUSETTS, MAINE, MARYLAND, MICHIGAN, MINNESOTA, MISSOURI, NEW HAMPSHIRE, NEW JERSEY, NEW YORK, OHIO, PENNSYLVANIA, RHODE ISLAND, VERMONT, VIRGINIA, WEST VIRGINIA, WISCONSIN AND THE DISTRICT OF COLUMBIA. THE FRONT SUSPENSION UPPER CONTROL ARM BALL JOINT MAY EXPERIENCE A LOSS OF LUBRICATION WHICH COULD LEAD TO CORROSION, ACCELERATED WEAR, AND POSSIBLE SEPARATION WHILE DRIVING.

Consequence

FAILURE OF THE BALL JOINT COULD RESULT IN A LOSS OF STEERING CAPABILITY, INCREASING THE RISK OF A CRASH.

Remedy

DEALERS WILL REPLACE THE FRONT UPPER CONTROL ARM ASSEMBLIES FREE OF CHARGE. THE RECALL IS EXPECTED TO BEGIN ON OR ABOUT APRIL 24, 2010. OWNERS MAY CONTACT CHRYSLER AT 1-800-853-1403.

Notes

CHRYSLER LLC J17

NOV 08, 2012 | Recall ID# 92164[Show Details](#)**AIR BAGS**

Chrysler is recalling certain model year 2002 and 2003 Jeep Liberty vehicles manufactured January 9, 2001, through March 28, 2003, and 2002 through 2004 Jeep Grand Cherokee vehicles manufactured February 13, 2001, through May 23, 2003. A component in the air bag control module may fail causing the front airbags, side curtain airbags, and/or seatbelt pretensioners to deploy inadvertently while the vehicle is being operated...more details

NOV 08, 2012 | Recall ID# 92165[Show Details](#)**AIR BAGS:FRONTAL:SENSOR/CONTROL MODULE**

Chrysler is recalling certain model year 2002 and 2003 Jeep Liberty vehicles manufactured January 9, 2001, through March 28, 2003, and 2002 through 2004 Jeep Grand Cherokee vehicles manufactured February 13, 2001, through May 23, 2003. A component in the air bag control module may fail causing the front airbags, side curtain airbags, and/or seatbelt pretensioners to deploy inadvertently while the vehicle is being operated...more details

JUN 19, 2013 | Recall ID# 97288[Show Details](#)**FUEL SYSTEM, GASOLINE:STORAGE(TANK ASSEMBLY)**

Chrysler Group LLC (Chrysler) is recalling certain model year 1993-1998 Jeep Grand Cherokee and 2002-2007 Jeep Liberty vehicles. The fuel tanks in these vehicles are at risk of failure and leakage in certain rear impacts...more details

JUN 19, 2013 | Recall ID# 97289[Show Details](#)**STRUCTURE**

Chrysler Group LLC (Chrysler) is recalling certain model year 1993-1998 Jeep Grand Cherokee and 2002-2007 Jeep Liberty vehicles. The fuel tanks in these vehicles are at risk of failure and leakage in certain

** Also Referred
To AS Recall #17*

PAWCATUCK CT

PAT'S AUTO CENTER
17 LEDWARD AVENUE
WESTERLY, RI 02891
(401) 596-3401

Year	2003	Engine Info	3.7L V-6	Page 1	
Make	JEEP 4X4				
Model	LIBERTY	Job Type	INVOICE	Date Started	10/30/13
License No		Odometer In	91868	Date Completed	10/30/13
Serial No.	1J4GL48K03W	Odometer Out	91868	Invoice #:	71745

Part Number	Qty	Description	Price	Extension
BOR				
RIS	1.60	REPLACE BOTH LEFT SIDE SUSPENSION UPPER CONTROL ARM	70.00	112.00
RIS	1.30	REPLACE RIGHT SIDE SUSPENSION UPPER CONTROL ARM	70.00	91.00
		LABOR Total		203.00
RTS				
ST \$ 189.64	2.00	LIFETIME WARRANTEED LEFT AND RIGHT SUSPENSION UPPER CONTROL ARMS WITH BUILT IN BALL JOINTS SLIP# 5088143150	145.99	291.98
		PARTS Total		291.98

Sub Total 494.98

Sales Tax 20.44

Invoice Total 515.42

I hereby authorize the above repair work to be done along with the necessary materials. You and your employees may operate the above vehicle for purposes of testing, inspection, or delivery at my risk. An expressed mechanics lien is acknowledged on the above vehicle to secure the amount of repairs thereto. It is understood that this company assumes no responsibility for loss or damage by theft or fire to vehicles placed with them for storage, sale, or while road testing.

Customer

Date

10/30/2013

~~269952~~

269952

PACON FILL



Rusted Ball Joint Socket







Both upper control arms

Westerly RI



US Department of Transportation
National Highway Safety Administration
Office of Defects Investigation, NVS-210
1200 New Jersey Avenue SE.
Washington DC 20077-9382

200779382

