

 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		DOT Auto Safety Hotline U.S.C. 552(B)(6)		AGENCY USE ONLY 100148	
		Date Received 11-APR-2014		Repository ☐ Reference No. 10579203			
OWNER INFORMATION (Type or Print)							
Name				Daytime Telephone Number		E-mail Address	
Address				Evening Telephone Number			
City NEW LENOX		State IL		Zip Code			
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 1J4GL58K02W				Make JEEP		Model LIBERTY	
Date Purchased		Dealer's Name and Telephone Number				Model Year 2002	
Original Owner ☐		Dealer's City		State		Zip Code	
Engine: No: Cylinders 6		Fuel Type: gas		Transmission Type AUTO		Incident Date(s) 03-APR-2014	
☒ Antilock Brakes		Powertrain		☒ Cruise Control		Multiple Failure:	
FAILED COMPONENT(S)/PART(S) INFORMATION							
Vehicle Component Code: 020000 SUSPENSION						Failure Mileage 135000	
						Failure Speed 2	
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:					
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 CONTACT STATED THAT WHILE MAKING A LEFT TURN AT 2 MPH, THE VEHICLE FAILED TO TURN PROPERLY. THE VEHICLE WAS TAKEN TO AN INDEPENDENT MECHANIC WHO DIAGNOSED THAT THE UPPER AND LOWER BALL JOINTS NEED TO BE REPLACED. THE VEHICLE WAS REPAIRED. THE MANUFACTURER WAS NOT NOTIFIED. THE VIN WAS NOT AVAILABLE. THE FAILURE MILEAGE WAS 135,000.							
ATTACH ADDITIONAL SHEETS IF NECESSARY							
Include, if available: Police/Fire Department Report, Photos, and Repair Invoice.							
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)

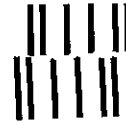
THESE BALL JOINTS WERE RECALLED IN 2007
THAT MEANS, THEY ARE JUNK AND VERY
UNSAFE!

ATTACH ADDITIONAL SHEETS IF NECESSARY

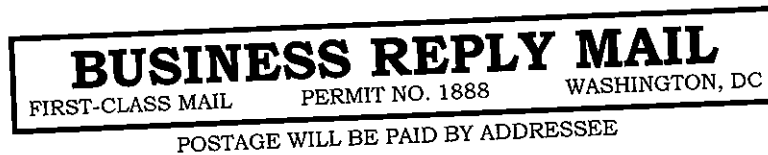
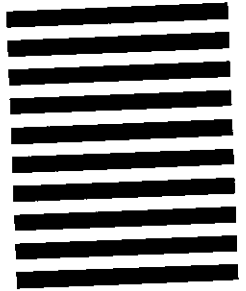
U.S. Department
of Transportation
National Highway
Traffic Safety
Administration

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



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



ROBERTS

Tire & Auto Service Center

335 W. Maple - New Lenox, IL 60451

(815) 485-6900

Professional
Auto Service

***** INVOICE
***** INVOICE

03:57 PM

INVOICE# 0582871

ESTIMATE# 7975

SOLD TO

NEW LENOX

DATE: 04/07/14

P.O.:

MILEAGE: 135430 LIC#

MAKE: 02 JEEP LIBERTY 3.7L

VIN#

SVC.REP.: MGR

QTY.	PART #	DESCRIPTION	PRICE	AMOUNT
1		BALL JOINT UPR-BALL ... BROKEN ...		
1		CALL WITH ESTIMATE...NEEDS FRT-BRAKES...!!!!		
1	FBL	EXHAUST SUBTOTAL: .00MECH# 117 JIMMY		
1		FRONT BRAKE LABOR	60.00	60.00
1		BRAKES SUBTOTAL: 60.00MECH# 117 JIMMY		
1	OPMI	RHT.UPR/CNTRL ARM B/T NEW DISC	10.00	122.55
1	OPMI	RHT.LWR BALL JOINT NEW DISC	5.00	45.97
4	LMT	LABOR BALL/JOINTS DISC	20.00	98.00
1	OPMI	FRONT PADS CERAMIC DISC	10.00	69.95
2	OPMI	FRONT ROTORS NEW DISC	20.00	59.95
2	OPMI	FRONT CALIPER PINS LH/RH DISC	11.48	22.96
1	OPMI	FRONT DISC/HARDWARE	9.99	9.99
1		**LIMITED LIFETIME WARRANTY PADS ONLY**		
1		(PARTS AND LABOR 12MO / 100,000 MILE WARRANTY)		
1	SS	MISC/BELTS SUBTOTAL: 718.32MECH# 117 JIMMY		
1		SHOP SUPPLIES Disc	5.00	19.95
1		EV CHG SUBTOTAL: 14.95MECH# 117 JIMMY		

15 DAY RECHECK...FRT.END.OUT 500 MILE BREAK-IN BRAKES...

SUBT> 793.27

PART TAX> 30.71 TOTAL TAX> 30.71

Paid by: CASH 823.98

THANK YOU! CUSTOMER SATISFACTION IS OUR MISSION.

PAY THIS AMOUNT

823.98

I hereby authorize repair work to be done as described above, with necessary parts to be listed at your regular prices. I agree to pay cash on delivery of the vehicle, and until paid in full you have a lien on the vehicle for the amount owing in the event of default by me in payment, you are hereby specifically authorized to retain possession of the vehicle without notice and without process of law, and said possession shall invest you with all the rights of a possessory lien holder under the law of the state. I further agree that you will not be held responsible for the car or

action for collection of any balance owing by me to you by lawsuit or otherwise. I agree to pay interest on the amount owing until paid and collection costs, including a reasonable attorney's fee. The provisions herein set forth shall become part of any independent agreement for payment made between us in connection with work authorized by this order.

I AUTHORIZE SERVICE TO BE PERFORMED INCLUDING SUBLET WORK AND ACKNOWLEDGE RECEIPT OF THIS ESTIMATE. I HAVE READ AND UNDERSTAND