

JUL 16 2014

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 14-MAY-2014	Repository ☐ Reference No. 10588269
OWNER INFORMATION (Type or Print)			Daytime Telephone Number	
Name			E-mail Address	
Address			Evening Telephone Number	
City	State	Zip Code	SAME AS DAY	
KING	NC			
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
1J4GK48K34W		JEEP	LIBERTY	2004
Date Purchased	Dealer's Name and Telephone Number		Engine:	Fuel Type:
11/2003	NORTH POINT Chrysler Jeep 336-759-0599		No: Cylinders 6	GAS
Original Owner ☒	Dealer's City	State	Zip Code	
	WINSTON-SALEM, N.C.	NC	27106	
Transmission Type	☒ Antilock Brakes	Powertrain	Multiple Failure:	Incident Date(s)
AUTO	☒ Cruise Control	3.7 V6	Upper Ball Joints Failed Bust 2 Wheel Bearings	30-APR-2014
FAILED COMPONENT(S)/PART(S) INFORMATION				
Vehicle Component Code: 020000 SUSPENSION			Failure Mileage	Failure Speed
			53000	35
ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE				
Tire Make	Tire Model (Name or Number)		Tire Size (Example P215/65K15)	
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 2004 JEEP LIBERTY. THE CONTACT STATED WHILE DRIVING APPROXIMATELY 35 MPH THE VEHICLE WOULD SLIGHTLY VIBRATE. THE VEHICLE WAS TAKEN TO AN INDEPENDENT MECHANIC WHO STATED THAT THE FRONT UPPER BALL JOINTS NEEDED TO BE REPLACED. THE VEHICLE WAS BEING REPAIRED. THE MANUFACTURER WAS NOTIFIED OF THE PROBLEM. THE APPROXIMATE FAILURE MILEAGE WAS 53,000. RK Also, the new ball joint control arms caused both front wheel bearings to break causing the steering to wander and hard to control				
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.				

Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies)

CONTACT Clyde Moorefield at 336-983-9262 to explain problem - Certified mechanic who will willfully be glad to explain problem - Thank You - He has all invoices

It was Reported to Chrysler Customer Auburn Hills, Michigan Case# 25008574

Upper BALL JOINTS + Control Arms - \$375 PARTS + Labor

2 Wheel Bearing Assemblies — \$500 " "

2 Outer Tie Rod Ends — \$175 " "

They had recall to replace lower ball joints because of busted dust boots and contamination of joints caused wheels to fall off but they never recalled upper ball joints

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



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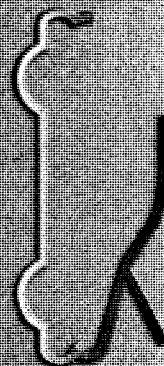
WASHINGTON, DC

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

