

 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 24-SEP-2014	Repository ☐ Reference No. 10638681		
OWNER INFORMATION (Type or Print)					
Name [REDACTED]		Daytime Telephone Number [REDACTED]		E-mail Address [REDACTED]	
Address [REDACTED]		Evening Telephone Number [REDACTED]			
City WOODRIDGE	State IL	Zip Code [REDACTED]			
<i>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).</i>					
VEHICLE INFORMATION					
17 digit Vehicle Identification Number Located at bottom of windshield on driver's side 1J4GL48K13W [REDACTED]		Make JEEP	Model LIBERTY	Model Year 2003	
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 ☐ Cruise Control	Powertrain	Multiple Failure:		Incident Date(s) 01-FEB-2013	
FAILED COMPONENT(S)/PART(S) INFORMATION					
Vehicle Component Codes: 162000 STRUCTURE: BODY, 131000 VISIBILITY: WINDSHIELD				Failure Mileage	Failure Speed
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 THAT THE WINDSHIELD BEGAN TO CRACK WITHOUT WARNING. THE VEHICLE WAS TAKEN TO AN INDEPENDENT MECHANIC WHO STATED THAT THE FAILURE WAS DUE TO A PRESSURE ISSUE BETWEEN THE SEAL AND THE WINDOW. THE VEHICLE WAS NOT REPAIRED AND THE MANUFACTURER WAS NOTIFIED OF THE ISSUE. THE FAILURE MILEAGE WAS UNKNOWN. ENCLOSURE ARE receipts paying for more problems that would have never happened if the electrical system of the vehicle were properly installed, prior to this the fan needed to be replaced. Also due to poor electrical wiring. See ref. Car will not pass inspection					
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.					

10/11/2014

Quiroz Auto Repair 3 Inc.

485 N Bolingbrook Drv

Bolingbrook, IL 60440

1-630-771-0621

Add Us!...<http://facebook.com/quirozautorepair>.

Invoice

2003 JEEP LIBERTY 4x4

3.7L SOHC MULTIPOINT

Tag:

Mileage

ID:

Labor

R/R FIX SHORT & COOLENT

R/R FAN RELAY

Amount

\$140.00

\$80.00

\$220.00**Subtotal** \$220.00**Tax** \$0.00**Total** \$220.00

 An express mechanics lien is acknowledged on the above vehicle to secure the amount of repairs thereto, until such time as cash payment has been made in full. It is understood that you will not be held responsible for loss or damage to cars or articles left in cars in case of fire, theft or any other cause beyond your control. Upon signing this repair order it is accepted as a complete and comprehensive description of the repair work done on this vehicle.

WARRANTY PARTS 3 MONTHWARRANTY LABOR 3 LABOR

SIGNED _____

WORK ORDER

09/29/2014

WOODRIDGE, IL

FIRESTONE COMPLETE AUTO CARE

150 E OGDEN AVE

HINSDALE, IL 60521-2110

2003 JEEP LIBERTY SPORT

3.7L V6 FI GAS VIN K SOHC

LIC # VIN #

IN 09/29/14 03:28P EST. MILEAGE 150,000

DUE: 06:30PM 09/29 Drop Off APPT: No

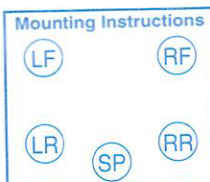
SERVICE ADVISOR

01 BRIAN

630.986.8300

Alt. Auth. Name & Phone:

Description	INITIAL ESTIMATE				Extended		Job
	Article Number	Qty	Part	Labor	Price	Total	
COOLING SYSTEM						466.91	
432316 RADIATOR 1 EA TFRAD	7042544	1	299.99		299.99		
REMOVE & REPLACE RADIATOR	157042668	1		172.50	172.50		
10330 RADIATOR CAP	7068233	1	18.99		18.99		
PRT-DISC 5% Off Existing CFNA -	7001647	-1	15.95		-15.95		
Service							
LBR-DISC 5% Off Existing CFNA -	007001647	-1		8.62	-8.62		
Service							149.61
COOLING SYSTEM							
35692 THERMOSTAT BASKET	7031127	1	4.99		4.99		
32059 THERMOSTAT	7068969	1	48.99		48.99		
REMOVE & REPLACE THERMOSTAT	097042668	1		103.50	103.50		
PRT-DISC 5% Off Existing CFNA -	7001647	-1	2.70		-2.70		
Service							
LBR-DISC 5% Off Existing CFNA -	007001647	-1		5.17	-5.17		
Service							90.24
COOLANT SYSTEM SERVICE W/ KHAEMEON ANTIFREEZE							
COOLANT FLUSH W/SEALER AND	7003297	1	14.99		14.99		
CONDITIONER							
SAFETY KLEEN KHAEMEON ANTIFREEZE	7008669	2	11.00		22.00		
COOLANT FLUSH LABOR	087003302	1		58.00	58.00		
PRT-DISC 5% Off Existing CFNA -	7001703	-1	1.85		-1.85		
Service							
LBR-DISC 5% Off Existing CFNA -	007001703	-1		2.90	-2.90		
Service							0.00
COURTESY CHECK							
COURTESY CHECK	017046930	1		N/C	N/C		



I ACKNOWLEDGE THAT I HAVE REVIEWED THIS ESTIMATE OF REPAIR AND SERVICE WORK. I HEREBY AUTHORIZE THE ABOVE WORK TO BE DONE, INCLUDING THE INDICATED, PARTS AND LABOR, AND PROMISE TO PAY FOR ALL SUCH WORK. I GRANT PERMISSION TO OPERATE THE REFERENCED CAR, TRUCK OR VEHICLE ON STREETS, HIGHWAYS OR ELSEWHERE FOR THE PURPOSE OF INSPECTION AND/OR TESTING. I UNDERSTAND THAT ALL CLAIMS MUST BE ACCOMPANIED BY AN INVOICE. I UNDERSTAND IF ADDITIONAL WORK IS REQUIRED, YOU WILL OBTAIN MY VERBAL OR WRITTEN AUTHORIZATION BEFORE ANY ADDITIONAL WORK IS BEGUN, UNLESS OTHERWISE SPECIFIED ON THIS ESTIMATE.

X

CUSTOMER SIGNATURE

Please do not leave Cell Phones, CDs, Money, Jewelry, or any other valuables in your vehicle.
Firestone Complete Auto Care is not and will not be held responsible for missing or stolen items.

MOTOR VEHICLE REPAIR WORK REQUIRED UNDER CHAPTER 4-228 MUNICIPAL CODE, CITY OF CHICAGO
You are entitled to a price estimate for the repairs you have authorized. The repair price may be less than the estimate, but will not exceed the estimate by more than 10% or \$15.00 which-ever is less without your consent. You may waive your right to a written estimate and require that you be notified if the price exceeds an amount you have specified. You may waive your right to an estimate which gives the shop the right to set the price without your permission.
YOUR SIGNATURE WILL INDICATE YOUR SELECTION

- a) I request an estimate in writing before you begin repairs. SIGNATURE _____
b) Please proceed with repairs but call me for approval before continuing if the price exceeds \$ _____ SIGNATURE _____
c) I do not want an estimate and you may set the price for repairs.

X

CUSTOMER SIGNATURE

DATE

TIME

This estimated price for authorized repairs will be honored if the motor vehicle is delivered to the shop within 10 days.

You are entitled by law to the return of all parts replaced, except those which are too heavy or large, and those required to be sent back to the manufacturer or distributor of warranty work or an exchange agreement. You are entitled to inspect the parts which cannot be returned to you.

I REQUEST THE RETURN OF PARTS REPLACED. _____

I DO NOT WANT REPLACED PARTS RETURNED TO ME. _____

WORK ORDER

09/29/2014

WOODRIDGE, IL

FIRESTONE COMPLETE AUTO CARE
150 E OGDEN AVE
HINSDALE, IL 60521-2110

2003 JEEP LIBERTY SPORT

3.7L V6 FI GAS VIN K SOHC

LIC # VIN #

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DUE: 06:30PM 09/29 Drop Off APPT: No

SERVICE ADVISOR

01 BRIAN

630.986.8300

Alt. Auth. Name & Phone:

Store #

INITIAL ESTIMATE

Description

Article

Number TH Qty

Part

Labor

Extended

Price

Job

Total



Flat rate charged per internal & Mitchell labor manuals

Time In: 03:28PM 09/29/2014

Parts Return: No

Cust Status: Drop Off Appt: No Pay Type: CFNA

Wheel Lock:

SPORT

OE: P235/70R16 PSI 33

Torque 85-110

ASSURANCE
PROGRAM

STANDARDS FOR AUTOMOTIVE REPAIR

We Support ASE
Testing and
Certification

Mounting Instructions



Summary

Parts	389.45
Labor	317.31
ShopSupply	19.04
Sub	725.80
Tax	33.70
Total	759.50

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