

INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6) 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 03-DEC-2014	Repository ☐ Reference No. 10661978
OWNER INFORMATION (Type or Print)		Daytime Telephone Number	
Name		E-mail Address NOEMAIL@UNK.COM	
Address			
City	State	Zip Code	Evening Telephone Number
OVIEDO	FL		
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
1J4GK58K43W		JEEP	LIBERTY
Model Year		Engine:	Fuel Type:
2003		3.7	
Date Purchased	Dealer's Name and Telephone Number	No: Cylinders	4
11-20-07	COURTESY CHRYSLER JEEP 407-831-2828		
Original Owner	Dealer's City	State	Zip Code
☐	CASLEBERRY	FLA.	32707
Transmission Type	☒ Antilock Brakes	Powertrain	Multiple Failure:
AUTOMATIC	☒ Cruise Control		Incident Date(s)
			09-DEC-2013
FAILED COMPONENT(S)/PART(S) INFORMATION			
Vehicle Component Code: 020000 SUSPENSION		Failure Mileage	Failure Speed
		140000	
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 LOWER AND UPPER CONTROL ARM AND LOWER BALL JOINT WERE REPLACED THREE TIMES. THE VEHICLE WAS TAKEN TO THE DEALER. THE TECHNICIAN VERIFY THE FAILURE AND STATED THAT THE LOWER CONTROL/UPPER CONTROL ARMS AND LOWER BALL JOINT NEEDED TO BE REPLACED. THE MANUFACTURER WAS MADE AWARE OF THE ISSUE. THE VIN WAS NOT AVAILABLE. THE FAILURE MILEAGE WAS 140,000. MAILED OUT 01/13/15*LJ			
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)

THE Jeep was purchased used with 53,308 miles on it in 11-20-07 from Courtesy Chrysler Jeep. 2 months later 1-2008 THE UPPER CONTROL ARMS & LOWER BALL JOINTS WERE REPLACED per Chrysler Jeep Recall. THE DEALER DID NOT FIX PROBLEM BEFORE IT WAS SOLD TO ME. THE Recall WAS going on since 2006.

NOW @ 137,000 miles THEY HAVE FAILED AGAIN. Greenway Jeep of ORLANDO STATED it is AN unsafe vehicle. Courtesy Chrysler Jeep NO LONGER in Business.

THIS will Be THE 3RD set of upper control Arms Lower Ball Joints Replaced in 137,000 miles.

UPON my contacting Chrysler Recall Center THEY STATED THIS LAST failure is due To NORMAL WEAR & TEAR. 3 failures in 137,000 miles IS NOT NORMAL!

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

ORLANDO

FL 327

29 JAN '15

FN 31



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NECESSARY
IF MAILED
IN THE
UNITED STATES



BUSINESS REPLY MAIL

FIRST-CLASS MAIL

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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**



Vehicle Owner's Questionnaire (VOQ)
U.S. Department of Transportation
National Highway Traffic Safety Administration