MAY - 8 2015

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: 13-MAR-2015	Repository ☐
	Reference No.: 10694061

OWNER INFORMATION (Type or Print)

Name	[redacted]		
Address	[redacted]		
City: MAIRNE CITY	State: MI	Zip Code: [redacted]	

Daytime Telephone Number	E-mail Address
[redacted]	
Evening Telephone Number: [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	Make	Model	Model Year
1J4GL48KX2W[redacted]	JEEP	LIBERTY	2002

Date Purchased	Dealer's Name and Telephone Number			Engine: No: Cylinders	Fuel Type:
	St Clair Jeep, Dodge 810 329 2100			6	GAS
Original Owner ☐	Dealer's City: St Clair MI.	State: MI.	Zip Code: 48079		

Transmission Type	☐ Antilock Brakes ☐ Cruise Control	Powertrain	Multiple Failure:	Incident Date(s): 15-OCT-2014

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Codes: 162000 STRUCTURE: BODY, FUEL/PROPULSION SYSTEM (PWS)	Failure Mileage: ~~160000~~ 140462	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: DOTMAL9ABC036)	☐ 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	Fire	Number of Persons Injured	Number of Deaths	Reported to Police
☐ Yes ☒ No	☐ Yes ☒ No	0	0	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 RECEIVED NOTIFICATION OF NHTSA CAMPAIGN NUMBER: 13V252000 (FUEL SYSTEM, GASOLINE, STRUCTURE). THE VEHICLE WAS TAKEN TO A DEALER. THE TECHNICIAN STATED THAT THERE WAS CORROSION AROUND THE AREA WHERE THE HITCH WAS SUPPOSED TO BE ATTACHED AND THE CONDITION OF THE VEHICLE DID NOT SUPPORT PROPER INSTALLATION. THE VEHICLE WAS NOT REPAIRED. THE MANUFACTURER WAS NOT NOTIFIED OF THE FAILURE. THE FAILURE MILEAGE WAS ~~160,000~~. 140462. MANUFACTURER WAS NOTIFIED THEY TOOK PICTURES AND SENT TO MANUFACTURER AND THEY CLOSED RECALL. THERE NEEDS TO BE ANOTHER PLAN FOR FIX FOR LIBERTYS WITH SAME CORROSION AFTER MAKING US WAIT 3YRS FOR PARTS TO COME IN. TILE CORROSION ON JEEP IS THEIR PROBLEM FOR THE FIX. MEANWHILE WE HAVE TO DRIVE AN UNSAFE VEHICLE AND RISK FIRE AT REAR END COLLISION.

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice. ATTACH ADDITIONAL SHEETS IF NECESSARY

RECALLS N45, N46 AND N47
LEVEL 5 CORROSION/COLLISION DAMAGE

UNABLE TO COMPLETE RECALL

CUST

SELECT THE RECALL THAT APPLIES TO THE BELOW VIN

☐ Recall N45 ☒ Recall N46 ☐ Recall N47

VIN (last 8 digits): 2C [redacted] Repair Order #: [redacted] Inspection Date: 11/24/14

Dealer Code: [redacted] Dealer Contact & Phone Number: Chris Schultz 810.329.2100

LEVEL 5 CORROSION/COLLISION DAMAGE:
Inspection revealed damage or deterioration near the hitch attachment points which are incapable of supporting the proper installation of the hitch.

REASON FOR DENIAL:
Level 5 Corrosion/ Collision Damage Inspection Revealed

Unable to Attach hitch
Level 5 at mounting Area

By signing, owner is acknowledging that he/she has been advised by the Service Manager that, due to the existence of Level 5 Corrosion/Collision Damage, the condition of the vehicle (identified by VIN above) does not allow the installation of a Chrysler OEM hitch assembly or replacement mounting bolts. Owner further acknowledges that he/she has been advised what, if any, repairs (at customer's expense) are needed before installation can be performed.

Owner's Name: [redacted] Owner's Signature:

Date:

Service Manager: Chris Schultz Service Manager's Signature:

Date: 11/24/14

Owner provided the document explaining Level 5 Corrosion/Collision Damage detail:
☒ Yes ☐ No

Owner signature acquired:
☐ Yes ☐ No

Customer Number: [redacted] Invoice No [redacted]

INVOICE

PAGE 1

[redacted]

COTTRELLVILLE, MI [redacted]

Home: [redacted] Bus: Cell: [redacted]

Email: email [redacted] home

St. Clair CHRYSLER Jeep DODGE

1250 S. Carney Drive
St. Clair, MI 48079
Phone: (810) 329-2100
Fax: (810) 329-4586
(800) 399-7042

SERVICE ADVISOR: 439 SCOTT GRIGGS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
BRIGHT-SIL	02	JEEP LIBERTY	1J4GL48KX2W[redacted]	[redacted]	140462 140462	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
17MAY02	16MAR02	17MAY2005	17:00 24NOV14		99.00	CASH	24NOV14

R.O. OPENED	READY	OPTIONS: DLR[redacted] ENG:3.7L_P/T_V6 TRN:A
07:39 24NOV14	09:25 24NOV14	

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A	PERFORM RECALL N-46 TRAILER HITCH						
	CAUSE: .						
	97 BODY FRAME						
	1701		WR	0.00			(N/C)
	,,,,140462 inspection, cannot install hitch, corrosion level 5 present.						
	**********						
B	CUSTOMER WAS INFORMED PER CHRYSLER THAT THE HITCHES ARE NOT MEANT TO BE TOWED. AND WILL RECIEVE A LETTER						
	01 RECOMMENDED MAINT						
	999		CP	0.00	0.00	0.00	
	**********						

STATEMENT OF DISCLAIMER

The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.

SERVICE / PARTS

Tuesday, Wednesday, Friday	7:30 am - 6:00 pm
Monday, Thursday	7:30 am - 7:00 pm

SALES

Tuesday, Wednesday, Friday	8:30 am - 6:00 pm
Monday, Thursday	8:30 am - 8:00 pm

Repair Facility License # F157538

DESCRIPTION	TOTALS
LABOR AMOUNT	$ 0.00
PARTS AMOUNT	$ 0.00
GAS, OIL, LUBE	$ 0.00
SUBLET AMOUNT	$ 0.00
MISC. CHARGES	$ 0.00
TOTAL CHARGES	$ 0.00
LESS INSURANCE	$ 0.00
SALES TAX	$ 0.00
PLEASE PAY THIS AMOUNT	**$ 0.00**

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE) CUSTOMER SIGNATURE

X4612.280_1

Customer Copy