

From: [REDACTED]
To: reid_bigland@chryslergroupllc.com; [PortableSafetyComplaint \(NHTSA\)](#)
Subject: Control Arm - Front both uppers Jeep Liberty 2002 Recall
Date: Tuesday, September 22, 2015 1:00:37 PM

Hi

I came home and looked the parts I need to replace pre the estimate handed to me yesterday at my local Jeep dealership. I found that under NHTSA recall campaign number 09v119000 2002- 2003 Jeep Liberty have the Front upper control arms recalled. A part I needed replaced right away due to it being in such bad shape. I also read into what the control arms do. One function is that it mounts the front end suspension to the frame. Bad control arms can cause the engine and transmission to shift resulting in leaks. That of which I have.

The rep at the jeep dealership also mentioned I had a bad boot that I needed to pay to have replaced. The boot is a part of the ball joint. A ball joint (a bearing stud and a socket).The bearing stud is tapered and threaded and it fits into a tapered hole in the steering knuckle (the rubber boot).

There is also a recall - NHTSA Campaign Number: 01V31100 THE DRIVER'S SIDE KNEE BLOCKER TRIM PANEL ASSEMBLY

I was unaware of this recall as well until I seen it on the NHTSA website. The dealership mentioned nothing of this.

I feel Jeep needs to research as I did. The whole drivetrain works together. Faulty parts and lead to other parts of the vehicles drivetrain going out. I also feel Jeep needs to update their records. According to the Jeep website my ex husband still owns my Jeep. He and I have not been in the same house in 2 years and I have had the Jeep registered in my name over a year now. He also never received any recall notices. Had I gotten notice that the front end suspension was recalled I would have got it in right away. To avoid the other wear that this has caused.

I have 20,000 miles on my tires yet the tread life in no way refers that. My tires should get 60,000 miles before needing replaced. Not to mention the tires I blew through prior to these ones. My gas mileage has been awful. I'm very upset knowing these could have been avoided had jeep notified me.

I'm thankful I had no accidents while driving the Jeep. I do have 4 kids and we all ride on it. I do NOT feel safe any longer driving my Jeep knowing of how many issues it has.

I'm still not too comfortable about the gas tank as I read the trailer hitch protects against low speed impact not high speed impact. I don't know if someone will hit me on a highway or if they don't notice I'm stopped. My children's lives are not worth the risk of taking a chance nobody will run into us and if they do praying a trailer hitch will keep us from exploding.

I Loved My Jeep now I'm terrified to even drive it. Knowing that the gas tank can explode. Knowing I was sent home yesterday from a Jeep dealership that told me my upper control arms are no good and they can give out at anytime resulting in a crash I hope won't cause the jeep to explode. Parts that were recalled by NHTSA. I did not have an unexpected \$1001.94 to cover that recall cost. Under the Vehicle Safety Act I should not be required to pay for

a recall. I now am a single disabled mother of 4 with no transportation. I refuse to put my children in a death trap. I have medical appointments I can't miss and no vehicle. I am disappointed, unsatisfied, and angry.

Jeep was a company I looked at as top of the line. I trusted the Jeep name. Not so much anymore.

I am sending my findings about the recall on the upper control arm that was

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recalled, yet I was told I had to pay \$1001.94 to repair. Also I've attached my estimate that was handed to me.