U.S. Department
of Transportation
**National Highway
Traffic Safety
Administration**

400 Seventh St., S.W.
Washington, D.C. 20590

March 15, 2007

[redacted]
[redacted]
Ashland, NE [redacted]

NVS-216 mec
Ref. No. 10176454

Dear [redacted]

Thank you for your correspondence dated November 29, 2006, concerning a reimbursement problem you encountered with your model year (MY) 2003 Jeep Liberty vehicle. Your correspondence was received by the National Highway Traffic Safety Administration's (NHTSA) Office of Defects Investigation on December 11, 2006. We regret any inconvenience our delay in responding may have caused you.

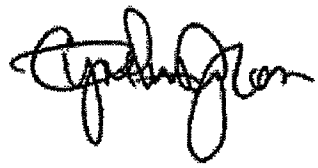
NHTSA's authorizing statute requires manufacturers to reimburse owners for costs associated with a safety recall (e.g., lost wages while the vehicle is being repaired, car rentals, damage caused by the defect, etc.). The statute does not authorize the Federal government to reimburse vehicle owners for any costs associated with safety recalls or assist vehicle owners in obtaining reimbursements for costs associated with an alleged defect. However, federal regulations do require a manufacturer conducting a safety recall of motor vehicles or motor vehicle equipment to reimburse owners who have paid to obtain a remedy for the problem within a reasonable time, which in many instances is one year, prior to the manufacturer's notification. Certain restrictions apply, including the need to submit certain documents to the manufacturer. Owners should follow the instructions in the recall notification letter to file a claim.

We sympathize with you concerning the reimbursement problem you reported; however, this does not fall under our jurisdiction. If you have not done so, you may consider contacting your local Consumer Protection Agency, Better Business Bureau, or the Nebraska State Office of the Attorney General regarding your problem. You may also ask your dealership for a meeting with DiamlerChrysler district manager regarding your problem.

The Federal Trade Commission (FTC) has jurisdiction over non-safety defects, paint, fraud or deception, warranty and dealership problems, remuneration matters, and fair trade practices. There are three ways you can contact the FTC: by toll free telephone at 1-877-FTC-HELP

(1-877-382-4357); by mail at Federal Trade Commission, CRC-240, Washington, DC 20580; and by using the Internet complaint form at http://www.ftc.gov/ftc/complaint.htm.

Sincerely,



Cynthia Glass, Acting Chief
Correspondence Research Division
Office of Defects Investigation
Enforcement