



U.S. Department
of Transportation

**National Highway
Traffic Safety
Administration**

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

February 15, 2007

[REDACTED]

[REDACTED]

Gwynedd Valley, PA [REDACTED]

NVS-216 mw

Ref. No. 10181613

Dear [REDACTED]:

Thank you for your correspondence requesting advice to resolve an issue with your local Chrysler dealership, in reference to mandated repair by a manufacturer recall (Daimler Chrysler Corporation Notification Code F23) on lower ball joints for your Jeep Liberty 710. Your correspondence was received by the National Highway Safety Administration's (NHTSA) Office of Defects Investigation (ODI) on January 30, 2007.

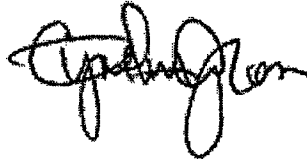
NHTSA is the Federal agency responsible for improving safety on our Nation's highways. We are authorized to order manufacturers to recall and repair vehicles or items of motor vehicle equipment when our investigations indicate that they contain serious safety defects in their design, construction, or performance. We also monitor the adequacy of manufacturers' recall campaigns. In order for the agency to initiate an investigation, we look carefully at the body of consumer complaints and other available data to determine whether a defect may exist. We cannot act on isolated problems or resolve disputes between individual owners, dealers, or manufacturers.

Federal regulations 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. Owners who feel that their claim was wrongfully denied should pursue the matter with the manufacturer. Owners may also report any dispute to NHTSA by contacting the U.S. Department of Transportation's Vehicle Safety Hotline at 1-888-327-4236 or by filing a complaint via the agency's Internet Web site at <http://www.nhtsa.dot.gov>. While NHTSA does not have the resources to intervene in individual disputes, it does monitor this data and may address situations where appropriate. Also, we have provided a copy of your letter to ODI's Recall Management Division's Consumer Safety Officer, Mr. Richard Willard. For further information, please contact Mr. Willard at 1-800-986-9678 ext. 66544.



DOT AUTO SAFETY HOTLINE
888-DASH-2-DOT
888-327-4236

Sincerely,

A handwritten signature in black ink, appearing to read 'Cynthia Glass', written in a cursive style.

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

Enclosure

cc: Office of Defects Investigations, Recall Management Division (NVS-215)