



U.S. Department
of Transportation

**National Highway
Traffic Safety
Administration**

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

March 8, 2007

[REDACTED]
Logan, OH [REDACTED]

NVS-216 mw
Ref. # 10181653

Dear [REDACTED]

Thank you for your correspondence dated January 11, 2007, concerning the problem you encountered with your model year (MY) 2004 Jeep Liberty vehicle, and your request to resolve an issue of reimbursement for tow repairs and replacement of tires. The National Highway Traffic Safety Administration's (NHTSA) Office of Defects Investigation (ODI) received your correspondence on February 5, 2007. We regret any inconvenience our delay in responding may have caused you.

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.

We appreciate the report you provided. Reports from motorists are a very important source of information for us. Each report is analyzed and entered into a database to determine whether an investigation into a possible safety defect or recall inadequacy is warranted. Your correspondence indicated that you received DaimlerChrysler Safety Recall Number F-23 (Lower Ball Joints), and that before you could schedule repairs under the recall notice, the front left wheel came off. 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.

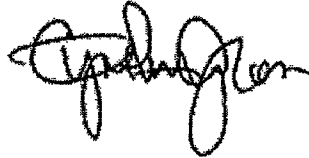


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If you have not done so, you may consider contacting your local Consumer Protection Agency, Better Business Bureau, or the Ohio State Office of the Attorney General regarding your particular complaint. You may also ask your dealership for a meeting with DaimlerChrysler's district manager regarding your request.

Sincerely,

A handwritten signature in black ink, appearing to read "Cynthia Glass". The signature is fluid and cursive, with the first name "Cynthia" being more prominent than the last name "Glass".

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