



U.S. Department
of Transportation

**National Highway
Traffic Safety
Administration**

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

March 6, 2007

[REDACTED]
[REDACTED]
Rancho Palos Verdes, CA [REDACTED]

NVS-216 mw
Ref. No. 10182667

Dear [REDACTED]

Thank you for your correspondence dated January 27, 2007, concerning the problems you encountered with the availability of the recall remedy parts for your 2004 Jeep Liberty vehicle. The National Highway Traffic Safety Administration (NHTSA), Office of Defects Investigation (ODI) received your correspondence on February 7, 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. However, we cannot act on isolated problems or resolve disputes between individual owners, dealers, or manufacturers.

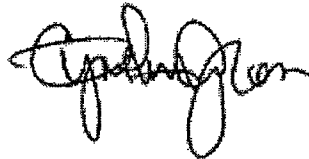
A research of our database relative to problems associated with the availability of recall remedy replacement parts for Jeep Liberty vehicles revealed. We sympathize with you concerning the service and reimbursement problems you reported; however, this does not fall under our jurisdiction. If you have not done so, you may consider contacting your local Consumer Protection Agency, Better Business Bureau, or the Pennsylvania State Office of the Attorney General regarding your particular complaint. You may also ask your dealership for a meeting with Daimler Chrysler's district manager regarding your request.



VEHICLE SAFETY HOTLINE
888-327-4236

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.

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