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NVS-200

February 19, 2007

2007 FEB 27 AM 9:40

National Highway Traffic Safety Administration
Attn: Administrator
400 Seventh Street, S.W.
Washington, DC 20590

To Whom It May Concern:

I have a 2004 Jeep Liberty that I purchased from Row Motors here in Lincoln, Illinois in November of 2005. On Monday, February 12, 2007 I received a Safety Recall F23 on the lower ball joints. On that day I called my dealership and talked to the Service Manager Dave to make an appointment to bring my jeep in. He asked if I could bring it in on Wednesday but I asked if he thought it would be okay if I waited and brought it in the following Monday, February 19, 2007, as I had that day off from work for the holiday. The reason I did that is that I take my son to school on my way to work normally and I would have to make arrangements for someone to pick me up and take me to work. I just figured as long as I had the day off I wouldn't have to bother anyone to pick me up because you see Row Motors doesn't have anyone that will take you to work, nor do they have loaner cars. I work at a prison about three miles outside of town and it is a bit of an inconvenience for someone to take me to work. I did worry later when I reread my recall that maybe I should have taken Dave up on the Wednesday appointment but it was too late by then. The problem is when I took my jeep in on my appointment date I received a phone call not 15 minutes after I had dropped it off notifying me they did not have the parts to fix my vehicle. Now they had known for a week I was bringing my jeep in for the lower ball joints recall. I would like to quote the recall. "Simply contact your dealer right away to schedule a service appointment. Ask the dealer to **hold the parts** for your vehicle or to **order them before** your appointment." Now as I see it the dealership should know about these recalls and have the parts to fix any of the vehicles that make appointments.

I will conclude with the fact that I do not know if anything will happen with my vehicle while I am waiting for the dealership to get the needed parts. I have not had any problems but the recall says the problem can happen without prior warning. I will tell you this if anything happens to me or my son or anyone else in my vehicle there will be a lawsuit. Thank you for your time and trouble.

Sincerely,

[Redacted Signature]

Lincoln, Illinois

[Redacted Address]

mw
2/27/07
CC

2004 Jeep Liberty

VIN: 1J4GL48K54

CC: DaimierChrysler Corporation
Row Motors