



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

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

April 13, 2007

[REDACTED]
[REDACTED]
Los Angeles, CA [REDACTED]

NVS-216 aae
Ref. # 10186837

Dear [REDACTED]

Thank you for your correspondence concerning the difficulty you encountered with scheduling the recall remedy parts for your Jeep vehicle. The National Highway Traffic Safety Administration (NHTSA), Office of Defects Investigation (ODI) received your e-mail on March 19, 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.

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. However, our statute does not require manufacturers to reimburse owners for costs associated with repair or corrective action performed prior to initiating a recall or for any additional costs associated with a safety recall (e.g., lost wages while the vehicle is being repaired, car rentals, repairs not performed by an authorized dealership, damage caused by the defect, etc.). Nor does the statute 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.



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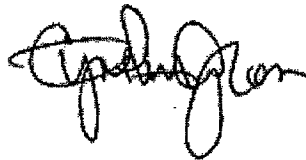
VEHICLE SAFETY HOTLINE
888-327-4236

NHTSA Recall Campaign No. 06V-288 involves MY 2002 through 2006 Jeep Liberty vehicles. There are a total of 826,687 vehicles affected. According to the DaimlerChrysler, the supplier, TRW, is operating at near capacity working triple shifts, six days a week. They are producing approximately 54,000 parts a week for shipment to the nearly 37,500 DaimlerChrysler dealerships nationwide. We suggest you continue to work with your local DaimlerChrysler dealership to schedule the recall remedy repair when the parts arrive.

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 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.

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 being more prominent.

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