

CL-101 86 851-3517

NVA

To: Customer Service Field Operations
DaimlerChrysler Corporation
P.O. Box 4639
Oak Ridge, TN 37831
Attention: Reimbursement

Mar. 09, 2007

[Redacted]
Springfield, VA [Redacted]
[Redacted]
[Redacted]

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

"Please kindly be reported and follow up the below matter."

Re: - Safety Recall F23, Notification Code related to Lower Ball Joint in Jeep Liberty vehicle

Subject: Requesting for reimbursement of the cost of car repair and car rental relating to car
Accident/Crash caused by the loss of steering control

Dear Representatives;

Please kindly be reported as following:

Suite of your Notification Code F23, I have called on 1/15/2007 Rosenthal Chrysler-Jeep
Arlington Office for service appointment. Mr. Jason, dealer staff said that I have to wait for 4-5
weeks of spare parts order.

On Jan. 20, 2007 at noon time, underway from Grocery to home, suddenly in a loss of steering
control, my car was slid and hit to left onto Median concrete Curb of East Braddock road causing
the severe damage of two left wheels...

Today my car has been repaired completely from this accident and the lower ball joints are on the
ordering list and will be replaced when received...

The invoice copy of car repair is herein attached with the amount of.....
And the bill copy of car rental attached with the amount of.....
Total cost.....

This dealer fails and is unable to remedy this effect within a proper and reasonable time causing
such severe damages and may be future problems from which it can be settled in the soonest.
Please kindly reimburse the total expense cost of [Redacted] related to this accident.

Your prompt action to the above matter will be greatly appreciated.

My best regards,

[Redacted Signature]
[Redacted]

Enclosure;

CC
WAB
3/19/07
CC

DAIMLERCHRYSLER

SAFETY RECALL F23 - LOWER BALL JOINTS

Dear [REDACTED]

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

DaimlerChrysler Corporation has decided that a defect, which relates to motor vehicle safety, exists in some **2002 through 2006 model year Jeep® Liberty vehicles.**

NOTE: 2002 and 2003 model year vehicles involved in a previous ball joint recall must also have this recall performed.

The problem is... Water may enter into the front suspension lower ball joints on your Jeep (VIN: 1J4GL58K44W[REDACTED]). This can cause the ball joint to corrode and separate. Ball joint separation can result in a loss of steering control and could cause a crash without prior warning.

What your dealer will do... DaimlerChrysler will repair your vehicle free of charge (parts and labor). To do this, your dealer will replace both front lower ball joints. The work will take about 1 hour to complete. However, additional time may be necessary depending on how dealer appointments are scheduled and processed.

What you must do to ensure your safety... 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. Remember to bring this letter with you to your dealer.

If you need help... If you have questions or concerns which your dealer is unable to resolve, please contact DaimlerChrysler at 1-800-853-1403.

Please help us update our records, by filling out the attached prepaid postcard, if any of the conditions listed on the card apply to you or your vehicle.

If you have already experienced this condition and have paid to have it repaired, you may send your original receipts and/or other adequate proof of payment to the following address for reimbursement: DaimlerChrysler P.O. Box 4639 Oak Ridge, TN 37831, Attention: Reimbursement.

If your dealer fails or is unable to remedy this defect without charge and within a reasonable time, you may submit a written complaint to the Administrator, National Highway Traffic Safety Administration, 400 Seventh Street, S.W., Washington, DC 20590, or call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153), or go to <http://www.safercar.gov>.

We're sorry for any inconvenience, but we are sincerely concerned about your safety. Thank you for your attention to this important matter.

Customer Services Field Operations
DaimlerChrysler Corporation
Notification Code F23

*Buckle up
for Safety!*

10.20 AM 1/19/06
called -

wait for
4 - 5 weeks. for order pa
Jason.

Note to lessors receiving this recall: Federal regulation requires that you forward this recall notice to the lessee within 10 days.