



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

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

May 24, 2007

[REDACTED]
[REDACTED]
Norfolk, VA [REDACTED]

NVS-216 aae
Ref. No.10190073

Dear [REDACTED]:

Thank you for your correspondence dated April 18, 2007, concerning the difficulty you encountered with the availability of the recall remedy parts for your model year (MY) 2003 Jeep Liberty vehicle. The National Highway Traffic Safety Administration (NHTSA), Office of Defects Investigation (ODI) received your correspondence on May 11, 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 do require a manufacturer conducting a safety recall of motor vehicles or motor vehicle equipment to reimburse owners who have paid to obtain a pre-notification remedy to address the defect/noncompliance or a manifestation of the defect/noncompliance within a reasonable time, which in many instances is one year prior to the manufacturer's determination that a defect or noncompliance exists. However, Federal regulations do not require manufacturers to reimburse owners for additional costs associated with a safety recall (e.g., lost wages, car rentals, towing, damage caused by the defect, etc.). Nor do they 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.



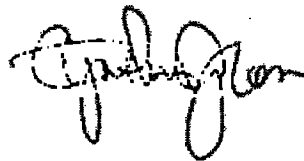
VEHICLE SAFETY HOTLINE
888-327-4236

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 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 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 Virginia 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.

We appreciate the report you provided and 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".

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