

CL-10190073-9794

[REDACTED]
Norfolk, Virginia [REDACTED]

April 18, 2007

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

Dear Sir or Madam:

My attempts to use your website were unsuccessful so I am forced to having to write to you regarding a recent recall on my vehicle.

I own a 2003 Jeep Liberty (VIN: 1J4GK48K43W [REDACTED]) purchased from Greenbrier Chrysler Jeep on Military Highway in Chesapeake, Virginia. I was notified in the beginning of November 2006 that there was a safety recall F23 on my vehicle for the lower ball joints. I was told that I HAD to come into the dealership with my vehicle for them to order the parts. I did just as requested in the beginning of December. I was told that the parts were ordered at that time and it would take approximately 1 month to get the parts in to the dealership and they would call when they received them so that we can schedule the repair. I have been in for oil changes since then and have asked about the parts for the recall and have just been told that they were still waiting, blah, blah, blah. Here it is April 2007, four months later and I am still waiting for this recall to be taken care of. I think this is very unprofessional and feel that the Chrysler Corporation should not have issued the recall if they are not fully prepared to satisfy the recall.

In the recall notification it stated that if I had a problem with getting the recall taken care of to write to you so I am doing such. I would appreciate any assistance that you could give to me regarding this matter.

If needed I can be reached at [REDACTED] or [REDACTED]

Thank you for your time and I look forward to a reply.

Regards,
[REDACTED]
[REDACTED]

ala
5/1/07
cc