

CL-10202626-2830

2007 SEP -4 AM 6:54

[REDACTED]
Hanahan, South Carolina [REDACTED]
[REDACTED]

August 21, 2007

Dear Sir or Madam,

I have received a letter stating my 2004 Jeep Liberty is on a safety recall. The recall began in 2006 and I received a safety recall from Daimler Chrysler 2-3 weeks ago. I had already been placed on a waiting list with Rick Hendrick Jeep/Chrysler Dealership in North Charleston, South Carolina. I have been in contact with Phil Higdon in the service department. His phone number is 843-818-5858. I have been waiting since March 30, 2007. I have called the dealership and went to the dealership and their response is they are only receiving 3 parts per week. I contacted the Vehicle Safety Hotline on August 21, 2007 and was told not to drive my vehicle. My conformation number was 10200378. I was informed to contact other dealers in my area, or that I could have the lower ball joints repaired and pay for the repairs myself, mail in a receipt and I may or may not be reimbursed.

I contacted Daimler Chrysler and was informed they would contact Rick Hendrick and try to upgrade my order that the part is on national back order. My conformation number was 1665242. Their response was the individual franchise owners were responsible for checking the safety of the vehicle. I was curious as to why I could not receive a rental car and was told the dealers are responsible for that aspect.

What I am to do? I have a safety issue with my Jeep pulling to the right. I recently had my Jeep into Rick Hendrick to buy a new tire and had my tires rotated. I thought this would resolve the pulling to the right. It did not solve the problem. I do not feel safe driving my Jeep. How can this recall be resolved? I continue to drive my vehicle and hope it is safe to drive. I do not know what else I can do for a safety defect I need repaired, but have been informed the part is unavailable. I have been told the part is unavailable from 3 different sources today. Please resolve this safety issue.

NM
09/04/07
KB

I would greatly appreciate the parts that are on a safety recall. I will contact Jeep dealerships in the Charleston area to try to find the parts that are currently unavailable. Why in a safety recall are the parts unavailable? I do not want to be a part the National Traffic and Motor Vehicle Safety Act recall for lower ball joints for almost 1 and half years. This is ridiculous. No one is taking accountability for this error that took 4 years of Jeep Liberty vehicles (2002-2006) to be made and sold to realize there was a problem. Please resolve this issue and contact me with availability of safety recall F23.

My VIN number is 1J4GKX4W [REDACTED]

My name and mailing address:

[REDACTED]

[REDACTED]

Hanahan, South Carolina [REDACTED]

[REDACTED]

Thank you for addressing this issue and I look forward to resolution.

Sincerely,

[REDACTED]

**THE ATTACHMENTS TO THIS
DOCUMENT HAVE BEEN REMOVED
TO PROTECT UNWARRANTED
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PURSUANT TO EXAMPTION 6 OF
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