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

2007 NOV 29 PM 2:37

1200 New Jersey Avenue SE
Washington, DC 20590

[redacted]
Bremerton, WA [redacted]

NVS-216 et
Ref. No. 10208305

Dear Mr. [redacted]:

Thank you for your correspondence dated September 24, 2007, concerning the problems you encountered with your model year (MY) 2003 Jeep Liberty vehicle. The Washington Office of the Attorney General referred your correspondence to the National Highway Traffic Safety Administration's (NHTSA) Office of Defects Investigation received your correspondence on November 1, 2007.

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. However, we cannot act on isolated problems or resolve disputes between individual owners, dealers, or manufacturers.

We appreciate the report you provided. Reports from motorists are a very important source of information for us. Each report is analyzed and entered into a database to determine whether an investigation into a possible safety defect or safety defect recall adequacy is warranted.

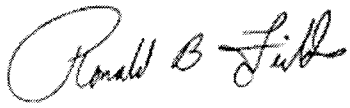
We have reviewed our database in an effort to identify whether a safety defect trend exists with regard to service brake problems in MY 2003 Jeep Liberty vehicles. At this time, there is insufficient evidence to warrant opening a safety defect investigation. The information you provided has been entered into our database. It will be considered with future reports to identify any safety defect trends that may require our attention.

We sympathize with you concerning the service problems you reported; however, this does not fall under our jurisdiction. If you have not done so, you may consider contacting the Federal Trade Commission (FTC). The FTC has jurisdiction over paint, fraud or deception, warranty and dealership problems, remuneration matters, and fair trade practices. There are three ways

you can contact the FTC: by toll free telephone at 1-877-FTC-HELP (1-877-382-4357); by mail at Federal Trade Commission, CRC-240, Washington, DC 20580; and by using the Internet complaint form at http://www.ftc.gov/ftc/complaint.htm.

Should you encounter a safety-related problem with a motor vehicle or item of motor vehicle equipment in the future, you can complete an electronic Vehicle Owner's Questionnaire online at http://www.nhtsa.dot.gov/ivoq. Also, a summary listing of vehicle owners' complaints, safety recalls, manufacturers' service bulletins, etc. can be obtained at http://www.nhtsa.dot.gov/cars/problems.

Sincerely,



Ronald B. Fields, Chief
Correspondence Research Division
Office of Defects Investigation
Enforcement