

CL-10406286-8307

JUN 01 2011

MAY 25, 2011

National Highway Traffic Safety Administration

AUTO RECALLS + DEFECTS

Attention: Administrator

Notification Code E23

Vin# 1C3EJ46XXYN [REDACTED]

Please be advised that I have had the misfortune of experiencing the defect documented in the attached safety recall.

I complied with the recall notice instructions. At the time I was convinced that the dealer rectified this condition, apparently they did not. I had purchased the vehicle new from this same dealer. (Westbury Jeep).

Please review the enclosed and kindly submit \$402.68 for reimbursement of my repair expense or refer to the appropriate agency.

[REDACTED]
Oakland Gardens, NY
[REDACTED]

CC. CHRYSLER CUSTOMER ASSISTANCE C'TR.

CC. Customer Services Field Operations

~~Dealer~~ Chrysler Corp.

Notification Code E23

41C
06/01/11
row

*Back
for Safety!*

7/2006

150491
YN [REDACTED] E23

OAKLAND GARDENS, NY [REDACTED]

LOANER
TIME
ORDER

SAFETY RECALL E23 – HIGH PRESSURE POWER STEERING HOSE

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 1999 and 2000 model year Chrysler Cirrus, Dodge Stratus and Plymouth Breeze vehicles equipped with a 2.4L engine.

The problem is... The high pressure power steering hose on your vehicle (VIN: 1C3EJ46XXYN [REDACTED]) may crack and develop a power steering fluid leak. Power steering fluid leakage in the presence of an ignition source can result in an underhood fire.

What your dealer will do... DaimlerChrysler will repair your vehicle free of charge (parts and labor). To do this, your dealer will replace the high pressure power steering hose. The work will take about 1½ hours 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 part for your vehicle or to order it 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 enclosed prepaid postcard, if any of the conditions listed on the card apply to you or your vehicle. Be sure to print the last eight (8) characters of the VIN (YN267907) and notification code E23 on the postcard.

→ 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 E23

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

4655219

371809



INVOICE

928 JERICHO TPKE. SALES/LEASING/FLEET (516) 997-3900
110 STATE STREET PARTS AND SERVICE (516) 333-2666
FAX: (516) 333-6120

WESTBURY, N.Y. 11590

MAKE YOUR NEXT SERVICE APPOINTMENT AT:
www.westburyjeep.com

BAYSIDE, NY

PAGE 1

HOME: [REDACTED] BUS:

WE LEASE
ALL MAKES AND MODELS

THANK YOU FOR
YOUR PATRONAGE

SERVICE ADVISOR: 2178 CHRIS OBRIEN

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
TAUPE	00	CHRYSLER CIRRUS	1C3EJ46XXYN		42858/42858	TG539	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
17MAY00 IS		17MAY2003	17:00 25JUL06		0.00	CASH	25JUL06
R.O. OPENED		READY	OPTIONS: DLR:23153 ENG:2.4 Liter 16V DOHC				

07:31 25JUL06 12:52 25JUL06

LINE OPCODE TECH TYPE HOURS

LIST NET TOTAL

A CHECK FOR ANY OPEN RECALLS

CAUSE: RECALL

OR CHECK FOR ANY OPEN RECALLS

9336 WZ

1 CBNTE231AB LINE-POWER STEERING PRESS

(N/C)

(N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00

B PERFORM COURTESY VEHICLE CHECKUP
VC PERFORM COURTESY VEHICLE CHECKUP

9386 CPE

0.00

0.00

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00

THANK YOU FOR YOUR PATRONAGE

SINCE 1957

PLEASE CALL MIKE OR DIANE AT 516-333-2666

OR dschonmann@westburyjeep.com

IF YOU HAVE NOT FOUND OUR SERVICE OUTSTANDING

PLEASE CALL US IMMEDIATELY!...

NYS SHOP #R705541

Rescue and Mobile Service Available

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.

STATEMENT OF DISCLAIMER

The factory warranty constitutes all of the warranties with respect to the sale of this item/Vehicle. The Seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/Vehicle.

DESCRIPTION

TOTALS

LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
WARRANTY	0.00
TOTAL CHARGES	0.00
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)

CUSTOMER SIGNATURE

NOR-SPRING SERVICE STATION
79-10 SPRINGFIELD BLVD
Oakland Gardens, NY. 11364
Phone - 718-736-0100 Fax - 718-736-9004
Complete Foreign & Domestic Auto Repairs

INVOICE

1951

Org. Est. # 003877
DMV LICENSE # 7096991
DCA LICENSE # 1208410

INVOICE

Print Date : 04/09/2011



Oakland Gardens, NY
Home
Cust ID : 89

Ref # :

2000 Chrysler - Cirrus LX
2.4L, In-Line4, VIN (X)

Lic #

Odometer In : 71472

Unit # :

Vin # :

Hat # :

Part Description / Number	Qty	Sale	Extended	Labor Description	Extended
POWER STEERING HIGH PRESSURE HOSE				P/S LEAK, RECOMMEND: P/S HIGH PRESSURE HOSE EARLIER.	
CL EP80314	1.00	80.95	80.95	10% SNR DISCOUNT APPLIED TO THE INVOICE.	
TOP OFF POWER STEERING FLUID				P/S HOSE	270.95
FLUIDS TOP OFF	1.00	10.00	10.00	REMOVE AND INSTALL POWER STEERING HIGH PRESSURE HOSE, ADDED NEEDED QUANTITY OF POWER STEERING FLUID, INSPECT AND CLEAN OTHER CONNECTING PARTS AND MADE NEEDED ADJUSTMENTS, ROAD TEST THE CAR.	
PARTS CLEANER					
CLEANER	1.00	7.95	7.95		

[Technicians : Deen, Faizul]

Org. Estimate \$402.68	Revisions \$0.00	Current Estimate \$ 402.68	Additional Cost	Revised Estimate	Labor: 270.95
					Parts: 98.90
					Sublet: 0.00
					Sub: 369.85
					Tax: 32.83
					Total: 402.68
					Bal Due: \$0.00

[Payments - MasterCard - \$402.68]

I authorize the above repair work to be done along with the parts & labor I grant you & your employees permission to operate the vehicle described for testing & inspection. All parts removed will be discarded unless instructed otherwise. IF YOU ARE LESS THEN (25) MILES AWAY FROM ORIGINAL FACILITY, YOU MUST RETURN TO THE ORIGINAL REPAIR DEALER. IF YOU ARE OVER (25) MILES AWAY, PLEASE CALL SONSIO AT 1866-365-9228 FOR DIRECTIONS ON HOW TO PROCEED WITH YOUR WARRANTY REPAIR, NOT RESPONSIBLE FOR LOSS OR DAMAGE TO CAR. 12 MONTHS/12000 MILES WARRANTY.

SIGNATURE..... Date..... Time.....

Written By: Bachan, Aman

NOR-SPRING SERVICE STA
175" FRANCIS LEWIS BLVD
WHITESTONE, NY 11357324
TID: 01114261

04/09/11

11:16:57

SALE

451505679998
BATCH: 1466

MC

XXXXXXXXXX

APPR CODE: 01243P
INVR: 000007

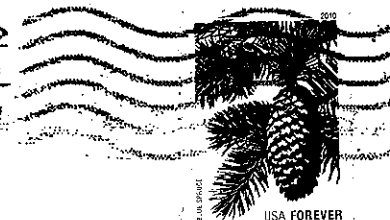
AMOUNT: \$ 402.68

TOTAL: \$ 402.68

CUSTOMER COPY



TRIBORO NY 112
BKLYN-QNS-STATEN ISL
36 MAY 2011 PM 4 1



N.H.T.S.A.
1200 NEWJERSEY AVENUE, S.E.
WEST BUILDING
WASHINGTON, D.C. 20590

AUTO
(RECALLS + DEFECTS)

