

 U.S. Department of Transportation National Highway Traffic Safety Administration		DOT Auto Safety Hotline Vehicle Owner's Questionnaire To Report Vehicle Safety Defects 1-888-DASH-2-DOT (1-888-327-4236) INTERNET: www.nhtsa.dot.gov/hotline		INFORMATION ACT (FOIA) 5 U.S.C. 552(B)(6) FOR AGENCY USE ONLY 100148	
		Date Received JUL 10 2013 04-JUN-2013		Repository ☐ Reference No. 10514985	
OWNER INFORMATION (Type or Print)					
Name		Address		Daytime Telephone Number	
City		State		Zip Code	
SALEM		NJ			
				Evening Telephone Number	
The information you provide will be used to identify potential safety-related defects. We may share your information with the applicable vehicle manufacturer during an investigation or recall in accordance with the routine uses described in the agency's Privacy Act notice. See 49 FR 53971 (Sep. 3, 2004).					
VEHICLE INFORMATION					
17 digit Vehicle Identification Number Located at bottom of windshield on driver's side			Make		Model
1J4GL48KX3W			JEEP		LIBERTY
Date Purchased		Dealer's Name and Telephone Number		Model Year	
				2003	
Original Owner		Dealer's City		Engine:	
☐				No: Cylinders	
Transmission Type		Powertrain		Incident Date(s)	
☐ Antilock Brakes ☐ Cruise Control				01-JUN-2012	
FAILED COMPONENT(S)/PART(S) INFORMATION					
Vehicle Component Code: 140000 AIR BAGS				Failure Mileage	
				Failure Speed	
ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE					
Tire Make		Tire Model (Name or Number)		Tire Size (Example P215/65R15)	
DOT No. (Example: DOTM49ABC036)		☐ Original Equipment ☐ Prior Repair		Failure Location:	
Tire Component Code				Tire Failure Type:	
ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE					
Make:		Date Manufactured:		Model No./Name:	
Seat Type:		Installation System:			
Child Seat Component Code:		Failed Part:			
APPLICABLE INCIDENT INFORMATION					
(Please describe in detail the incident(s), Failure(s), Crash(es), and injury(ies).)					
Crash		Fire		Number of Persons Injured	
☐ Yes ☒ No		☐ Yes ☒ No		0	
				Number of Deaths	
				0	
				Reported to Police	
				N	
Narrative Description of Incident(S), Crash(es), and Injury(ies). Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure; i.e. parts repaired or replaced (and if old part is available).					
TL* THE CONTACT OWNS A 2003 JEEP LIBERTY. THE CONTACT STATED THAT UPON STARTING THE IGNITION, THE AIR BAG WARNING INDICATOR REMAINED ILLUMINATED UNTIL THE ENGINE WAS TURNED OFF. THE FAILURE RECURRED CONTINUOUSLY. THERE WAS A RECALL RELATED TO THE DEFECT UNDER NHTSA CAMPAIGN ID NUMBER 12V527000 (AIR BAGS). THE REMEDY PART WAS UNAVAILABLE AND THE VEHICLE HAD NOT BEEN REPAIRED. THE MANUFACTURER WAS NOTIFIED OF THE PROBLEM. THE APPROXIMATE FAILURE MILEAGE WAS UNAVAILABLE.					
Include, if available: Police/Fire Department Report, Photos, and Repair Invoice.					
ATTACH ADDITIONAL SHEETS IF NECESSARY					
The Privacy Act of 1974-Public Law 93-579 This information is requested pursuant to authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond this questionnaire. Your response may be used to assist the NHTSA in determining whether a Manufacturer should take appropriate action to correct a safety defect. If the NHTSA proceeds with administrative enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.					

COA# complaint
ODI# 10514985
Seckie

0079930/#57684 / M35

PLEASE HELP US UPDATE OUR RECORDS
IF ANY OF THE FOLLOWING CONDITIONS APPLY

VIN (Last 8 Characters of Vehicle Identification Number)

Notification Code

This service performed on my vehicle (check one if applicable):

☐ My vehicle was inspected and found to be ok.
☐ My vehicle was repaired.

This vehicle was (check one if applicable):

☐ scrapped ☐ stolen ☐ exported

This vehicle was sold to (check one if applicable):

☐ A dealer, or someone whose name and address is unknown.
☐ Someone other than a dealer (type or print the new owner's name and address below).

Date of sale:

Updated name and address (type or print the new owner's name and address or your new name and/or address if it has changed):

Owner's title (check one if applicable):

☐ Mr. ☐ Miss ☐ Mr. & Mrs. ☐ Dr.
☐ Mrs. ☐ Ms. ☐ Rev. ☐ Business

First Name MI

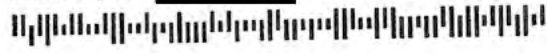
Last Name

Street Address

City State Zip Code

Email Address

SALEM, NJ



0079930/#57684 / M35

6-22-13
Dear Sirs,
I take vehicle safety recall notices very serious. Please let me know when this recall work can be done. I would like to feel safe and secure driving my Segg for at least another 2 years. THANK YOU.

Sincerely yours,
[Redacted Signature]

CHRYSLER GROUP LLC

CIMS 482-00-85
PO Box 218008
Auburn Hills MI USA 48321-8008
Electronic Service Requested

call VANA Dodge/Jeep
ON MON. Feb. 4, 2013
RE: pants Avai(?)

PRESORTED
FIRST CLASS MAIL
U.S. POSTAGE
PAID
PERMIT #2655
DETROIT, MI

IMPORTANT!

SAFETY RECALL NOTICE

XX #2

3W [REDACTED] M35 0079930

SALEM, NJ [REDACTED]



0079930/#57684 / M35

Failed to remedy this defect (since January 2013)

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

Customer Services / Field Operations
Chrysler Group LLC
Notification Code M35

attention to this important matter.

We're sorry for any inconvenience, but we are sincerely concerned about your safety. Thank you for your

If you have already experienced this condition and have paid to have it repaired, please send your original receipts and/or other adequate proof of payment to the following address for reimbursement: Chrysler Customer Assistance, P.O. Box 21-8007, Auburn Hills, MI 48321-8007, Attention: Reimbursement. Once we receive and verify the required documents, reimbursement will be sent to you within 60 days. 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, 1200 New Jersey Ave., S.E., 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>.



1 Ann Dodge/Jeep

794-9700

Call back re: parts on
Monday 2/4/13

SAFETY RECALL M35/NHTSA 12V-527 AIRBAG SYSTEM OCCUPANT RESTRAINT CONTROL MODULE

Dear [REDACTED]

This interim notification letter is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

Chrysler has decided that a defect, which relates to motor vehicle safety, exists in some 2002 through 2003 model year Jeep® Liberty and 2002 through 2004 model year Jeep® Grand Cherokee vehicles.

parts avail. end of March 2013

The problem is... The Occupant Restraint Control (ORC) module installed in your vehicle (VIN: 1J4GL48KX3W [REDACTED]) has a small chance of experiencing an electrical overstress condition. Should this overstress condition occur, it could damage one of the ORC's computer chips. A damaged computer chip could cause the airbag light to illuminate, followed almost immediately by an inadvertent deployment of the front airbags (Liberty and Grand Cherokee) or side airbag curtains (Grand Cherokee only). Inadvertent deployment of the airbags may increase the risk of injury and the possibility of a vehicle crash.

What Chrysler is doing.... Chrysler intends to repair your vehicle free of charge (parts and labor). Unfortunately, the parts required to provide a permanent remedy for this condition are currently not available. Chrysler is making every effort to obtain these parts as quickly as possible. Chrysler will contact you again by mail, with a follow-up recall notice, when the remedy parts are available.

NOTE: The AIRBAG warning light will go on for a few seconds after you start your vehicle and then goes out. This is part of the self-test diagnostics of the airbag system and indicates the airbag system is functioning properly. No action on your part is required for this condition.

What you must do to ensure your safety... Once you receive your follow-up recall notice in the mail, simply contact your Chrysler, Jeep or Dodge dealer right away to schedule a service appointment. Ask the dealer to hold the parts for your vehicle or to order them before your appointment.

If you need help... If you have questions or concerns which your dealer is unable to resolve, please contact the Chrysler Group Recall Assistance Center at 1-800-853-1403. *SAC/LE*

Please help us update our records by filling out the attached prepaid postcard, if any of the conditions listed on the card apply to you or your vehicle. You may also update this information on the web at www.jeep.com/ownersreg.

*"TAMMY" 6/4/13 10:15 AM
Gave Vin # / mileage info.*

*(over)
called "Sackie" Filed C/O with
at DOT Traffic safety admin.
Filed C/O see ODF #
below*

*- Consumer Affairs
- Attorney General
- Fed Trade Commission*

877-382-4357



DODGE



Jeep

SRT

