

**Dear National Highway Traffic Safety
Administration,**

**Enclosed are copies of safety recall we
received approximately 1-15-13. As you
can see, a potentially serious defect is
identified. As of today, 5-16-13, Chrysler
has not yet remedied this defect nor given
us further information.**

**We called the Chrysler Group Recall
Assistance Center, 1-800-853-1403, on 4-3-
13. At that time they said there was a
problem in procuring the necessary parts.
When asked when those parts could be
expected, Chrysler replied they had "no
idea" when that would happen.**

**Not being satisfied with such a vague
and useless answer, we called a national
Chrysler number given to us by a local
dealer, 1-800-992-1997, on 4-5-13. We
received again only the same no remedy
parts available, "don't know when" they
would be here answer.**

**We feel Chrysler has not corrected this
defect within a reasonable period of time.
We further find unacceptable the response**

NAI
53013
SMD

**Chrysler has given when we have taken the
time to make direct inquiry as to when we
can expect our defect to be eliminated.**

Please help.

Sincerely,

[REDACTED]

[REDACTED]

Anacortes, WA

[REDACTED]

5-16-13



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.

The problem is... The Occupant Restraint Control (ORC) module installed in your vehicle (VIN: 1J8GL58K62W [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 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.

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.

4/5/13

Natl # 800 992 1997

(over)

4/4/13

LOCAL Dealer

757-2273



DODGE

CHRYSLER

Jeep

SRT



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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.

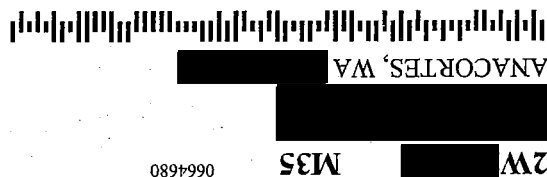
If your dealer fails or is unable to remedy this defect without charge and within a reasonable time, you may submit a written complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Ave., S.E., Washington, DC 20590, or call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153), or go to <http://www.safercar.gov>.

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
Chrysler Group LLC
Notification Code M35

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

0664680/#57684 / M35



SAFETY RECALL NOTICE

IMPORTANT!

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

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



Anacortes, WA

SEATTLE WA 980

20 MAY 2013 PM 3 L



Administrator, Nat'l Highway Traffic Safety Admin.
1200 New Jersey Ave., S.E.
Washington, DC 20590

20590

