



U.S. Department
of Transportation

**National Highway
Traffic Safety
Administration**

1200 New Jersey Avenue, SE
Washington, DC 20590

August 19, 2013

[REDACTED]
Anacortes, WA [REDACTED]

NVS-216 nlm
Ref. No. 10515241

Dear [REDACTED]

Thank you for your correspondence concerning your model year (MY) 2002 Jeep Liberty. The National Highway Traffic Safety Administration's (NHTSA) Office of Defects Investigation received your correspondence.

NHTSA is the Federal agency responsible for improving safety on our Nation's highways. We are authorized to order manufacturers to recall and repair motor vehicles or motor vehicle equipment when our investigations indicate that they contain safety defects in their design, construction, or performance. We also monitor the adequacy of manufacturers' recall campaigns. In order for the agency to initiate an investigation, we look carefully at the body of consumer complaints and other available data to determine whether a defect trend may exist. We do not have authority to act on isolated problems or resolve disputes between individual owners, dealers, or manufacturers.

You indicate receiving a recall notice for your MY 2002 Jeep Liberty Limited. To date the recall repairs have not been completed. You've contacted Chrysler group recall assistance center on several occasions. Each time you are told that the manufacturer is having a problem procuring the necessary parts to repair your vehicle. In addition you were not given an approximate date as to when the parts would become available.

On November 7, 2012, Chrysler initiated a recall (NHTSA Safety Recall Campaign No. 12V-527) of certain model year 2002 and 2003 Jeep Liberty vehicles manufactured January 9, 2001, through March 28, 2003. The recall addresses a faulty component in the air bag control module which could cause the front airbags, side curtain airbags, and/or seatbelt pretensioners to deploy inadvertently while the vehicle is being operated.

Chrysler mailed initial recall notifications in January 2013 to inform owners that parts are not available at this time. Difficulties developing an appropriate remedy and acquiring the sufficient parts inventory necessary to conduct the recall campaign has delayed Chrysler's repair efforts. It is not unusual for a vehicle manufacturer to run short of necessary parts to address a recall, especially when the recall involves a large number of vehicles. In those cases, the manufacturer often issues interim instructions to the affected owners to help ensure their safety until the defect cited in the recall can be fixed. NHTSA defers to the vehicle manufacturer as the authority best suited to instruct consumer about how to manage a particular defect. Therefore, we recommend that you continue to contact Chrysler and your dealer for updates on the availability of the parts.

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

Sincerely,

A handwritten signature in black ink that reads "Randy Reid". The signature is fluid and cursive, with the first name "Randy" and last name "Reid" clearly distinguishable.

Randy Reid, Chief
Correspondence Research Division
Office of Defects Investigation
Enforcement