

NHTSA ccmMercury Routing Slip

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INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)



CL-10521327-3151

Printed: 6/17/2013

NHTSA #: ES13-002654

XREF #:

Delivery: CRT

Rec'd Date: 6/17/2013

Doc Type: GEN

Address To: NHTSA

Referred By: NPO-011

Doc Date: 6/4/2013

Due Date:

S10 #:

DOT/I #:

RMP #:

Subject: SUBMISSION FROM [REDACTED] RE 2010 JEEP RECALL NOTICE FROM CHRYSLER

Ack Date:

Sign Office: ENFORCEMENT

Cleared Date:

File Loc:

Added By: CBUTLER x60180

Ack By:

Signature: AS APPROPRIATE

Cleared By:

XREF File:

Modified By: Chris.Butler

Signed For:

Cleared For:

Closed Date: 6/17/2013

Most Recent Comment:

Author:



JUPITER, FL [REDACTED]

Tel: [REDACTED] Fax: E-mail:

Assigned To	Task	Asgn Date	Deadline	Returned Date
NVS-200	APPROPRIATE	6/17/2013		6/17/2013
NVS-010	INFORMATION	6/17/2013		6/17/2013

JUN 18 2013

NAM
61813
SMD

June 4, 2013

National Highway Traffic Safety Administration
1200 New Jersey Ave SE
Washington, DC
20590

Dear Administrator:

I have made several attempts to get my 2010 Jeep fixed due to a recall notice from Chrysler. I have taken it about 4 times and the dealerships refuses to repair it. They look at the notices and say they will get back to me. I told them if they don't fix it, I will contact your office. I constantly get the recall notices via E-mail and regular mail. I am enclosing all the correspondence I have sent to Chrysler in Detroit.

I spoke to Mike Brozowski at headquarters in Detroit at 586-274-8157 and he said just go down there and give them

his name and they will take care of it. They say they will call him but they have not. I am tired of trying to get this repair done. That is why I am contacting you.

I am enclosing all the paperwork for your review.

I even need a rental car while they fix this.

Thank you,

Jupiter, FL

ES13-002654

April 17, 2013

Dear Representative:

My name is [REDACTED] and I bought my Jeep Wrangler on June 29, 2011 at Northlake Napleton's Jeep in Jupiter, Fl. I have received several recall notices regarding "Safety Recall M22/NHTSA 12v-216 transmission skid plate". My husband also received these notices on his phone. I brought my Jeep in and the dealer said "There is no skid plate, they removed it when they lifted the jeep." The dealership removed the skid plate when they lifted the Jeep. It was inside the showroom. They just told me "Don't go over any rocks". This is what I bought the jeep for. A copy of the invoice is enclosed for your review. I even called a 1-800 number regarding the same and was very surprised when I asked about the jeep not having it. I said "What if the jeep catches fire on the catalytic converter and my family or me is in the jeep, we all would be dead if it blew up and we also could hurt someone else on the road." I was surprised when the representative could only tell me "They are sorry, and that nothing can be done." And I told the representative this could result in lawsuit of some kind if someone gets hurt and I have the notice saying the skid plate has been removed" All I heard say was, "We are sorry."

I hesitate every time I get in the jeep that something will happen. I even told my husband if something happens find the paperwork where they refused to put the plate back on.

I love my Jeep and get many, many compliments. However, it is not worth it if something happens. We even belong to the Jupiter Jeep Club.

If my request is denied, I will have to notify the Administrator, National Highway Traffic Safety Administration. I will also take legal action if necessary.

Thank you,

[REDACTED]

Jupiter, Fl [REDACTED]

Cell: [REDACTED]

Home: [REDACTED]



**SAFETY RECALL M22 / NHTSA 12V-216
TRANSMISSION SKID PLATE**

Dear [REDACTED]

This notice 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 2010 model year Jeep® Wrangler vehicles.

The problem is... The transmission skid plate on your vehicle (VIN: 1J4BA3H19AL [REDACTED]) may allow debris to collect in the undercarriage of the vehicle under certain driving conditions. If an excessive amount of debris collects in the undercarriage, the catalytic converter could ignite the debris, causing an underbody fire without warning.

What your dealer will do... Chrysler will repair your vehicle free of charge (parts and labor). To do this, your dealer will replace the transmission skid plate with a transmission skid bar. The work will take about ½ hour to complete. However, additional time may be necessary depending on service schedules.

What you must do to ensure your safety... 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. **Please 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 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.jcgp.com/ownersreg

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 M22

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



DODGE

CHRYSLER

Jeep

SRT



Chrysler, Jeep, Dodge, Ram, SRT and Mopar are registered trademarks of Chrysler Group LLC.
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per rep at

38227

WALLACE
CHRYSLER JEEP DODGE RAM

2755 S.E. Federal Highway, Stuart, FL 34994
(772) 220-3600
www.wallaceautogroup.com

INVOICE

PAGE 1

MV # 79915

CONT:N/A
CELL:

SERVICE ADVISOR: 6 MARK BABCOCK

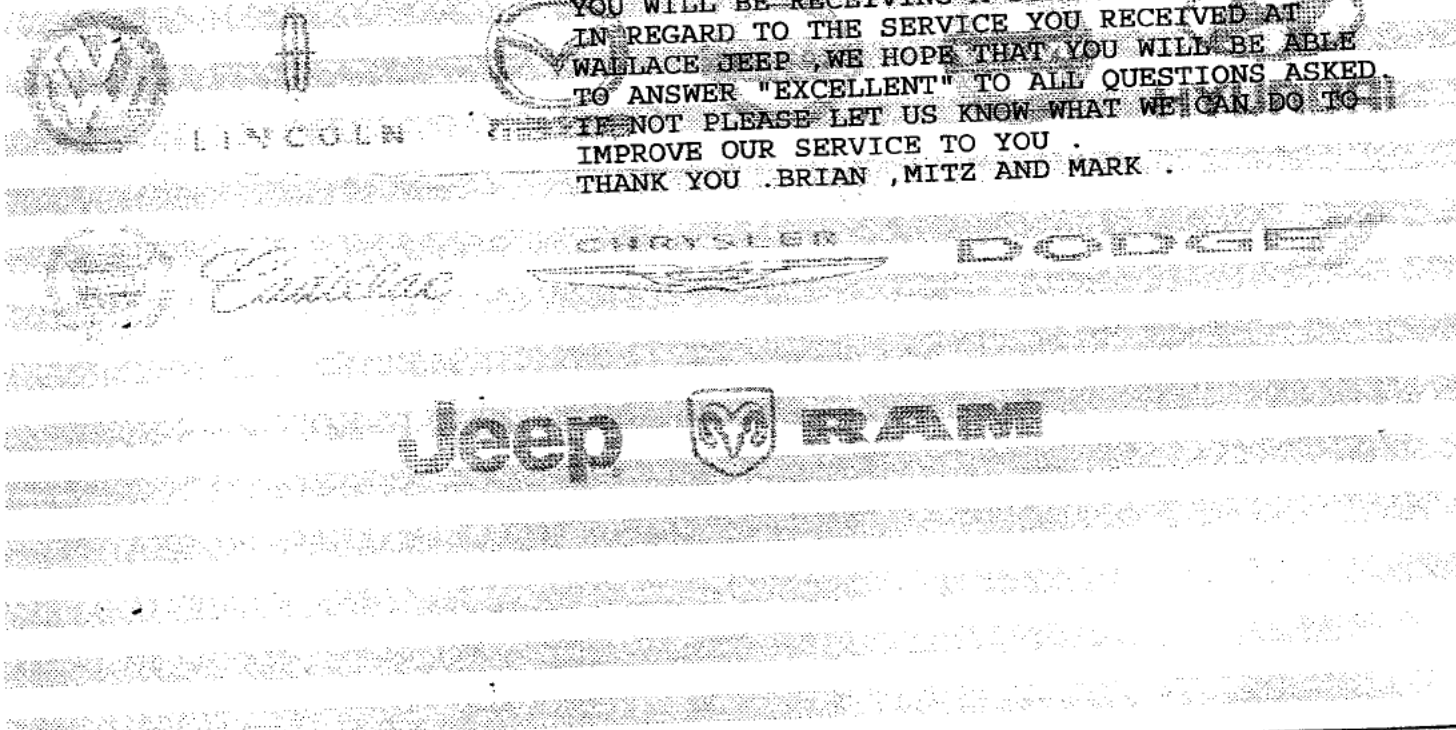
TER, FL

PLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
	10	JEEP WRANGLER	1J4BA3H19AL		19102/19102	T2521
C. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT
						INV. DATE
						CASH
						05FEB13
IN11 DD16FEB10						
ATE OF REPAIR	CUST. NOTIFIED DATE	OPTIONS:	ENG:3.8_Liter			

DATE	TIME	DESCRIPTION	LIST	NET	TOTAL
14 05FEB13	09:11	05FEB13			
3	OPCODE	TECH TYPE HOURS			
3	CALL	M22 SKIDPLATE			
		NWD NO WORK DONE AT THIS TIME			
		4688 FRANKLIN, ANDY J. LIC#: 4688	0.00	0.00	

CP
102 UNABLE TO PERFORM RECALL VEHICLE SUSPENSION MODIFIED FOR A
FT KIT. ORIGNAL MOUNTS HAVE BEEN REMOVED. SKID PLATE REMOVED.
AILING ARMS WOULD INTERFERE WITH PLATE.

YOU WILL BE RECEIVING A SURVEY FROM CHRYSLER
IN REGARD TO THE SERVICE YOU RECEIVED AT
WALLACE JEEP, WE HOPE THAT YOU WILL BE ABLE
TO ANSWER "EXCELLENT" TO ALL QUESTIONS ASKED.
IF NOT PLEASE LET US KNOW WHAT WE CAN DO TO
IMPROVE OUR SERVICE TO YOU.
THANK YOU BRIAN, MITZ AND MARK.



		DESCRIPTION	TOTALS
LIMITED WARRANTY: The only warranties applying to the part(s) installed in accordance with this estimate are those that may be offered by the manufacturer. The seller hereby expressly disclaims all warranties, either expressed or implied, including any implied warranty of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any person to assume for it any liability in connection with the sale of products or services sold under the terms of this estimate. Parts and labor are guaranteed for the 12 months or 100,000 miles, whichever comes first. Seller does not guarantee that the work performed in accordance with this estimate will correct any problem specified on the description of the complaint. *This charge represents costs and profits to the motor repair facility for miscellaneous shop supplies or waste disposal. [s. 559.904(4)] The State of Florida requires a \$1.00 fee to be collected for each new tire sold in the state [s. 403.718], and \$1.50 fee to be collected for each new or remanufactured battery sold in the state [s.403.7185].		A STANDARD CHARGE FOR SUPPLIES AND MATERIALS IS MADE ON EACH REPAIR ORDER. THE AMOUNT OF THIS CHARGE WILL BE 15% OF THE TOTAL LABOR CHARGE. THIS WILL BE SHOWN IN THE LOWER RIGHT CORNER OF THE INVOICE IN THE SPACE PROVIDED. THE MAXIMUM AMOUNT CHARGED WILL BE \$15.00 OR CHARGES.	
		LABOR AMOUNT	0.00
		PARTS AMOUNT	0.00
		GAS, OIL, LUBE	0.00
		SUBLET AMOUNT	0.00
		MISC. CHARGES	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		

storage fee of \$10.00 per day may be applied to the vehicles which are not claimed within 3 working days of notification of completion.
Used R/rebuilt RC/reconditioned NC/no charge/warranty RC/reduced

CUSTOMER #: [REDACTED]

57283

NAPLETON'S

Chrysler • Jeep • Dodge

3701 Northlake Blvd. • Lake Park, FL 33403

(561) 622-0101

www.ednapleton.com

MV# 42928 • VF# 10054171/1

INVOICE

PAGE 1

JUPITER, FL [REDACTED]

HOME: [REDACTED]

CONT: [REDACTED]

BUS: [REDACTED]

CELL: [REDACTED]

SERVICE ADVISOR: 1236 THOMAS NADEAU

COLOR	YEAR	MAKE/MODEL		VIN	LICENSE	MILEAGE IN/ OUT		TAG
BLUE	10	JEEP WRANGLER		1J4BA3H19AL		17747/17747		T394
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED		PO NO.	PAYMENT		INV. DATE
29JUN11 DD			WAIT 29NOV12			0.00	CASH	29NOV12
R.O. OPENED		READY		OPTIONS: STK:AL ENG:3.8_Liter				
				TRN:4 SPEED AUTO				

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
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A PERFORM RECALL M22, SKID PLATE

RECALL CANNOT PERFORM RECALL DUE TO LIFT KIT

714 NGUYEN, PHUOC LIC#: 2005

ISP

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

(N/C)
0.00

17747 CAN NOT PERFORM THIS RECALL, CUSTOMER HAD LIFT KITS

AFTERMARKET ADD ON.

B CUSTOMER AGREES TO HAVE A COMPLEMENTARY MULTI POINT INSPECTION
INCLUDING BATTERY TEST, BRAKE AND TIRE MEASUREMENTS AT NO
CHARGE

CAUSE: SAFETY INSPECTION

9023 CUSTOMER AGREES TO HAVE A COMPLEMENTARY
MULTI-POINT INSPECTION INCLUDING BATTERY
TEST, BRAKE AND TIRE MEASUREMENTS AT NO
CHARGE

714 NGUYEN, PHUOC LIC#: 2005

ISP

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

(N/C)
0.00

17747 DONE.



2 hood flapping
need strap

go to 1000 for recall M22

LIMITED WARRANTY: The only warranties applying to the part(s) installed in accordance with this estimate are those that may be offered by the manufacturer. The seller hereby expressly disclaims all warranties, either expressed or implied, including any implied warranty of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of products or services sold under the terms of this estimate. Parts and labor are guaranteed for 12 months or 12,000 miles, whichever comes first. Seller does not guarantee the work performed in accordance with this estimate will correct any problem specified on the description of the complaint.

"This charge represents costs and profits to the motor repair facility for miscellaneous shop supplies or waste disposal." (s.559.904(4)) The State of Florida requires a \$1.00 fee to be collected for each new tire sold in the state (s.403.718, and \$1.50 fee to be collected for each new or remanufactured battery sold in the state (s.403.7185))

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

A STANDARD CHARGE FOR SUPPLIES AND MATERIALS IS MADE ON EACH REPAIR ORDER. THE AMOUNT OF THIS CHARGE WILL BE 10% OF THE TOTAL LABOR & PARTS. THIS WILL BE SHOWN IN THE LOWER RIGHT CORNER OF YOUR INVOICE IN THE SPACE PROVIDED. THE MAXIMUM AMOUNT CHARGED WILL BE \$50.00.

ARBITRATION AGREEMENT: Customer and the dealer agree that all claims, disputes, or controversies of every kind or nature that may arise between the customer and dealer related to the servicing of the vehicle shall be settled by binding arbitration in accordance with the "Supplementary Procedures For Consumer-Related Disputes" rules of the American Arbitration Association then in effect, such arbitration shall be held in Florida, and judgement upon award rendered by the Arbitrator(s) may be entered by any court having jurisdiction thereof.

ALL PARTS NEW OR FACTORY REBUILT UNLESS OTHERWISE INDICATED.
CUSTOMER HEREBY ACKNOWLEDGES RECEIPT OF ABOVE MENTIONED VEHICLE AND RECEIPT OF INVOICE HEREOF.

CUSTOMER SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	0.00
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

CUSTOMER COPY

Jupiter, FL



7013 0600 0002 1334 7357



U.S. POSTAGE
PAID
JUPITER, FL
33456
JUN 11, 13
AMOUNT
\$4.22
00051687-17

W41-323

National Highway Traffic
Safety Admin.
1200 New Jersey Ave, SE
Washington, DC
20590

