



U.S. Department
of Transportation

**National Highway
Traffic Safety
Administration**

INFORMATION Redacted PURSUANT TO THE FREEDOM OF
INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)

1200 New Jersey Avenue, SE
Washington, DC 20590

February 20, 2014

[REDACTED]
Southport, CT [REDACTED]

NVS-216 am
Ref. No. 10525442

Dear [REDACTED]

Thank you for your correspondence concerning your model year (MY) 2003 Jeep Liberty. The National Highway Traffic Safety Administration's (NHTSA) Office of Defects Investigation has received your correspondence. We regret any inconvenience our delay in responding may have caused you.

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 state that you have received the recall notice (NHTSA 12V-527) to install an occupant restraint control module filter circuit in your MY 2003 Jeep Liberty. You visited your local dealer to have the recall performed. However, the dealer told you they were unable to perform the recall repair because the parts are not available. You are concerned with this situation and would like NHTSA to look into this issue further.

We are aware of the parts availability issue regarding NHTSA Safety Recall Campaign No. 12V-527 and understand your concerns. Chrysler informed NHTSA that the recall parts are now available, and you will receive another notification when the parts ship to local dealers. Please note that it is not unusual for manufacturers to not have an adequate inventory of recall parts shortly after a recall is announced. Recall parts availability can be affected by numerous factors including, but not limited to, redesign, testing, manufacturing and logistics. We recommend that you continue to contact Chrysler and your dealer for updates on the recall and parts availability for NHTSA Safety Recall Campaign No. 12V-527, and regarding the installation of the rear hitch for NHTSA Safety Recall Campaign No. 13V-252. The NHTSA investigation and recall process is on our web site at www-odi.nhtsa.dot.gov/recalls/recallprocess.cfm.

Should you encounter a safety-related problem with a motor vehicle or motor vehicle equipment in the future, we would appreciate it if you would complete an electronic Vehicle Owner's Questionnaire online at www.nhtsa.gov or call the Auto Safety Hotline at 1-888-327-4236. Also, a summary listing of vehicle owners' complaints, safety recalls, manufacturers' service bulletins, etc. can be obtained at our web site.

Sincerely,

A handwritten signature in cursive script that reads "Randy Reid".

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