

July 22, 2013

NVS-200

CL-10533573-8039

To: Administrator - Traffic Safety  
Re: See attached document

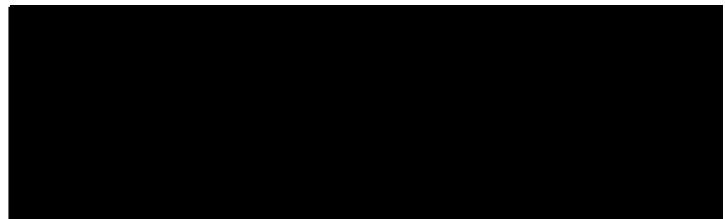
JUL 31 2013

Please note the dealer is still unable to repair the jeep. The notice was sent in Jan. 2013.

I have not received a follow-up notice from Chrysler. The dealer reports "no parts available."

What is the resolution? Please advise.

With thanks,



Knoxville, TN



NAM  
8113  
SMD

CHRYSLER

Rec'd Jan 2013  
-VLG

**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: 1J4GX48S82C [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.

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](http://www.jeep.com/ownersreg).

Part Not in yet.  
Cogdill Dodge, etc.

3/13/13 (over)  
not on 7-11-2013



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NO POSTAGE  
NECESSARY



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  
**P A I D**  
PERMIT #2655  
DETROIT, MI

**IMPORTANT!**

# SAFETY RECALL NOTICE

XX #2

2C [REDACTED] M35 0310866

[REDACTED]  
KNOXVILLE, TN [REDACTED]



0310866/#57684 / M35

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

~~Notification Code M35~~

Customer Services / Field Operations  
Chrysler Group LLC

attention to this important matter.

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.



7-11-13  
"Parts not in yet"  
per dealer- he  
printed this.

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Customer Services / Field Operations  
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Knoxville, TN

KNOXVILLE TN 379

22 JUL 2013 PM 11



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

20590

