

NOV 13 2013

CL-10533867-8516

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WRITER'S DIRECT DIAL No.
(410) 528-8662
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November 1, 2013

[REDACTED]
Berlin, MD [REDACTED]

Re: Chrysler Corporation
Case No.: MU-233382

Dear [REDACTED]

Thank you for your recent correspondence regarding the problems you experienced with Chrysler Corporation/. Unfortunately, the Consumer Protection Division is not the proper state agency to assist you with these concerns. For this reason, by copy of this letter we are referring your complaint to the following which we believe will be better able to assist you.

National Highway Traffic Safety Administration
NHTSA Headquarters, West Building
1200 New Jersey Avenue
Washington, DC 20590
888-327-4236

<http://www.nhtsa.dot.gov/email.cfm>

If you do not hear from the above following receipt of this letter, you may wish to contact them directly to verify receipt of your referred complaint. Thank you again for notifying us of your concerns and we hope that the National Highway Traffic Safety Administration will be able to assist you.

Very truly yours,

Consumer Protection Division

cc: National Highway Traffic Safety Administration
NHTSA Headquarters, West Building
1200 New Jersey Avenue
Washington, DC 20590

ET
111513
SMD

October 24, 2013

Dear Sir,

Enclosed is a copy of the Safety Recall Notice that I received on January 8, 2013.

Representatives have called to inform me that ^{they} have not forgotten me, however they do not have the part & the companies that made the part have gone out of business (approx around July 6th).

This is a real hardship for me. I cannot go very far due to the possibility of the car may deploy. It is my understanding there are 954,000 vehicles involved & 81 accidents have occurred. I live alone & cannot always rely on others. I cannot go to my sons for the holidays due to the distance.

I hope you can assist me with this matter.

I would like Chrysler to fix the car or give me a car compatible to mine that would be safe. I have filed a complaint with the BBB & the Safety Dept. Chrysler, when these organizations called them, said they don't have the part & that was acceptable to them. Please help me

Since [REDACTED]

Thank you.

**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: 1J4GW48N34C [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.

*51 mins
injury
no 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.

*→ Dealership to inspect -
- 1 Pm*

(over)

