

NYS-200

OCT 31 2013

CL-10551258-1941

HIGH LAW OFFICE, PLLC

DAVID E. HIGH
Attorney-At-Law

Rule 31, Listed General Civil Mediator

(615)256-1000

(615)256-1009 - Fax

300 James Robertson Parkway

Court Square Building, Second Floor
Nashville, Tennessee 37201

attyhigh@Bellsouth.Net

www.highlawoffice.com

October 23, 2013

Administrator

National HWY Safety Administration
400 7th Street, SW
Washington, DC 20590

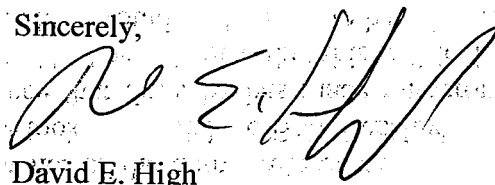
Re: 1989 Jeep Cherokee
Safety Recall #702-ABS Actuator
VIN: 1J4FJ58L0L [REDACTED]

Dear Sir or Madam:

I represent [REDACTED] the owner of the above-referenced vehicle. The vehicle developed an anti-lock brake problem and he took the vehicle to Bob Frensley's Chrysler-Jeep on or about January 24, 2013 for repairs. Since that time, he has made numerous calls to Bob Frensley's to try to get this problem repaired. He was informed that this anti-lock brake problem was part of a lifetime recall and that the problem would be fixed. He has also called Chrysler-Jeep. [REDACTED] has been patient for over 9-months, but no progress has been made regarding the repair or replacement of his vehicle. The enclosed Recall Notice indicates that Chrysler will replace these components free of charge. The replacement is supposed to take 3-hours, but despite his persistent requests for the last 9-months, that replacement still hasn't occurred. Mr. [REDACTED] has been deprived of the use of his vehicle during this 9-month period of time. He needs his vehicle repaired ASAP and damages for loss of use.

We would appreciate your help in getting this problem properly addressed. I look forward to hearing back from you promptly.

Sincerely,



David E. High

DEH:mel

cc: Chrysler Corp
Bob Frensley's Chrysler Jeep
[REDACTED]

ET
110113
SHD

1989 Jeep Truck Cherokee 4WD L6-242 4.0L VIN L FI

Vehicle » Technical Service Bulletins » Recalls » Safety » Recall - ABS Actuator and Pump/Motor Assembly » Owner Letter

SAFETY RECALL TO TEST AND REPAIR YOUR VEHICLE'S ANTILOCK BRAKE SYSTEM

Dear Jeep Owner:

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

Chrysler Corporation has determined that a problem which relates to motor vehicle safety exists in some 1989 through 1991 Jeep Cherokee and Wagoneer vehicles equipped with an antilock brake system (ABS).

The problem is...

The ABS hydraulic control unit on your vehicle (identified on the enclosed form), may experience excessive brake actuator piston seal wear and/or pump-motor deterioration. If this occurs, the ABS function may be lost and reduced power assist may be experienced during braking. This may result in increased stopping distance that could result in an accident.

What you should do...

Owners of vehicles that experience any of the following symptoms should contact their dealers immediately to schedule a service appointment:

^ Either the Brake System Warning Light or the Anti-lock Warning Light remains illuminated more than two minutes after starting the vehicle; or if either light comes on at any other time during vehicle operation;

^ A substantial increase in brake pedal force is needed to stop the vehicle; or

^ Any other ABS malfunction occurs.

Please bring the enclosed Owner Notification Form with you to your dealer. It explains the required service to the dealer.

If your ABS brake system is operating properly and none of the above symptoms are present, no action is necessary at this time. However, if any of these symptoms appear in the future, contact your dealer for a free repair. Keep this letter with your vehicle's other owner information in case you notice any of these conditions in the future.

What Chrysler and your dealer will do...

Chrysler will test your vehicle's ABS for excessive piston seal wear and possible pump-motor deterioration. If problems with these components are found at any time during the entire life of your vehicle, Chrysler will replace these components free of charge. The test will take about one hour to complete. Another one to three hours may be required if components must be replaced. However, additional time may be necessary depending on how dealer appointments are scheduled and processed.

Extended Warranty...

In addition to this recall action, the warranty period on other ABS components in your vehicle is being extended to 10 years or 100,000 miles, whichever occurs first. This means that if any of these other ABS components fail within 10 years or 100,000 miles, your dealer will correct the problem free of charge. This extended warranty is limited to the same conditions defined in the original warranty and does not include any base brake system components (calipers, pad/shoe linings, etc.). Further, Chrysler will reimburse owners for any previous ABS component expenses incurred within the limits of the extended warranty. Just send the original receipt to:

Chrysler Corporation - Recall # 702 Reimbursement
P.O. Box 21-8004
Auburn Hills, MI 48321-8004

If you need help...

If you have any questions about whether your ABS system is operating properly, contact your dealer.

If you have trouble getting your vehicle repaired, please call the Chrysler Customer Center, toll free, at 1-800-853-1403. A representative will assist you in getting your vehicle repaired. 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, 400 Seventh Street, S.W., Washington, D.C. 20590, or call the Toll Free Auto Safety Hotline at 1-800-424-9393. (Washington, D.C. area residents may call 366-0123.)

We're sorry for any inconvenience, but we are sincerely concerned about your safety. Thanks for your attention to this important matter.

1989 Jeep Truck Cherokee 4WD L6-242 4.0L VIN L FI

Vehicle » Technical Service Bulletins » Recalls » Safety » Recall - ABS Actuator and Pump/Motor Assembly » Dealer Service Instructions

IMPORTANT

Safety Recall # 702 -- ABS Actuator and Pump/Motor Assemblies

- ^ This service requirement applies only to 1989 through 1991 Jeep Cherokee and Wagoneer (XJ) vehicles equipped with a Bendix-9 Anti-lock Brake System.
 - ^ Owners of involved vehicles will be instructed to make an appointment with their dealer only if specific symptoms occur. (See owner letter for details.)
 - ^ A small number of the involved vehicles may experience ABS hydraulic control unit actuator piston seal wear and/or hydraulic pump/motor deterioration. To correct this condition, the ABS system must be tested and the actuator and/or pump/motor replaced if necessary.
 - ^ This recall will be launched in stages. Owners of 1991 model year vehicles will be notified initially. Owners of 1989 and 1990 model year vehicles will be notified about one month later.
 - ^ Effective immediately all actuator and pump/motor assembly replacements on involved vehicles are to be performed according to this Recall Notification. The Labor Operation Numbers for these components listed in Warranty Bulletin D-96-37 are being canceled.
- 10 Year/100,000 Mile Bendix-10 ABS Component Warranty:
- ^ Vehicles involved in this recall also have a 10 year or 100,000 mile warranty on Bendix-9 ABS components (the actuator and pump/motor have lifetime coverage). If any conditions covered by the ABS warranty are found, now or in the future, dealers are to correct these conditions free of charge. Refer to Warranty Bulletin D-96-37 issued December, 1996 for specific details of coverage. Parts for any of the covered components should be ordered through the normal means.

Alternate Transportation:

- ^ Dealers who are servicing a vehicle that requires actuator and/or pump/motor replacement should attempt to minimize customer inconvenience. Contact your zone office for further instructions on alternate transportation authorization if necessary.

Parts Packages:

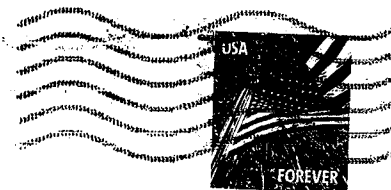
- ^ Due to the small number of vehicles expected to require repair, no parts will be distributed initially to dealers. Dealers are requested to order Actuator Assembly packages through normal methods for scheduled repairs only. Dealers must contact the STAR Center (1-800-850-STAR Ext. 5) to order Pump/Motor Assemblies. The

technician must perform the ABS diagnostic tests prior to contacting the STAR Center and have the results available for review.

HIGH LAW OFFICE, PLLC
David E. High, Esq.
300 James Robertson Parkway, 2nd F
Nashville, TN 37201

NASHVILLE TN 370

23 OCT 2013 PM 7 L



Administrator
National HWY Safety Administration
400 7th Street, SW
Washington, DC 20590

20590

