

NHTSA CAMPAIGN ID Number: 12V527000
NHTSA Action Number: EA12001
VIN: 1J8GW68J72C [REDACTED]

NOV - 5 2013

EXECUTIVE SECRETARIAT

2013 NOV -4 P 4: 14

RECEIVED - NHTSA

NHTSA,

It has now been one year since the recall of the Airbag Control Module was announced, and I am writing to inform you that Jeep has yet to remedy the defect for the Grand Cherokee or provide any compensation.

In June of 2012, my Airbag warning light began illuminating and remaining lite whenever the vehicle was driven. The code in the ECM showed that there was an issue with one of the sensors for the ORC module. Vehicles from Pennsylvania won't pass their annual safety inspection with an Airbag warning light lite. As there was no alternative, I was forced to replace the defective ORC module with a new, updated module for a 2004 Grand Cherokee. This fixed the issue and made my vehicle legally drivable.

Upon receiving notification of the recall, I submitted my original receipt and proof of payment by mail to Chrysler as instructed. Rather than receiving the reimbursement within 60 days as written in the notice, I was instead contacted by Chrysler who refused to pay for the replacement part. I was told that since the supplemental jumper harness was not yet available they would be unable to compensate me and mailed my reimbursement information back.

I have since called Jeep a half dozen times, but am still being told that they are unable to provide any compensation until the replacement part is made available. My receipts are included, any help in escalating this issue would be appreciated.

Thank you,

[REDACTED]
Orefield PA, [REDACTED]
[REDACTED]

NM
11/6/13
SMD



CHRYSLER

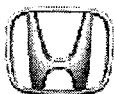
DODGE // Jeep



HYUNDAI



Welcome, Brad! (Sign Out) Your Account Help



FACTORY OEM PARTS


[home page](#) [Your Account](#) [View Orders](#) [Order Summary](#)

Order Summary

View:

Order Placed: Jun 26, 2012

Order Number: 105-6015158-9098627

[Problem With This Order?](#)

Your order contains 1 shipment.

Shipment #1:

Shipping Status: Shipped on Jun 26, 2012 via Standard

Delivery Estimate: Jul 2, 2012 - Jul 5, 2012 [Track Your Package](#)

Shipping Address:

HAMBURG, PA
United States

Shipping Speed:

Standard

Items Ordered:

Mopar Part 56010488AH OCCUPANT RESTRAINT MODULE

Quantity: 1

Gift options:

We're sorry, we can not gift wrap this item.

Unit Price:	Item Total:
\$173.65	\$173.65

Payment Information

Payment Method:

Billing address

SHOEMAKERSVILLE, PA
United States

Item(s) Subtotal:	\$173.65
Shipping & Handling:	\$11.25

Before Tax Total: \$184.90

Order Total: \$184.90

Where do you want to go next?

- > [Your Account main page](#)
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**DODGE****CHRYSLER****Jeep****FACTORY MOPAR PARTS ONLINE**

Hello from FACTORY MOPAR PARTS.

We thought you would like to know that we shipped your items, and that this completes your order. Since your order is being shipped, it cannot be changed by you or by our customer service department.

You can track the status of this order, and all your orders, online by visiting Your Account

There you can:

- Track your shipment
- View the status of unshipped items
- Cancel unshipped items
- Return items

The following items have been shipped:

Item(s)

1 of Mopar Part 56010486AH OCCUPANT RESTRAINT MODULE \$173.65

Shipped via: UPS

Tracking Number: 1Z02V1390353828450

This shipment was sent to:



HAMBURG, PA

United States

Order Summary

Order Placed: Jun 26, 2012

Order #: 105-6015158-9096827

Shipping and
Handling \$11.25

Before Tax Total: \$184.90

Order Total: \$184.90

Payment Information

Payment Method: MasterCard

Last digits:

Thank you for shopping at FACTORY MOPAR PARTS.

Sincerely,

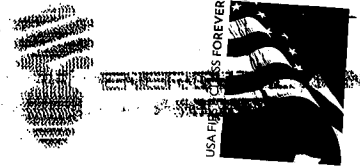
FACTORY MOPAR PARTS

www.oeeworldparts.com

[REDACTED]
Orefield PA [REDACTED]

LEHIGH VALLEY PA 180

28 OCT 2013 PM 3-4



Administrator
National Highway Safety Administration
1200 New Jersey Ave., S.E.
Washington, D.C. 20590

20590

