

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

CL 10553440-1138

NVS-200

NOV 13, 2013

ADMINISTRATOR, NATIONAL
HIGHWAY TRAFFIC SAFETY
ADMINISTRATION

EXECUTIVE SECRETARY

NOV 20 11:05

NOV 21 2013

1200 NEW JERSEY AVE,

S.E. WASHINGTON, DC 20590

RECALL 2C321729 M35

APPROX 18 MONTHS AGO I

RECEIVED THE ABOVE RECALL
NOTICE. MADE AN APPOINTMENT

WITH "CARBONE DODGE CITY"

UPON ARRIVAL I WAS NOTIFIED

THEY WERE UNABLE TO GET

THE PARTS. I AM STILL

WAITING TO HEAR FROM EIRKSLEER

GROUP AS TO WHAT THEY ARE

DOING. THEY OFFERED TO REIMBURSE

ME HOWEVER I CANNOT GET THE

PROBLEM FIXED WITHOUT PARTS.

I HAVE ENCLOSED A COPY OF

EACH DOCUMENT HOWEVER

STRANGELY NONE HAVE DATES.

NAME

11/21/13

SMD

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
PAID
PERMIT #2655
DETROIT, MI

IMPORTANT!

SAFETY RECALL NOTICE

CALL

*****AUTO**5-DIGIT 13501 1/73

2C [REDACTED] M35 0013715

UTICA, NY [REDACTED]



0013715/#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

Chrysler Group LLC

Customer Services / Field Operations

attention to this important matter.

We're sorry for any inconvenience, but we are sincerely concerned about your safety. Thank you for your

1-888-327-4236 (TTY 1-800-424-9153), or go to <http://www.safercar.gov>.

1200 New Jersey Ave., S.E., Washington, DC 20590, or call the toll-free Vehicle Safety Hotline at
may submit a written complaint to the Administrator, National Highway Traffic Safety Administration,
If your dealer fails or is unable to remedy this defect without charge and within a reasonable time, you

Once we receive and verify the required documents, reimbursement will be sent to you within 60 days.
Customer Assistance, P.O. Box 21-8007, Auburn Hills, MI 48321-8007, Attention: Reimbursement.
receipts and/or other adequate proof of payment to the following address for reimbursement: Chrysler
If you have already experienced this condition and have paid to have it repaired, please send your original



2002 JEEP

HOLD

**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: 1J4GW48S32C[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.

What you need to do... 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.

7:45 9 AM

(over)



DODGE

CHRYSLER

Jeep

SRT



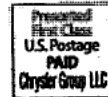
CUSTOMER SPECIAL REMINDER

OUR RECORDS INDICATE THAT THERE IS A RECALL ON YOUR VEHICLE.
IN ORDER TO KEEP YOUR VEHICLE IN ITS BEST CONDITION
CALL US TODAY TO BOOK YOUR APPOINTMENT. (315)736-3371

CHRYSLER GROUP LLC WILL REPAIR YOUR VEHICLE (VIN: 1MGW4B9S20) FREE OF CHARGE
RECALL: M35 OHC FILTER CIRCUIT

Please remember to bring this postcard
with you to your appointment.

25300 Interchange Court
Farmington Hills, MI 48335

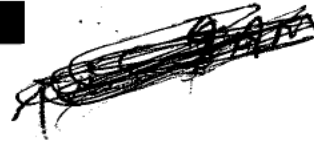


Carbone Dodge City
5017 Commercial Dr
Yorkville, NY 13495
(315)736-3371
WWW.CARBONEDODGECITY.NET

Service Hours:
Mon - Thu 7:00a.m. - 7:00p.m.
Friday 7:00a.m. - 6:00p.m.
Saturday 8:00a.m. - 5:00p.m.



UTICA, NY



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2002 JEEP RECALL

Chrysler Group LLC.
Cims 482-00-85
P.O. Box 218008

ki

Auburn Hills MI. Usa 48321-8008

Subject: Recall M35/NHTSA

Approx 6-9 months ago I received a letter advising that the ORC Module in my 2002 Jeep Grand Cherokee. (See copy of your letter enclosed)

vin 1j4gw485326 [REDACTED]

I recently (Approx 7-10 Day Ago) I received a card from Carbone Dodge City at 5017 Commerical Drive, Yorkville, NY 13495 advising me to make an appointment to fix the vehicle. I did so, however when I arrived they told me they did not have the parts.

Please coordinate with them, provide the parts, and have them let me know when they are ready to fix my vehicle.

Thank you,

[REDACTED]



SYRACUSE NY 130

14 NOV 2013 PM 3 L



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ADMINISTRATION
1200 NEW JERSEY AVE.
SE. WASHINGTON, D.C. 20590

20590

