

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

10/28/2013

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

EXECUTIVE SECRETARIAT

2013 DEC -3 A 11:31

RECEIVED - NHTSA

RE: [REDACTED]
[REDACTED]
[REDACTED]

Essington, PA [REDACTED]

VIN: 1J4GL58K52W [REDACTED]

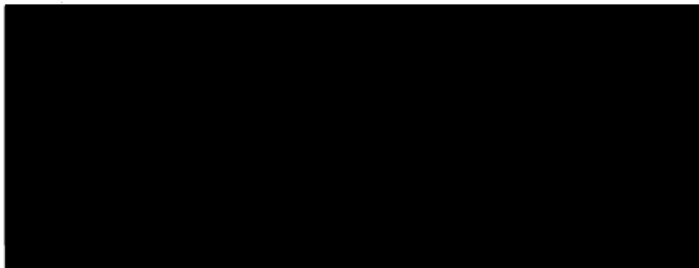
DEC 05 2013

Dear Administrator,

Attached you will find an original receipt of repairs that I was told were under recall. I originally had an appointment at Miller Dodge at 300 Baltimore Pk. Springfield, PA 19064, Phone 610 544 5300. I originally made the appointment for the "Occupant Restraint Control (ORC), safety recall #35. When I checked in the attendant informed that there was also a recall for CBXEF230AB, ball joints.

Miller Dodge's service was an absolute disgrace!! They had my jeep for over three hours and only completed the ORC repair. My jeep sat in the parking lot for an hour and forty five minutes before it was even looked at. It was only looked at after I complained that it was still sitting in the lot. This was after I was on time for a 10am appointment. The mechanic was rude and unprofessional. They did not have the parts needed in stock and told me they would have to be ordered. I has also asked them to replace a headlight. They did not have that in stock either! I was told the headlight would take another hour for them to order the part. After it got my jeep back it smelled like cigarette smoke. I did not get so much as an apology!! I love my jeep and considered myself a loyal jeep customer, until now.

I took my jeep to my mechanic who fixed it in less than 2 hours. Attached is the bill for reimbursement.



HAM
12/6/13
SHD



CHRYSLER

**SAFETY RECALL M35 / NHTSA 12V-527
OCCUPANT RESTRAINT CONTROL MODULE FILTER CIRCUIT**

Dear [REDACTED]

This notice 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 and 2003 model year Jeep® Liberty vehicles**.

The problem is... The airbag system Occupant Restraint Control (ORC) module on your vehicle (VIN: 1J4GL58K52W [REDACTED]) may experience a front airbag and/or seatbelt pretensioner inadvertent deployment. An inadvertent deployment while driving could distract the driver and cause a crash without warning.

What your dealer will do... Chrysler will repair your vehicle free of charge (parts and labor). To do this, your dealer will install an ORC module filter circuit. The work will take about one hour to complete. However, additional time may be necessary depending on service schedules.

What you must do to ensure your safety... 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. **Please bring this letter with you to your dealer.**

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.

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.

Ask your dealer about the following notification(s). Our records indicate that your vehicle also requires repair for notification(s):

Customer Services / Field Operations
Chrysler Group LLC
Notification Code M35

F23

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



DODGE



Jeep

SRT



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WIDDIS AUTO REPAIR, INC.

928 Chester Pike
Sharon Hill, PA 19079

Date: 10-24-2013

610 583-4626, FAX 610-583-6350

Page 1 of 1

"Complete Automotive Service"

Invoice

76971

Customer	
Account:	
	ESSINGTON, PA

Total Due	\$ 696.25
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Reference
Vehicle Reference Number: 4761
2002 JEEP LIBERTY 3.7L
License:
VIN: 1J4GL58K52W
Odometer: 168,669

Phones
CELL PHONE

Service	Price
Replace right front lower ball joint.	138.00
Replace left front upper ball joint.	138.00
Replace front disc brake pads. Visually inspect rotors, calipers, caliper slides and hydraulic brake hoses. Test drive for proper operation.	79.95

Parts				
Part Number	Description	Quantity	Price Each	Price Extd
K3199	lower ball joint	2	98.69	197.38
QC856A	Brake Pads	1	88.55	88.55
H9007	Halogen Beam	1	14.96	14.96

Totals	
Labor	355.95
Parts	300.89
Sub Total	656.84
Sales Tax	39.41

Total Due	\$ 696.25
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PAID



SAFETY RECALL M35 / NHTSA 12V-527
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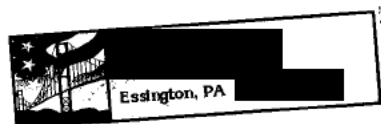
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25 NOV 2013 PM 4 L



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1200 New Jersey Ave, S.E.
Washington DC 20590

20590

