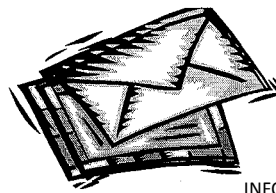


NHTSA ccmMercury Routing Slip



CL-10556728-4839

Printed: 12/18/2013

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

NHTSA #: ES13-004857

XREF #:

Delivery: CRT

Rec'd Date: 12/18/2013

Doc Type: GEN

Address To: NOA010

Referred By: NPO-011

Doc Date: 12/12/2013

Due Date:

S10 #:

DOT/I #:

RMP #:

**Subject: SUBMISSION FROM [REDACTED] RE RECEIVING A RECALL NOTICE FOR HIS JEEP
GRAND CHEROKEE AROUND TWO (2) YEARS AGO AND THE PROBLEM HAS NOT BEEN RESOLVED**

Ack Date:

Sign Office: ENFORCEMENT

Cleared Date:

File Loc:

Added By: CBUTLER x60180

Ack By:

Signature: AS APPROPRIATE

Cleared By:

XREF File:

Modified By: Chris.Butler

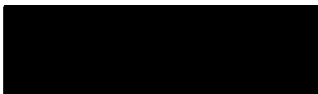
Signed For:

Cleared For:

Closed Date: 12/18/2013

Most Recent Comment:

Author:



MOUNTLAKE TERRACE, WA

Tel: [REDACTED] Fax: E-mail: [REDACTED]

DEC 19 2013

Assigned To	Task	Asgn Date	Deadline	Returned Date
NVS-200	APPROPRIATE	12/18/2013		12/18/2013
NVS-010	INFORMATION	12/18/2013		12/18/2013

NAM
121913
SMD

December 12, 2013

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

Chrysler Customer Assistance
P.O. Box 21-8007
Auburn Hills, MI 48321-8007

AutoNation Chrysler Dodge Jeep Ram
13733 Aurora Ave N
Shoreline, WA. 98133

American Family Insurance
2232 NW Market St, Ste 203
Seattle, WA. 98034-4260

Jim Holland
Attorney
1109 Broadway St.
Vancouver, WA. 98660

To Whom it May Concern:

I received a recall notice (included) about 2 years ago for my Jeep Grand Cherokee. Hearing nothing from Chrysler, I called about a year later and was told to expect something soon... that I would be re-contacted when they figured out how to resolve the issue. This hasn't happened.

Again, no contact for about a year, and assuming I fell through the communication cracks, I stopped by AutoNation Chrysler Dodge Jeep Ram in Shoreline, WA. about six weeks ago and they scheduled me 12/08/13 to address the recall issue. I showed up as scheduled, was told by one service rep that Chrysler was still unable to find a fix and then told by Bridget Hauswirth, the service rep who scheduled the appointment that they had the part ("13 in stock"... I was present at her desk when somebody confirmed this by phone). I waited several hours for the repairs and was then advised that "we don't have the part and we'll let you know when we do".

The air bag light on my vehicle is always "lit" and the thought that the bag(s) may deploy at will, as warned in your recall notice, is more than a little disconcerting. Perhaps Chrysler is hoping that if they delay long enough the affected vehicles will be junked, but I'm pretty sure some of us will have our vehicles on the road for many more years... unless we're killed in an "inadvertent deployment of the front

ES13-004857

airbags". If this is an unfixable issue I'm sure Chrysler has the capacity to figure out alternative solutions to get these vehicles off the road and make the owners whole.

If someone is injured or killed by this defect, I'd think Chrysler's liability would be extraordinary. I'm sharing this complaint with the NHTSA, Chrysler, AutoNation Chrysler Dodge Jeep Ram, my insurance agent and my attorney in case I, and/or passengers, or others in vehicles that may be included in an accident are aware of what appears to be a lack of due diligence and negligence by Chrysler to resolve this issue and demonstrate my efforts to attempt to constructively address the issue.

I'm happy to discuss the issue with anyone who cares, but mostly I want to be assured I have a safe car and that I can convey the same assurance to a buyer, were I to sell the car.

Sincerely,

[REDACTED]

[REDACTED]

Mountlake Terrace, WA [REDACTED]

[REDACTED]



CHRYSLER

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: 1J4GW58N12C [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.

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.

(over)



DODGE



Jeep

SRT



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IMPORTANT!

SAFETY RECALL NOTICE

2C [REDACTED] M35 0662462

[REDACTED]
MOUNTLAKE TERRACE, WA [REDACTED]



0662462/#57684 / M35

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

Customer Services / Field Operations
Chrysler Group LLC
Notification Code M35

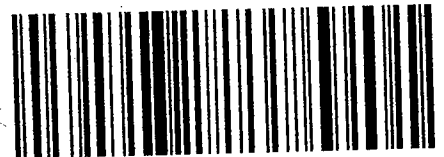
If you have already experienced this condition and have paid to have it repaired, please send your original receipts and/or other adequate proof of payment to the following address for reimbursement: Chrysler Customer Assistance, P.O. Box 21-8007, Auburn Hills, MI 48321-8007, Attention: Reimbursement. 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.

Mountlake Terrace, Wa.

PLACE STICKER AT TOP OF ENVELOPE TO THE RIGHT
OF THE RETURN ADDRESS, FOLD AT DOTTED LINE
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701-160 0003 7211 9334

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