



U.S. Department
of Transportation

**National Highway
Traffic Safety
Administration**

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

1200 New Jersey Avenue, SE
Washington, DC 20590

March 25, 2014

[REDACTED]
Bayport, NY [REDACTED]

NVS-216 et
Ref. No. 10560210

Dear [REDACTED]

Thank you for your correspondence concerning your model year (MY) 2004 Jeep Liberty vehicle. Your correspondence was received by the National Highway Traffic Safety Administration's (NHTSA) Office of Defects Investigation.

NHTSA is the Federal agency responsible for improving safety on our Nation's highways. We are authorized to order manufacturers to recall and repair motor vehicles or motor vehicle equipment when our investigations indicate that they contain safety defects in their design, construction, or performance. We also monitor the adequacy of manufacturers' recall campaigns. In order for the agency to initiate an investigation, we look carefully at the body of consumer complaints and other available data to determine whether a defect trend may exist. We do not have the authority to act on isolated problems or resolve disputes between individual owners, dealers, or manufacturers.

You indicate that a recall was issued in June 2013, on your MY 2004 Jeep Liberty for a potential fuel tank rupture in a rear end crash. The remedy involves the dealer installing a tow hitch; however, you are concerned about the length of time it has taken to complete a recall. You have not been able to get answers from Chrysler or the dealer on when the recall will be completed.

We are aware of the delay of the final remedy for NHTSA Safety Recall Campaign No. 13V-252. The recall addresses a risk of fuel tank failure and leakage in certain rear impacts in certain MY 2002 through MY 2007 Jeep Liberty vehicles. Chrysler recently informed NHTSA that the recall schedule is ready and follow up notifications will be sent in late March 2014. We recommend that you continue to contact Chrysler and your local dealer regarding the status of the recall and an appointment for your vehicle.

Please note that it is not unusual for manufacturers to not have an adequate inventory of recall parts or a final remedy shortly after a recall is announced. Recall parts availability and recall remedies can be affected by numerous factors including, but not limited to, redesign, testing, manufacturing and logistics. Some manufacturers limit the volume of recall parts they automatically deliver to dealers. Due to the volume of vehicles involved in a recall, manufactures may conduct the recall in phases. Also, manufacturers may limit recall part distribution and ordering to avoid waste by dealerships for parts they did not order or do not need. A brochure explaining the NHTSA investigation and recall process is also enclosed for your information or you can visit our web site at www-odi.nhtsa.dot.gov/recalls/recallprocess.cfm.

Should you encounter a safety-related problem with a motor vehicle or motor vehicle equipment in the future, we would appreciate it if you would complete an electronic Vehicle Owner's Questionnaire online at www.nhtsa.gov or call the Auto Safety Hotline at 1-888-327-4236. Also, a summary listing of vehicle owners' complaints, safety recalls, manufacturers' service bulletins, etc. can be obtained at our web site.

Sincerely,

A handwritten signature in cursive script that reads "Randy Reid".

Randy Reid, Chief
Correspondence Research Division
Office of Defects Investigation
Enforcement