NVS-200

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

CL-10562006-5010

From the desk of [redacted]

SECRETARIAT
2013 JAN 23 A 7:20

[redacted]

Glen Burnie, MD [redacted]

[redacted]

JAN 24 2014

Chrysler Group LLC

CIMS 482-00-85

P. o. Box 218008

Auburn Hills, MI 48321-8008

National Highway Traffic Safety Administration

1200 New Jersey Ave., S.E.

Washington, DC 20590

January 13, 2014

Dear Sir or Madam:

My name is [redacted] and I received a recall letter from the Chrysler

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Group about 2 years ago. Since receiving that letter I have made numerous calls to see if the parts had been received as it states in the letter for repair of my Jeep. Also in the letter it states that the 'air bag' light will go off but in my Jeep, the light comes on & remains on after driving a bit. I am concern that the air bag will/could deploy while driving and therefore have limited my driving of my Jeep.

I would like to get this repaired and resolved as soon as possible and believe that 2 years should be long enough to obtain parts for repair.

Please feel free to contact me directly to resolve this matter, hopefully soon.

Thank you.

[redacted]

Copy of recall enclosed:

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: **1J8GW58N22C[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)

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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.

Customer Services / Field Operations
Chrysler Group LLC
Notification Code M35

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

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GLEN BURNIE, MD [redacted]

PLEASE HELP US UPDATE OUR RECORDS IF ANY OF THE FOLLOWING CONDITIONS APPLY.

VIN (Last 8 Characters of Vehicle Identification Number) 2C [redacted] Notification Code M35

This service was previously performed on my vehicle *(check one if applicable)*:
- ☐ My vehicle was inspected and found to be ok.
- ☐ My vehicle was repaired.

This vehicle was *(check one if applicable)*:
- ☐ scrapped ☐ stolen ☐ exported

This vehicle was sold to *(check one if applicable)*:
- ☐ A dealer, or someone whose name and address is unknown.
- ☐ Someone other than a dealer *(type or print the new owner's name and address below)*.

Date of sale: _____

Updated name and address *(type or print the new owner's name and address or your new name and/or address if it has changed)*:

Owner's title *(check one if applicable)*:
☐ Mr. ☐ Miss ☐ Mr. & Mrs. ☐ Dr.
☐ Mrs. ☐ Ms. ☐ Rev. ☐ Business

First Name _____ MI ____

Last Name _____

Street Address _____

_____

City _____

State _____ Zip Code _____

Email Address _____

[redacted]

Glen Burnie MD [redacted]

BALTIMORE MD 212

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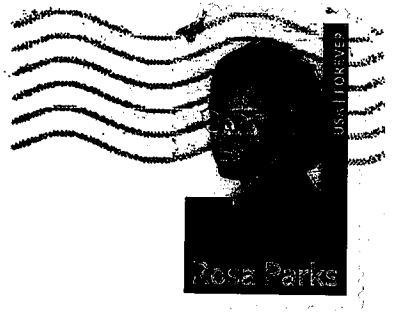

Administrator, National Highway
Traffic Safety Administration,
1200 New Jersey Ave., S. E.,
Washington, DC 20590

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