


CL-10563073-6437

Atlanta, Georgia 

January 25, 2014

Administrator  
National Highway Traffic Safety Administration  
1200 New Jersey Avenue, S.E.  
Washington, D.C. 20590

FEB - 3 2014

Dear Administrator;

I received a recall notice from Chrysler Group LLC, on January 3, 2013 or over a year ago. This recall was referred to as Safety Recall M35/NHTSA 12V-527, Airbag System Control Module. Chrysler said 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. I own a 2004 Jeep Grand Cherokee which is included in this recall. As of January 25, 2014, Chrysler still has not called my vehicle for repair of this problem. I have called Chrysler at least three times over the past year inquiring as to when my vehicle would be repaired. The answer is always, "we don't know, but keep checking back with us. The parts required to provide a permanent remedy for this condition are currently not available. Chrysler will contact you again by mail, with a follow-up recall notice, when the remedy parts are available."

Chrysler states the Occupant Restraint Control module installed in my vehicle 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 on the Grand Cherokee or side airbag curtains on the Grand Cherokee. Inadvertent deployment of the airbags may increase the risk of injury and the possibility of a vehicle crash.

The recall notice I received over a year ago says, "if your dealer fails or is unable to remedy this defect without charge and within a reasonable time, I may submit a written complaint to you. I believe a year qualifies as a reasonable period of time to wait for this situation to have been resolved. I don't think anyone should have to drive a vehicle not knowing if or when the front airbag or side airbag curtain will deploy inadvertently causing an accident.

Your assistance in resolving this recall issue with Chrysler is requested.

Yours truly  


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SMD

ATLANTA, GEORGIA

ATLANTA METRO 300

25 JAN 2014 PM 6 L



ADMINISTRATOR  
NATIONAL HIGHWAY TRAFFIC SAFETY ADMINISTRATION  
1200 NEW JERSEY AVENUE S.E.  
WASHINGTON, D.C. 20590

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