

**GAS TANK COULD EXPLODE IF HIT FROM THE REAR< TRAILER
HITCH NEEDS TO BE INSTALLED TO PROTECT GAS TANK.**

To whom it may concern;

I have received two letters from the Chrysler Groupe LLC about and IMPORTANT SAFTY RECALL for my 2004 Jeep Liberty vin. #1j4gl148k64w [REDACTED]. Attached is the 2nd letter they sent on 1-17-14. The 1st letter came a few months before the 2nd one. When the 1st letter came I called and was told that my vehicles vin. # was not on the safty recall list. Then I got the 2nd letter saying that it was on the safty recall list, I called to make and appoiment to have one installed and was told they did not have and O.E.M. trailer hitch and did not know when they would have one. I asked her what could be done, she put me on hold and when she returned she gave me the phone number to a Jeep/ Chrysler dealership Falveys Motors at 395 West Thames St. Norwich, Ct. (860) 228-3371. I called the number and was told there was a place in Columbia, Ct. that had and installed O.E.M. trailer hitches he gave me the number to call 1(860) 228-1886. I called the number and talked with a man named Ray, I told him what I needed to have done and he asked if I wanted to have the wiring done also I at this time I said yes he quoted me a price of \$279.90 I agreed to this amount and gave him a deposit of \$50.00 over the phone to hold the O.E.M hitch he had in stock. Ray said Jim Meller would be doing the work and if I had any questions that I should talk to him. Ray made me and appoiment for 1-24-14 at noon in Columbia, Ct. about 50 miles from my town New London, Ct. Jim called to confirm the time and date. On 1-24-14 the day of the appoiment the power steering pump broke and we had to change the appoiment date to 1-28-14 at noon. On 1-28-14 I arrived at U-Haul in Columbia, Ct. where Jim works we talked about how the Jeep people recalls then could not provide the O.E.M hitch. He said it would take about 1and1/2 hours. When he was done I paid him he gave me a bill and I left.

FEB 20 2014

That day when I got home I called the Chrysler Group Recall Center at 1(800) 853-1403 I spoke with a woman there and told her that I had a O.E.M. trailer hitch installed by the company that was recommended by the Chrysler Company in Norwich, Ct. (Falveys Motors that sell Jeeps) I told her the cost and she gave me a case number 244-562-39 which she told me to write on the billing I was sending to them for work done. I sent them the original copy with the case number, but first I made a copy for myself. I will also atch a copy of this bill to you.

Tonight 2-7-14 I received a call from a man calling himself William (I forgot his last name) from the Chrysler reimburstment center saying the hitch was the wrong one and that I was not going to be reimburst. I told him that a Chrysler Motor Company in Norwich, Ct. had recommened me and gave me the phone number to call to the place I went to and had the work done (Jim Meller 1 860-228-1886) William asked me if I had this in writting?, do you have this in writting? and then he made a sound. I told him every thing was done over the phone and then I swore thats when he said something about another recall ???????? at this time I really wasn't listening to him after he said do you have it in writting.

Today 2-8-14 I spoke with Jim Meller at 1-(860) 228- 1886 the person who installed the hitch and he said the hitch that was installed on my Jeep is the one the Chrysler company calls for. I again asked if it was and O.E.M. hitch and he said yes its the one that Chrysler calls for and he would be more than willing to speak to anyone who is interested. I thanked him and hung up.

Has this happened to anyone else. They recommend a place to do the work and know that if the work is not done and something happens they can say we did recommend this place or that place and in turn them not being held responsible. If its not a danger then why send out and IMPORTANT SAFTY RECALL NOTICE and then not be able to get the part O.E.M. hitch?

Call the Chrysler co. in Norwich, Ct. and tell them you need the O.E.M. hitch and ask where you can get one (860) 228- 3371

Thank You
[REDACTED]

ET
22114
SMD

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

VIN (Last 8 Characters of Vehicle
Identification Number)

Notification Code

4W [REDACTED]

N46

This service was previously performed on my vehicle (check one
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. ☐ Ma. ☐ Rev. ☐ Business

First Name _____ MI _____

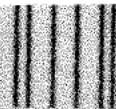
Last Name _____

Street Address _____

City _____

State _____ Zip Code _____

Email Address _____



NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES

BUSINESS REPLY MAIL

FIRST-CLASS MAIL PERMIT NO. 9941 DETROIT MI

POSTAGE WILL BE PAID BY ADDRESSEE

RECALL ADMINISTRATION 482-00-85
PO BOX 218008
AUBURN HILLS MI 48321-9959



Norwich/Hart Turnpike
Turnpike

Rt 87

Jonathan Turnbull
Highway

Columbia

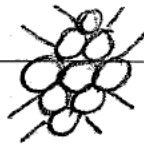
Lebanon
66 East
RT
U-Hall



CHRYSLER

1st time a few months ago

Rear Structure Reinforcement



IMPORTANT SAFETY RECALL

N46 / NHTSA 13V-252

This notice applies to your vehicle (VIN: 1J4GL48K64W [redacted])

This interim notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

Dear [redacted]

The National Highway Traffic Safety Administration has made a tentative assessment that certain 2002 through 2007 model year Jeep® Liberty vehicles contain defects related to motor vehicle safety. Although the NHTSA assessment is non-final, Chrysler Group has decided to conduct a voluntary safety recall to respond to customer concerns about that assessment.

The problem is...

The fuel tank on your vehicle has a small chance of experiencing a fuel leak during certain types of rear end collisions. Fuel leakage in the presence of an ignition source can result in an underbody fire.

What your dealer will do...

Chrysler intends to inspect your vehicle and install an Original Equipment Manufacturer (OEM) trailer hitch where appropriate, free of charge (parts and labor) to better manage crash forces in low-speed impacts. The parts required for this program are currently not available. Chrysler is making all reasonable efforts to obtain the parts as quickly as possible. Chrysler will contact you again by mail, with a follow-up notice, when the remedy parts are available.

What you must do to ensure your safety...

Once you receive your follow-up notice in the mail, simply contact your Chrysler, Jeep or Dodge dealer right away to schedule a service 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.

If you have purchased and installed the OEM trailer hitch after your initial vehicle purchase, please send your original receipt 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



DODGE

CHRYSLER

Jeep

SRT



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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Jeep

James

Rev

8883 721

My Copy

U-HAUL EQUIPMENT CONTRACT

Service Invoice

Contract No. [REDACTED]
Tuesday 1/28/2014 1:47 PMU-Haul Moving & Storage of
Columbia
(794080)29 Rte 66 E
COLUMBIA, CT. 06237

(860)228-1886

Customer Name:

Cust Ph - Email:

NEW LONDON, CT [REDACTED]

Part Code

Description

Item Cost

Quantity

Line Cost

78226
CQT118524
HTHWHITCH LABOR PER HOUR
HITCH LABOR PER HOUR
HITCHES, ROUND TUBE, JEEP LIBER
QUICK CONNECT, JEEP LIBERTY (U
FORM, LIFETIME HITCH WARRANTY, 2

\$70.00	0.50 hr.	\$35.00
\$70.00	0.50 hr.	\$35.00
\$129.95	1.00 ea.	\$129.95
\$49.95	1.00 hr.	\$49.95
\$5.00	1.00 ea.	\$5.00

SubTotal: \$254.90

Taxes: \$11.74

Total Charges Including Tax: \$266.64

Previous Paid: \$50.00

Cash Payment: \$216.64

Tendered: \$220.00

Change: \$3.36

Net Paid Today: \$216.64

* I agree to submit all claims against U-Haul in accordance with the U-Haul Arbitration Agreement, incorporated by reference, and available at uhaul.com/arbitration or from your local U-Haul representative.

All electrical parts and workmanship are covered for a period of 30 days. Please hook-up to your trailer or otherwise test the completed wiring to ensure that you have no problems or questions. Please return to any U-Haul Center within 30 days of installation for service or to inquire about purchasing a 2 Year Wiring Service Plan. We appreciate your business!

James Mell HSLWBS

Customer Signature - [REDACTED]

Thank You! Please go to uhaul.com/review to leave a review recommending our services for other customers, or to tell us how we can improve for you.

1. Load trailer heavier in the front.
2. Reduce your normal driving speed.
3. Wear your seatbelt.

Sent to on 1-29-14
Chrysler Customer Assistance
P.O. Box 21-8007
Auburn Hills, MI
48321-8007

244-562-39

Chrysler/Jeep Falvey's Motors
395 W Thames St, Norwich Ct
860 889 3371

Keep



U-HAUL

Lifetime UNLIMITED Hitch Warranty

Coverage for your hitch or receiver purchased and installed by U-Haul, for as long as you own your vehicle!

ACCEPTED AT OVER 1,000 LOCATIONS IN THE U.S. AND CANADA!
THIS NATIONWIDE "UNLIMITED" HITCH WARRANTY IS TOTAL HITCH PROTECTION WHICH GUARANTEES REPLACEMENT (INCLUDING LABOR), OF THE HITCH FOR ANY REASON, WITH NO LIMITATION FOR ANY DAMAGE INCLUDING:

COLLISION, CORROSION, ACCIDENTAL OVERLOAD, JACKKNIFE, THEFT OF VEHICLE, ETC.

The hitch ball and ball mount are not covered under this warranty. U-Haul recommends that the ball mount be removed from receiver-style hitches when the towing system is not in use.



uhaul.com



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HW-212-P

INSTALLATION DETAILS:

Center: 794080 Contract: [REDACTED]

Vehicle Information: Year: 2004 Make: Jeep Model: Liberty License plate: *

Class of Hitch Purchased: (check appropriate box)

WEIGHT-CARRYING CAPACITY			
CLASS I ☐	CLASS II ☐	CLASS III ☒	CLASS IV ☐
Up to 2,000 lbs (GTW)* Up to 200 lbs (TW)**	Up to 3,500 lbs (GTW) Up to 300 lbs (TW)	Up to 7,500 lbs (GTW) Up to 750 lbs (TW)	Up to 10,000 lbs (GTW) Up to 1,000 lbs (TW)

*Gross Trailer Weight (GTW) **Tongue Weight (TW)

For warranty service visit uhaulhitches.com or the yellow pages for the nearest U-Haul location.

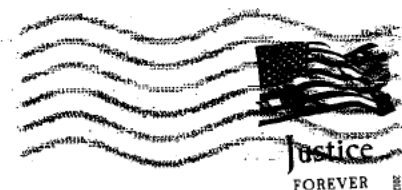
THIS CERTIFICATE MUST BE PRESENTED IN ORDER TO RECEIVE SERVICE UNDER THIS WARRANTY.
KEEP THIS WARRANTY CERTIFICATE IN YOUR VEHICLE.

THIS WARRANTY IS NOT ASSIGNABLE, EXTENDS ONLY TO THE ORIGINAL PURCHASER AND DOES NOT APPLY TO ANY DAMAGE OR REQUIRED REPAIR TO ANY MOTOR VEHICLE. THIS WARRANTY IS EXPRESSLY IN LIEU OF ALL OTHER WARRANTIES EXPRESSED OR IMPLIED, AND OF ALL OTHER OBLIGATIONS OR LIABILITIES ON OUR PART, AND WE NEITHER ASSUME, NOR AUTHORIZE ANY OTHER PERSON TO ASSUME FOR US, ANY OTHER LIABILITIES IN CONNECTION WITH THE SALE OF THIS HITCH.

Keep

HARTFORD CT 061

30 FEB 2014 PM 11



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

20590



New London, CT