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

(1)

CL-10573517-6150

Dear Sirs,

MAR 19 2014

I am writing because we had a problem with the restraint recall on our vehicle. Our vehicle was taken in last Friday just for the recall. We took it in that morning, they called us 2 hours later and said our truck wouldn't start. We have never had a problem with the started & it started fine that morning and it started when they took it in the garage to do the recall work. We got a call after the recall work was done, saying Krueger in town couldn't get it started. Alot of people have warned us that when it

(over)

AM
3/19/14
SMD

once to a recall the dealership will say something else is wrong with it just to sock it to the customer; and they were right to. Krueger called us, told us we needed a new starter. We could have ordered one ourselves and put it in ourselves. The price was outrageous, and they had our truck 4 days. They loaned us a piece of crap loaner. The loaner had bald tires on the front, sliding all over. The day they called about ours being done the loaner slid into our driveway hit our garbage can, and it broke the passenger side mirror. I'm not seeing where we should be paying $400.00 for a mirror, after we paid how much for a starter when our truck went in

and no problem with our starter prior to going in. Something has to be done about this, or I am going to talk to a lawyer or call the ~~Bus~~ Better Business Bureau. I have made copies of all of this.

Thank You

[redacted]

Waverly Ia.

[redacted]

[redacted]

KRUEGER AUTO & TRUCK VILLA, INC.

R.O. #: 101730

2320 5th Avenue N.W., Waverly, IA 50677
319 352-9000

[redacted]
ly, IA [redacted]

YEAR	MAKE	DATE
02	JEEP	03/03/14

COLOR	MODEL	VIN
	GRAND CH	1J4GW48S8 2C[redacted]

SERVICE ADV.	CUSTOMER NUM.	SALE DATE	MILES
TOM FO	.06296		144890

HOME TELEPHONE [redacted]
WORK TELEPHONE 000 000-0000x

☑ CASH ☐ CHARGE

PARTS:

TARTER ENGINE
R6041012.AC 175.00
CORE: 50.00
A TOTAL: $175.00

THE SELLING DEALER MAKES NO WARRANTY OF ANY KIND WHATSOEVER AS TO THE MERCHANTABILITY OF THE PRODUCTS LISTED HEREON OR AS TO THEIR FITNESS FOR ANY PARTICULAR PURPOSE. ANY WARRANTY WHICH MAY EXIST IS AN AGREEMENT SOLELY BETWEEN THE MANUFACTURER AND THE PURCHASER.

A XX WILL NOT START
REPLACE STARTER

LABOR:

REPLACE STARTER
4959 0.00 1.00 0.00 85.00
-A- TOTAL: C $ 85.00

Paid thank you! cash

--------OTHER----------
op Supplies 5.10
isposal Fee 1.00

ESTIMATE

YOU HAVE THE RIGHT TO A WRITTEN OR ORAL ESTIMATE IF THE EXPECTED COST OF REPAIRS OR SERVICE WILL BE MORE THAN FIFTY DOLLARS. YOUR BILL WILL NOT BE HIGHER THAN THE ESTIMATE BY MORE THAN TEN PERCENT UNLESS YOU APPROVE A HIGHER AMOUNT BEFORE REPAIRS ARE FINISHED.

INITIAL YOUR CHOICE:

____Written estimate. ____Oral estimate. ____No estimate. ____ Call me if repairs will be more than $ _____

I authorize the repair work described (including parts and materials) and agree to pay for it in CASH unless otherwise agreed on this order. If the work is charged, I agree to pay your regular finance charge. I understand that under Iowa law you may keep the vehicle until payment is made. You are not responsible for delays caused by unavailability of parts or delays in parts shipments or for loss or damage to the vehicle or any articles left in it in case of fire, theft or any cause beyond your control. (CUSTOMER SIGNATURE)

DATE SIGNED _____ X _____

I acknowledge receipt of the above vehicle.

X _____

LABOR:	85.00
PARTS:	175.00
OIL:	
TIRES:	
SUBLET:	
ENVIRONMENTAL FEE:	1.00
SUPPLIES:	5.10
TAXABLE TOTAL:	266.10
TAX:	18.63
FREIGHT/GAS:	0.00
CUSTOMER TOTAL:	284.73

(C) 1992, 1995 Jarvis Computer Software

WARRANTY R.O. #: 101737

CHRYSLER CORPORATION
KRUEGER AUTO & TRUCK VILLA, INC.
2320 5th Avenue N.W., Waverly, IA 50677

67307 **67307**

on: By submission of this claim, dealer described hereon certifies that the parts and/or labor ed on the described vehicle at no charge to the owner pursuant to Chrysler nd/or current Chrysler Corp. policies and these repairs were not repaired due to roperty damage or personal injuries. A copy of this W.R.O. or a similar document describing d has been provided to the customer.

CUSTOMER NAME/ADDRESS
[redacted]
Waverly, IA [redacted]

SERVICE ADVISOR: TOM FOBER
IN SERVICE DATE:

YEAR	MAKE	DATE VEHICLE RECEIVED FOR REPAIR	DATE OWNER NOTIFIED OF REPAIR COMPLETION
02	JEEP	03/04/14	03/04/14

MODEL	LICENSE	MILEAGE IN	MILEAGE OUT
GRAND CH		144891	[redacted]

1J4GW48S8 2C[redacted]

HOME PHONE: [redacted]
WORK TELEPHONE: 000 000-0000x

☐ WRO ☐ RECALL ☐ FREIGHT ☐ SCC X ONLY ONE TRANSACTION

AUTHORIZATION #
PRIOR CLAIM #:
TIME RECEIVED: AM PM
TIME PROMISED: AM PM

ER ENGINE
R6041012.AC 0.00
CORE: 50.00
OTAL: $ 0.00

MOPAR WARRANTY REPAIR ORDER ☐
ONE CONDITION PER CLAIM

CARLINE
ORIG. RO/INV MILEAGE
ORG. RO/INV REPAIR DATE
DLR. INSTALL
MFR. I.D.
ORIG. INV/RO#
LOP BOOK USED
BATTERY PRO-RATA

TRANSPORTATION CLAIM ☐ DATE VEHICLE RECEIVED

CARRIER CODE
CONTROL NO.
VESSEL NAME:
VEHICLE CLASS CODE
DELIVERY RECEIPT
SHIPPED DATE:
EXCEPTION CODE
CERT. MAIL RECEIPT NO.

A XX MOPAR PARTS WARRANTY
DEFECTIVE STARTER
REPLACE STARTER
R.O. # 101730 DATE 3-3-14 MILES
144890

DEFECTIVE STARTER
REPLACE STARTER
R.O. # 101730 DATE 3-3-14
MILES 144890
08750102
6583 0.60 0.00 0.00 0.00
FA
-A- TOTAL: W $ 0.00

In SHOP

-------OTHER----------

I hereby authorize the work to be done with the necessary material, and hereby grant you and / or your employees permission to operate the car or truck herein described on streets, highways or elsewhere for the purpose of testing and / or inspection. An express mechanic's lien is hereby acknowledged on this car or truck to secure the amount of any charges for work not covered by Chrysler warranty.
(CUSTOMER SIGNATURE)

X _____

NOT RESPONSIBLE FOR LOSS OR DAMAGE TO CARS OR ARTICLES LEFT IN CARS IN CASE OF FIRE, THEFT OR ANY OTHER CAUSE BEYOND OUR CONTROL.

TRANSPORTATION CLAIM - Dealer's Certification: By submission of this claim, the described dealer certifies that any damages and / or loss was not caused from any source other than transporting of this vehicle and that all work has been performed with the charges being true and correct.

INDEMNITY AGREEMENT:
In the absence of the orginal freight bill and / or Bill of Lading which cannot be furnished, we hereby indemnify the carriers against any loss resulting from a duplicate claim on this vehicle. Chrysler reserves its right to file additional claims on latent damage which is discovered subsequent to this claim. In consideration of the payment of this claim, Dealer assigns and subrogates to Chrysler all rights, powers, privileges or remedies it may have against any person, firm or corporation responsible for transportion damage or loss.

LABOR:	0.00
PARTS:	0.00
SPECIAL SERVICES CHGS.	0.00
DEDUCTIBLE:	0.00
SALES TAX:	0.00
TOTAL CUSTOMER:	0.00
TOTAL:	0.00

CUSTOMER

Staple Here

CHRYSLER CORPORATION

KRUEGER AUTO & TRUCK VILLA, INC.
2320 5th Avenue N.W., Waverly, IA 50677

55 **55** 67307 **67307**

Dealer's Certification: By submission of this claim, dealer described hereon certifies that the parts and/or labor below, were furnished on the described vehicle at no charge to the owner pursuant to Chrysler Limited Warranty and/or current Chrysler Corp. policies and these repairs were not required due to accident involving property damage or personal injuries. A copy of this W.R.O. or a similar document describing the repairs performed has been provided to the customer.

CUSTOMER NAME/ADDRESS
[redacted]
Waverly, IA [redacted]

SERVICE ADVISOR: TOM FOBER
IN SERVICE DATE:

WARRANTY R.O. #: 101

YEAR	MAKE	DATE VEHICLE RECEIVED FOR REPAIR	DATE OWNER OF REPAIR CO
02	JEEP	02/28/14	03/03,

MODEL	LICENSE	MILEAGE IN	MILEAG
GRAND CH		144890	1448

1J4GW48S8 2C[redacted]

HOME PHONE: [redacted]
WORK TELEPHO: 000 000-00(

☐ WRO ☐ RECALL ☐ FREIGHT ☐ SCC X ONLY ONE TRANSACTION

AUTHORIZATION #:
PRIOR CLAIM #:
TIME RECEIVED: AM
TIME PROMISED: AM

A. WIRING JUMPER
1 CBXTM353.AB 0.00
LINE A TOTAL: $ 0.00

MOPAR WARRANTY REPAIR ORDER ☐
ONE CONDITION PER CLAIM

CARLINE	ORG. RO/INV REPAIR DATE	LOP BOOK USED
ORIG. RO/INV MILEAGE	DLR. INSTALL	BATTERY PRO-RATA

MFR. I.D.
ORIG. INV/RO#

TRANSPORTATION CLAIM ☐ DATE VEHICLE RECEIVED

CARRIER CODE	VEHICLE CLASS CODE	EXCEPTION CODE
CONTROL NO.	DELIVERY RECEIPT	CERT. MAIL RECEIPT NO.
VESSEL NAME:	SHIPPED DATE:	

A XX M35 ORC FILTER CIRCUIT

08M35183
6583 0.70 0.00 0.00 0
-A- TOTAL: W $

----------OTHER----------

I hereby authorize the work to be done with the necessary material, and hereby grant you and / or your employees permission to operate the car or truck herein described on streets, highways or elsewhere for the purpose of testing and / or inspection. An express mechanic's lien is hereby acknowledged on this car or truck to secure the amount of any charges for work not covered by Chrysler warranty.
(CUSTOMER SIGNATURE)

X _____

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INDEMNITY AGREEMENT:
In the absence of the orginal freight bill and / or Bill of Lading which cannot be furnished, we hereby indemnify the carriers against any loss resulting from a duplicate claim on this vehicle. Chrysler reserves its right to file additional claims on latent damage which is discovered subsequent to this claim. In consideration of the payment of this claim. Dealer assigns and subrogates to Chrysler all rights, powers, privileges or remedies it may have against any person, firm or corporation responsible for transportion damage or loss.

LABOR:
PARTS:
SPECIAL SERVICES CHGS.
DEDUCTIBLE:
SALES TAX:
TOTAL CUSTOMER:
TOTAL:

CUSTOMER

CHRYSLER

SAFETY RECALL M35 / NHTSA 12V-527
OCCUPANT RESTRAINT CONTROL MODULE FILTER CIRCUIT

Dear [redacted]

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

Chrysler has decided that a defect, which relates to motor vehicle safety, exists in some **2002 and 2 model year Jeep® Liberty vehicles and 2002 through 2004 Jeep® Grand Cherokee vehicles.**

The problem is... **The airbag system Occupant Restraint Control (ORC) module on your vehi** (VIN: **1J4GW48S82C[redacted]**) **may experience a front airbag and/or seatb pretensioner inadvertent deployment. An inadvertent deployment while drivi could distract the driver and cause a crash without warning.**

What your dealer will do... **Chrysler will repair your vehicle free of charge (parts and labor).** To do thi your dealer will install an ORC module filter circuit. The work will take about on hour to complete. However, additional time may be necessary depending on servic schedules.

What you must do to ensure your safety... Simply **contact your Chrysler, Jeep, or Dodge dealer** right away to schedule service appointment. Ask the dealer to hold the parts for your vehicle or to orde them before your appointment. **Please bring this letter with you to your dealer.**

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 already, paid for a repair due to a front airbag and/or seatbelt pretensioner inadvertent deployment, 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-

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
NO POSTAGE NECESSARY IF MAILED IN THE UNITED STATES

[redacted]

Waverly Da
[redacted]

CEDAR RAPIDS IA 524
08 MAR 2014 PM 2

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