

CL-10583789-1545

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

[REDACTED]
MACON, GA [REDACTED]

April 2, 2014

(2W [REDACTED]—last eight VIN numbers)

RECALL ADMINISTRATION 482-00-85

P. O. BOX 218008

AUBURN HILLS, MI 48321-9959

APR 10 2014

NATIONAL HIGHWAY TRAFFIC SAFETY ADMINISTRATION

1200 NEW JERSEY AVE., S.E.

WASHINGTON, D.C. 20590

REFERENCE: SAFETY RECALL M35/NHTSA 13V-252
OCCUPANT RESTRAINT CONTROL MODULE FILTER CIRCUIT
(Received 9/23/2013)

REFERENCE: SAFETY RECALL N46/NHTSA 13V-252
FUEL TANK LEAKAGE VS ACCIDENT (trailer hitch installation)
(Received 1/2/2014)

DEAR ADMINISTRATORS:

I listed two recalls that I received 9/13 and 1/14. Presently, neither has been remedied. I called the Five Star dealership in Macon, where the vehicle was purchased and serviced. I was told that the parts were not available and that I would be notified when to bring the vehicle in for the recall repair. It has been months and I haven't received a phone call or a letter. I have had no contact with the service department to have the recalls taken care of. Too much time has elapsed. I have not changed phone numbers or my residential address.

I send letters to both of you, to request that the stated recalls be performed for my vehicle. Please call me at [REDACTED] if you require further information from me.

Thank-you,
[REDACTED]

AM
41514
SMD

CHRYSLER GROUP LLC

CIMS 482-00-85

PO Box 218008

Auburn Hills MI USA 48321-8008

Electronic Service Requested

PRESORTED
FIRST CLASS MAIL
U.S. POSTAGE
PAID
PERMIT #2655
DETROIT, MI

Rec'd

1/2/2014

IMPORTANT!

SAFETY RECALL NOTICE

IMPORTANT SAFETY RECALL INFORMATION



U.S. Department of
Transportation

Issued in Accordance
With Federal Law



2W

N46

360870

MACON, GA



360870/#63089/N46



CHRYSLER

Rec'd 9/23/2013

Monday

**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 Vehicle Safety Act.

Chrysler has decided that a defect, which relates to motor vehicle safety, exists in some **2002 and 2003 model year Jeep® Liberty vehicles.**

The problem is... The airbag system Occupant Restraint Control (ORC) module on your vehicle (VIN: 1J4GK48KX2W[REDACTED]) may experience a front airbag and/or seatbelt pretensioner inadvertent deployment. An inadvertent deployment while driving 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 this, your dealer will install an ORC module filter circuit. The work will take about one hour to complete. However, additional time may be necessary depending on service schedules.

What you must do to ensure your safety... 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. 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 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.



DODGE



Jeep

SRT



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Rec'd 1-2-2014

IMPORTANT SAFETY RECALL**N46 / NHTSA 13V-252**

This notice applies to your vehicle (VIN:1J4GK48KX2W [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.

Ask your dealer about the following notification(s). Our records indicate that your vehicle also requires repair for notification(s): M35

Customer Services / Field Operations
Chrysler Group LLC

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

**DODGE****CHRYSLER****Jeep****SRT**



Macon, GA

MACON GA 310

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W48-226

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ADMINISTRATION**
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WASHINGTON, D.C. 20590

20590

