

NVS-200

CL- 10585919-3087

MEMPHIS, TENNESSEE

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

April 15, 2014

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

Re: Chrysler Group, LLC
Recall Notification Code M35

APR 24 2014

Administrator:

In September 2013 I received a recall notice, Code M35, from Chrysler Group, LLC (Chrysler) regarding my 2002 Jeep Grand Cherokee.

After receiving the recall notice, the airbag and seatbelt lights in my vehicle illuminated and, accordingly, I took the vehicle to my Jeep dealer, Collierville Motors in Collierville, TN. After the necessary repair parts finally came in after five months, I had the recall repairs made on February 11th. When I arrived at the dealership to retrieve my vehicle, I was advised that the recall repair did not resolve the problem. I was also advised that the airbags would not properly deploy in the event of a collision if the airbag light was illuminated.

After further diagnosis of the problem, the dealer advised that the Occupant Restraint Control (ORC) module would have to be replaced and I then made arrangements for the dealer to order a replacement ORC module with the repair having been made on March 24th.

My concern is that the original ORC module was defective but was, according to Chrysler, not covered by the warranty although the M35 recall specifically refers to the ORC module.

In my opinion, the M35 recall should be broadened to cover replacement of the ORC module and not just an "electronic fix". The M35 recall notice also refers to reimbursement for repairs made before the recall notice, however, Chrysler has denied my request for the cost of replacing the ORC module subsequent to the recall "fix" that did not correct the problem.

Included with this letter are copies of my correspondence with Chrysler Customer Services along with the enclosures accompanying that correspondence.

NM
5114
SMD

Administrator
National Transportation Safety Administration
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You're attention to this matter is greatly appreciated.

Sincerely,

A solid black rectangular box used to redact the signature of the Administrator.

Enclosures:

MEMPHIS, TENNESSEE

March 27, 2014

Chrysler Customer Care
P.O. Box 21-8004
Auburn Hills, MI 48321-8004

Re: Case Number 24788186

Ladies/Gentlemen:

In September 2013 I received a recall notice, M35 recall, regarding the airbags on my 2002 Jeep Grand Cherokee. Pursuant to that notice, I took the vehicle to Collierville Chrysler, Dodge, Jeep, Ram on February 12, 2014 for the recall repair. When I picked up the vehicle, I was advised that the warranty repair did not correct the problem. The airbag and seat belt lights on the dashboard remained illuminated. The vehicle was then returned to Collierville Chrysler on March 18, 2014 so that the problem could be diagnosed. I was told that the airbag control module was faulty and that a new module had to be ordered. The vehicle was then taken back to Collierville Chrysler on March 24th and the new module was installed and the problem corrected. The cost to install the new module was \$647.79 as evidenced by the repair order from Collierville Chrysler that accompanies this letter that also shows the repair was paid for.

I am hereby requesting reimbursement of the \$647.79 paid for the installation of the new airbag control module.

Following is the information requested by Chrysler Customer Care:

- Name and address appear on the letterhead above.
- Day/Evening phone number: [REDACTED]
- VIN number: 1J4GX48S32C [REDACTED]. (The VIN number is also listed on the Collierville Chrysler repair order).
- The case number is: 24788186. A prior case number is: 23978843.
- Current mileage is: 106,075. Mileage at the time of repair was: 105,965.
- As mentioned above, I am requesting reimbursement for the installation of a new airbag control module in the amount of \$647.79.
- I did not receive a repair order when the recall repair was performed. The repair order number for the airbag module replacement (a copy of which is included) is 6008293/1.
- The copy of the repair order indicates payment was made via American Express.

COLLIERVILLE



Jeep **RAM**

393 S. Byhalia Road - Collerville, TN 38017
(901) 854-5337 - Fax: (601) 944-1306

SERVICE DEPARTMENT HOURS

7:00 a.m. to 6:00 p.m.
Monday - Friday
7:00 a.m. to 5:00 p.m. Saturday

R/O Open Date	R/O Number
3/24/14	600829
R/O Close Date	Status
3/24/14	Final
Mileage In	Mileage Out
105959	105965

Service Advisor / Tag #

Chad Johnson/4929*W*

Vehicle Identification Number

1J4GX48S32C

Delivery Date

In-Service Date

MEMPHIS, TN

Work Phone

Home Phone

Year	Make	Model	Body	Color	License Number
2002	JEEP	GRAND CHEROKE	4DR LAREDO	WHITE	

DESCRIPTION OF SERVICE AND PARTS

#	DESCRIPTION OF SERVICE AND PARTS	AMOUNT
#1	ELC: CHECK ELECTRICAL AIRBAG LIGHT IS ON, S.O.P IS HERE Work performed by Johnnie Phelps (437) Installed 56010485AJ :MODULE: OCCUPANT RESTRAINT 1@328.44 DIAG. AND REPLACE AIR BAG CONTROL MODULE FOR NO COMMUNICATION. 2.0 Sub Total: 566.44	238 328

#2 - INSP: PERFORM INSPECTION
Sub Total: .00

Please Note: Opened from 6008148 on 031814

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. "I hereby authorize the repair work hereinafter to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in the vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you or your employees permission to operate the vehicle herein described on streets, highways, or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto."

DISCLAIMER OF WARRANTIES. Any warranties on the products sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.

LABOR	238
PARTS	328
DEDUCTIBLE	
SUBLET	
SHOP SUPPLIES	23
HAZARDOUS MATERIALS	
SALES TAX OR TAX I.D.	57
SPECIAL ORDER DEPOSIT	
DISCOUNTS	
TOTAL DUE	647
AMEX 502922	647

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

X

[REDACTED]
[REDACTED]

From: <CAC_Case_Manager@chrysler.com>
Date: Thursday, April 10, 2014 12:01 PM
To: [REDACTED]
Subject: Chrysler Update Case#:24788186

Dear Customer:

Case #: **24788186**

VIN: **1J4GX48S32C** [REDACTED]

Vehicle Description: JEEP GRAND CHEROKEE LAREDO 4X2 SPORT UTILITY 4-DR

If the airbag 86 H 04/10/2014 12:46:23 PM JI109 warning light is illuminated and there was no inadvertent airbag deployment, any faulty airbag components, and the cost to make repairs, are the responsibility of the owner."

Please use the link below to reply.

[http://chrysler.com/contactus/twowaycommunication/validatedatakey.do?
dataKey=6sGVvbbH%2B5axt87wnr6wy%2FqVv7XK8JCW%2BjI%3D](http://chrysler.com/contactus/twowaycommunication/validatedatakey.do?dataKey=6sGVvbbH%2B5axt87wnr6wy%2FqVv7XK8JCW%2BjI%3D)

Maximum size of the message is 2000 characters.

Note: This is a system generated message. Please do not reply.

Sincerely,
FRANCOIS
Customer Assistance Center

4/10/2014

[REDACTED]
MEMPHIS, TENNESSEE [REDACTED]
[REDACTED]

April 14, 2014

Chrysler Customer Care
P.O. Box 21-8004
Auburn Hills, MI 48321-8004

Re: Case Number 24788186

Ladies/Gentlemen:

This letter is a follow up to my original letter of March 27, 2014 and the telephone and emailed notifications received from Chrysler denying my request for reimbursement for having had the Occupant Restraint Control (ORC) module replaced in my 2002 Jeep Grand Cherokee.

From what I can determine from the recall notice, had I already experienced the condition and paid to have it repaired, I could seek reimbursement from Chrysler Customer Assistance.

The recall notice received in September 2013 regarding my 2002 Jeep Grand Cherokee, VIN 1J4GX48S32C [REDACTED], specifically references the ORC module. The repair under the recall did not correct the problem since I had to have the ORC module replaced subsequent to that repair.

I am told by my Jeep Service Advisor at Collierville Jeep in Collierville, TN that the airbags will not function properly when the airbag light is illuminated. To provide some background regarding my Jeep, I am enclosing a schedule of all service records on the vehicle by date, mileage and cost to me. I consider the repairs to this vehicle to have been far greater than what they should have been. Had it not been for the fact that I purchased a Chrysler extended warranty when I purchased the vehicle, the repair costs would have been extremely excessive. As I recall, the extended warranty cost approximately \$1,200.00.

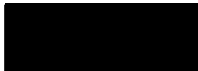
Chrysler Customer Care
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It appears to me that there is a fault in, at least, some of the ORC modules installed in certain Jeep models and that the fault, in my opinion, is a serious safety risk since the airbags will not properly deploy when the airbag light is illuminated. Once again, I am requesting reimbursement for my cost of \$647.79 for having the ORC module replaced.

Because of the perceived safety risk, I will be filing a written complaint with the Administrator, National Highway Safety Administration. That complaint will reference the M35 recall plus copies of all documents provided to Chrysler Customer Service.

Your reconsideration of my request is greatly appreciated.

Sincerely,

A solid black rectangular box used to redact the signature of the sender.

Enclosure:

2002 JEEP SERVICE RECORDS
VIN 1J4GX48S32C

DATE	MILEAGE	SERVICE PERFORMED	COST
08/12/02	1,512	Exhaust rattle	Warranty
09/09/02	2,311	Exhaust rattle	Warranty
12/20/02	7,449	Routine Service	Promo.
04/16/03	7,642	Routine Service	59.64
01/30/04	15,275	Routine Service	49.90
05/24/04	19,230	Routine Service	28.01
10/11/04	23,159	Routine Service	78.22
01/14/05	26,970	Routine Service	28.54
05/16/05	30,827	Routine Service	330.91
08/18/05	34,740	Routine Service	28.54
01/16/06	38,886	Routine Service	51.24
09/16/06	46,281	Routine Service	153.69
11/06/06	48,800	Replace Fan Motor	Recall
12/14/06	49,928	Routine Service plus front brake pads & rotors	460.33
05/29/07	53,491	Correct grinding noise in steering	215.17
06/06/07	53,557	Correct grinding noise in steering	Warranty
06/18/07	54,040	Routine Service	52.81
12/03/07	58,108	Routine Service	34.68
12/13/07	58,314	Leak detection pump for evap. system	562.53
12/31/07	58,749	Diagnose check engine light	127.78
01/28/08	59,216	Tires	492.51
04/07/08	60,762	Diagnose check engine light	177.16
06/02/08	61,806	Routine Service	34.68
09/24/08	64,870	Check charging system & replace battery	179.66
11/14/08	65,482	Check engine oil leak	Ext. Wty.
			109.25
11/18/08	66,000	Routine Service plus rear brake pads & rotors	438.70
12/08/08	66,444	Check engine oil leak	Ext. Wty.
12/22/08	66,895	Check engine oil leak	Ext. Wty.
01/08/09	67,011	Check engine oil leak	Ext. Wty.
			24.59
01/21/09	67,146	Check engine oil leak - replace engine	Ext. Wty.
			186.73
05/05/09	69,381	Routine Service	34.68
08/24/09	73,428	Routine Service	63.49
02/01/10	77,536	Routine Service	64.72
08/23/10	81,613	Routine Service	27.37
11/24/10	82,700	Replace wiper washer motor - rear	303.47
02/23/11	85,670	Routine Service & replace battery	108.31
07/07/11	88,085	Replace oil sender	175.79
08/17/11	89,009	Repair transmission leak	1,138.26
09/20/11	89,606	Routine Service & replace front brake pads	265.31
01/22/12	91,843	Repair flat tire	21.84
02/13/12	92,149	Check inoperable driver's power seat	103.79
02/12/12	92,320	Repair of inoperable driver's seat	416.79
03/10/12	92,695	Repair flat tire	21.84
05/17/12	93,859	Routine Service	29.96
06/25/12	94,419	Replaced fan radiator module & relay	866.35
08/28/12	95,607	Repair e.v.a.p. hoses to cannister	148.46
09/21/12	96,193	Replace two tires due to road hazard damage	264.38
01/21/13	98,009	Routine Service	20.41
07/05/13	101,454	Replace front driver side window regulator & pin	415.43
07/23/13	102,346	Routine Service	40.41
11/14/13	104,127	Replace front shocks & flush & bleed brake system	461.37
02/11/14		Repair per M35 recall - no paperwork provided by dealer	Recall
03/24/14	105,959	Replaced airbag control module	647.79
		Total out of pocket costs	9,545.49
		Maintenance	3,863.90
		Repairs	5,681.59
		Repairs considered excessive	2,910.38

Note: Extended warranty covered the engine oil leak and engine replacement which would have added at least \$5,000.00 to repairs considered excessive.

Vehicle is currently being driven about 6,000 miles per year.

Average annual mileage on this vehicle is about 9,150 miles or about 3,350 miles to 5,850 miles less than the average vehicle is driven.

As can be seen from the service records above, this vehicle has been serviced more frequently than the 7,500 mile service interval recommended by Jeep.

Memphis, TN



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

