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[REDACTED]
MEMPHIS, TENNESSEE
TELEPHONE [REDACTED]
FACSIMILE [REDACTED]
E-MAIL [REDACTED]

May 22, 2014

JUN - 2 2014

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

RE: Chrysler Group, LLC
Recall Notification Code M35

Administrator:

I had written to the National Highway Traffic Safety Administration (NHTSA) on April 15, 2014 per the copy of the letter enclosed herewith.

To date, I've had no response from the NHTSA. Can I expect a response and if so, when?

I believe there is a safety issue with certain Jeep Grand Cherokee vehicles for model years 2002 through 2004 that need to be addressed beyond the M35 recall.

Sincerely,

[REDACTED]

Enclosure.

NM
6914
SMD

MEMPHIS, TENNESSEE

TELE
FACS
E-MA

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**

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.

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

Sincerely,

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Enclosures:

Memphis, TN

MEMPHIS TN 381

22 MAY 2014 PM 6 L



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

