

CL-10597186-7838

CHRYSLER GROUP LLC

CIMS 482-00-85
PO Box 218008
Auburn Hills MI USA 48321-8098
Electronic Service Requested

DOREENA w/ Ron Carter
Chrysler Jeep Dodge & Texas
CITY (exit 20, go over
overpass, come back on freeway,
1/4 mile down on R past credit union bldg.

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

IMPORTANT!

SAFETY RECALL NOTICE

ph. (409)
948-3131
33 32



Issued in Accordance
With Federal Law



spoke w/ 4-17-2014

Vin# 3W [redacted] N46 786249
2nd recall notice#
trailer hitch
GALVESTON, TX [redacted]
JUN - 4 2014



786249/#33089/N46

Galveston, Texas [redacted]

05-27-2014

Administrator,

My written complaint herein is against: Suce. Mgr.
"Doreena" at Ron Carter Chrysler Jeep Dodge of
Texas City, Texas.

By phone and in person, I have requested
Numerous times: timely attention to this recall
N46.

The dealership has failed to remedy this defect
w/o charge within a reasonable time. Their
attitude: "its your problem, its not important to us,
and we can give you 'no idea' of when this part
will be available."
Please help to resolve this issue. Thank-you, [redacted]

NAM
6914
SM



IMPORTANT SAFETY RECALL

N46 / NHTSA 13V-252

This notice applies to your vehicle (VIN: 1J4GK48K33W [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



Jeep



Galveston, Texas

NORTH HOUSTON TX 773

27 MAY 2014 PM 9 L



Administrator

National Hwy. Traffic Safety Admin.

1200 New Jersey Avenue, S.E.

Washington, DC 20590

Written Complaint

20590

