

July 11, 2014

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CL-10619581-5122

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

Chrysler Customer Assistance
PO Box 21-8007
Auburn Hills, MI 48321-8007

Re: IMPORTANT SAFETY RECALL
N46/NHTSA 13V-252

JUL 29 2014

Several months ago, we received the above referenced safety recall on our Jeep Liberty (VIN1J4GL48K44W [REDACTED]).

After waiting a reasonable amount of time, we called our dealer. We were told that they were waiting for parts to arrive. Weeks later, we called again and were referred back to Chrysler. We have made numerous phone calls to our dealer and to Chrysler to no avail.

Fearing for our safety if we were involved in a rear-end collision, we took care of the problem by having a trailer hitch installed which will protect the gas tank from such an incident. A copy of the invoice is enclosed. Please reimburse us in the amount of \$349.44. You may write to me at the address shown below. I would appreciate hearing from you within 30 days.

Because a remedy was not provided without charge within a reasonable time, a copy of this letter is being provided to the Administrator of the National Highway Traffic Safety Administration.

[REDACTED]
Vancouver, Wa [REDACTED]

NM
8414
SMD

U-HAUL EQUIPMENT CONTRACT

Service Invoice

Contract No.: 96242262
Friday 7/4/2014 1:46 PM

U-Haul Moving & Storage of 8250 Hwy 99
Hazel Dell VANCOUVER, WA. 98665
(804063)

(360)574-1234

Customer Name:

Cust Ph - Email

VANCOUVER, WA

Part Code**Description****Item Cost****Quantity****Line Cost**

PRO

PRODUCTION SUPPLIES

\$10.00

1.00 ea.

\$10.00

HITCH LABOR PER HOUR

\$75.00

0.50 hr.

\$37.50

HITCH LABOR PER HOUR

\$75.00

1.00 hr.

\$75.00

14493

CONVERTER, REMOTE POWER, 4-FLA

\$39.95

1.00 ea.

\$39.95

78226

HITCH3, ROUND TUBE, JEEP LIBER

\$129.95

1.00 ea.

\$129.95

TS1

TOWSTART KIT - ON SALE NOW

\$24.95

1.00 ea.

\$24.95

HTHW

FORM,LIFETIME HITCH WARRANTY,2

\$5.00

1.00 ea.

\$5.00

SubTotal: \$322.35**Taxes:** \$27.09**Total Charges Including Tax:** \$349.44**Cash Payments:** \$349.44**Tendered:** \$400.00**Change:** \$50.56**Net Paid Today:** \$349.44

I agree to submit all claims against U-Haul in accordance with the U-Haul Arbitration Agreement, incorporated by reference, and available at uhaul.com/arbitration or from your local U-Haul representative.

All electrical parts and workmanship are covered for a period of 30 days. Please hook-up to your trailer or otherwise test the completed wiring to ensure that you have no problems or questions. Please return to any U-Haul Center within 30 days of installation for service or to inquire about purchasing a 2 Year Wiring Service Plan. We appreciate your business!

Kellan ElaHSLWBS

Customer Signature -

Thank You! Please go to uhaul.com/review to leave a review recommending our services for other customers, or to tell us how we can improve for you.

1. Load trailer heavier in the front.
2. Reduce your normal driving speed.
3. Wear your seatbelt.

For Safe Trailing Video Tips go to Part 1 <https://media.uhaul.net/view/1673> and for Part 2 go to <https://media.uhaul.net/view/1674>

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[Redacted]
Vancouver Wa [Redacted]

PORTLAND OR 972

15 JUL 2014 PM 9 L



Administrator
National Highway Traffic Safety Admin
1200 New Jersey Ave, SE
Washington, D.C. 20590

