



U.S. Department
of Transportation

**National Highway
Traffic Safety
Administration**

1200 New Jersey Avenue, SE
Washington, DC 20590

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

November 20, 2014

[REDACTED]
Monroe, NC [REDACTED]

NVS-216 nam
Ref. No. 10639967

Dear [REDACTED]

Thank you for your correspondence that was received by the National Highway Traffic Safety Administration's (NHTSA), Office of Defects Investigation regarding your experienced with your model year 2004 Jeep Liberty. Due to the unprecedented amount of correspondence received by this office, we are now just getting to your letter. Please accept our apologies for this delay.

NHTSA is the Federal agency responsible for improving safety on our Nation's highways. We are authorized to order manufacturers to recall and repair motor vehicles or motor vehicle equipment when our investigations indicate that they contain safety defects in their design, construction, or performance. We also monitor the adequacy of manufacturers' recall campaigns. In order for the agency to initiate an investigation, we look carefully at the body of consumer complaints and other available data to determine whether a safety-related defect trend may exist.

While NHTSA does not have the resources to intervene in individual disputes, it does monitor this data and may address situations where appropriate. We are pleased to announce that the remedy parts for NHTSA Safety Recall Campaign No. 13V-252 are now available. We have enclosed a copy of the final owner notification letter for your information. NHTSA strongly recommends that you contact your local dealer to schedule an appointment to complete the recall as soon as possible. The information you provided will be reviewed and has been entered into our database and will be considered with future reports to identify and safety-related defect trends that may require our attention. NHTSA's investigation and recall process is located at www-odi.nhtsa.dot.gov/recalls/recallprocess.cfm.

Please note that it is not unusual for some recalls to require additional time when the remedy involves manufacturing a new component for a huge population. Recall parts availability and recall remedies can be affected by numerous factors including, but not limited to, redesign, testing, manufacturing, and logistics. Furthermore, due to the volume of vehicles involved in a recall, manufacturers may conduct the recall in phases. We believe it is important that the

manufacturer notifies consumers as soon as possible about a recall – even if parts are not yet available to effect the recall – so that consumers can decide whether or not to continue to drive their vehicles while waiting for the recall remedy.

On August 20, 2014, we added a new feature to our web site that will allow consumers to search for open recalls by using the vehicle's identification number (VIN). The free VIN look-up tool (<https://vinrcl.safercar.gov/vin/>), searches for open recalls via a direct connection to the manufacturer's database. The VIN can be found on the door label, insurance card, or lower left corner of your windshield. If you have any open recalls, you will know immediately.

Sincerely yours,



Randy Reid, Chief
Correspondence Research Division
Office of Defects Investigation
Enforcement

Enclosure



IMPORTANT SAFETY RECALL

N46 / NHTSA 13V-252

This notice applies to your vehicle (VIN: xxxxxxxxxxxxxxxxxxxx).

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

Dear: (Name)

The National Highway Traffic Safety Administration (NHTSA) has made a tentative assessment that certain **2002 through 2007 model year Jeep® Liberty vehicles** contain a defect related to motor vehicle safety. Although the NHTSA assessment is non-final, Chrysler Group LLC has decided to conduct a voluntary safety recall to address concerns identified in its assessment.

The problem is... **The fuel tank on your vehicle has a 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 a fire.**

What your dealer will do... **Chrysler will 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.** If your vehicle already has an original factory installed Chrysler OEM trailer hitch, the area surrounding the hitch will be inspected and Chrysler will replace the two most rearward mounting bolts free of charge, providing the condition of the bolts can support proper removal and installation.

If your vehicle has an aftermarket trailer hitch, the trailer hitch and the surrounding area will be inspected for any evidence of sharp edges or other puncture risks. If any such evidence is identified, the aftermarket hitch will be removed and a Chrysler OEM trailer hitch will be installed free of charge, provided the condition of the vehicle can support proper removal of the existing hitch and installation of a Chrysler OEM trailer hitch.

If it is determined that the condition of your vehicle does not allow the installation of a Chrysler OEM trailer hitch or replacement mounting bolts, your vehicle will be returned and you will be advised what, if any, repairs are needed before the installation can be performed.

The work will take about four hours to complete. However, additional time may be necessary depending on service schedules.

Chrysler recommends you remove the ball & ball mount whenever your vehicle is not actually in use of towing.

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 part for your vehicle or to order it 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 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.

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.