

 U.S. Department of Transportation National Highway Traffic Safety Administration		INFORMATION ACT (FOIA), 5 U.S.C. 552(b)(6) Vehicle Owner's Questionnaire To Report Vehicle Safety Defects 1-888-DASH-2-DOT (1-888-327-4236) INTERNET: www.nhtsa.dot.gov/hotline		FOR AGENCY USE ONLY 100148 Date Received 20-OCT-2014 NOV 20 2014		Repository ☐ Reference No. 10648874			
OWNER INFORMATION (Type or Print)						Daytime Telephone Number		E-mail Address	
Name						[REDACTED]		[REDACTED]	
Address						[REDACTED]		[REDACTED]	
City		State		Zip Code		Evening Telephone Number		[REDACTED]	
WILLIAMSBURG		PA		[REDACTED]		SAME		[REDACTED]	
The information you provide will be used to identify potential safety-related defects. We may share your information with the applicable vehicle manufacturer during an investigation or recall in accordance with the routine uses described in the agency's Privacy Act notice. See 49 FR 53971 (Sep. 3, 2004).									
VEHICLE INFORMATION									
17 digit Vehicle Identification Number Located at bottom of windshield on driver's side				Make		Model		Model Year	
1J4GL48K32W [REDACTED]				JEEP		LIBERTY		2002	
Date Purchased		Dealer's Name and Telephone Number				Engine:		Fuel Type:	
2002		WERNER'S CARS-				No: Cylinders		INJECT	
Original Owner		Dealer's City		State		Zip Code		[REDACTED]	
[REDACTED]		(DALLAS) YORK PA.		PA.		17402		[REDACTED]	
Transmission Type		☒ Antilock Brakes		Powertrain		Multiple Failure:		Incident Date(s)	
[REDACTED]		☒ Cruise Control		[REDACTED]		pluS 2 on ROAD		- 7 TIMES 01-SEP-2014 - 11-11-14	
FAILED COMPONENT(S)/PART(S) INFORMATION									
Vehicle Component Codes: ENGINE (PWS), 110000 ELECTRICAL SYSTEM						Failure Mileage		Failure Speed	
[REDACTED]						98986		10	
ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE									
Tire Make		Tire Model (Name or Number)				Tire Size (Example P215/65R15)			
[REDACTED]		[REDACTED]				[REDACTED]			
DOT No. (Example: DOTM19ABC036)		☒ Original Equipment		☒ Prior Repair		Failure Location:			
[REDACTED]		[REDACTED]		[REDACTED]		[REDACTED]			
Tire Component Code		[REDACTED]				Tire Failure Type:			
[REDACTED]		[REDACTED]				[REDACTED]			
ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE									
Make:		Date Manufactured:				Model No./Name:			
[REDACTED]		[REDACTED]				[REDACTED]			
Seat Type:		Installation System:				[REDACTED]			
[REDACTED]		[REDACTED]				[REDACTED]			
Child Seat Component Code:		Failed Part:				[REDACTED]			
[REDACTED]		[REDACTED]				[REDACTED]			
APPLICABLE INCIDENT INFORMATION									
(Please describe in detail the incident(s), failure(s), crash(es), and injury(ies).)									
Crash		Fire		Number of Persons Injured		Number of Deaths		Reported to Police	
☐ Yes ☒ No		☐ Yes ☒ No		0		0		N	
Narrative Description of Incident(S), Crash(es), and Injury(ies). Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure; i.e. parts repaired or replaced (and if old part is available).									
TL* THE CONTACT OWNS A 2002 JEEP LIBERTY. THE CONTACT STATED THAT WHILE DRIVING 10 MPH, THE ENGINE STALLED WITHOUT WARNING. THE CONTACT WAS ABLE TO RESTART THE VEHICLE BUT THE PROBLEM OCCURRED SEVERAL TIMES. THE VEHICLE WAS TAKEN TO AN INDEPENDENT MECHANIC. THE TECHNICIAN DIAGNOSED THAT THERE WAS AN ELECTRICAL SHORTAGE ON THE REAR HATCH MODULE. THE VEHICLE WAS NOT REPAIRED. THE MANUFACTURER WAS NOTIFIED OF THE FAILURE. THE APPROXIMATE FAILURE MILEAGE WAS 98,986. TOOK TO 6 MACHANIC SERVICES - BLAIR - HODDAYS BURG, PA - BURCH FIELDS - DUNN - PA - BARR'S - ELECTRIC - ELECTRIC RV - COURTESY MOTORS PVALLEY BLVD - (ALL) ADONIA, PA. twice (2) my NEIGHBOR JUMP START - 4 3-A's - START. 11-11-14 - AGAIN - JUMP START. WHAT TO DO? 7 Times pluS 2 ON ROAD - CAR OUT (DEAD)									
Include, if available: Police/Fire Department Report, Photos, and Repair Invoice. ATTACH ADDITIONAL SHEETS IF NECESSARY									
The Privacy Act of 1974-Public Law 93-579 This information is requested pursuant to authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond this questionnaire. Your response may be used to assist the NHTSA in determining whether a Manufacturer should take appropriate action to correct a safety defect. If the NHTSA proceeds with administrative enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.									

Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies)

SAFETY FACTOR - SHUTTING OFF MIDDLE OF ROAD (TWICE)
COURTESY MOTORS CALLED WED. (DAY AFTER TAKEN INTO THEM) ASK IF OK (I SAID
SO FAR) NO GUARANTEE THEY SAID. COPIES ENCLOSED - SO FAR.
OLD BATTERY ONLY 3 YRS. GOT NEW BATTERY BECAUSE OF PROBLEM - DID NOT NEED IT.
11-10-14 - CAR DEAD AGAIN - STOPPED - DEAD ENGINE (2) TWICE GOING TO
COURTESY MOTORS.

ATTACH ADDITIONAL SHEETS IF NECESSARY

U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

1200 New Jersey Avenue SE
Washington, D.C. 20077-9382

Official Business
Penalty for Private Use \$300

JOHNSTOWN PA 150

14 NOV 2014 PM 3 T

NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES

BUSINESS REPLY MAIL

FIRST-CLASS MAIL

PERMIT NO. 1888

WASHINGTON, DC

POSTAGE WILL BE PAID BY ADDRESSEE

US Department of Transportation NVS 200
National Highway Traffic Safety Administration
Office of Defects Investigation, NVS-210 - W48226
1200 New Jersey Avenue SE.
Washington, D.C. 20077-9382



Think your vehicle
has a safety defect?



If so:

Use the enclosed
form to file a report.

or visit:

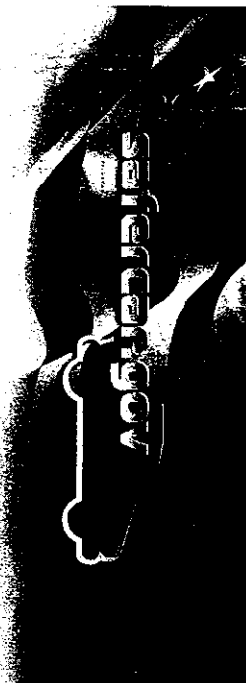
www.safercar.gov

or call:

Vehicle Safety Hotline
888-327-4236



Vehicle Owner's Questionnaire (VOQ)
U.S. Department of Transportation
National Highway Traffic Safety Administration



COURTESY MOTOR SALES

3100 PLEASANT VALLEY BLVD.

ALTOONA, PA 16602

942-9000

WILLIAMSBURG, PA

SERVICE ADVISOR JENNA RITCHEY

REPAIR ORDER WRITTEN	DATE READY	STOCK NO.	VEHICLE IDENTIFICATION	CUST. NO.	TAG NO.	P.O. NO.	INVOICE PRINTED	INVOICE NO.
30OCT14	11NOV14		1J4GL48K32W				11NOV14	
TIME IN	TIME READY	YEAR	MAKE & MODEL	TELEPHONE NO.	COST. PAY LABOR RATE	DELIVERY DATE	PREPARED BY	S/A
12:47	16:24	02	JEEP LIBERTY		85.00	11JUL02	5268	5268
MILEAGE IN	MILEAGE OUT	LICENSE NO.						
99277	99277							

TECH.	TYPE	HOURS	LST/UNT	NET/UNT	TOTAL
FUSE IN OR OUT. USED 2ND TESTER, SAME RESULTS. BATTE SYS GOOD. NPF					
	2403 CPD	1.00		0.00	0.00
999 R&R REAR TAILGATE OUTSIDE HANDLE SWITCH ASSEMBLY. REASSEMBLED VEHICLE, INSTALLED 10 AMP FUSE, CHECKED GLASS AND HATCH BOTH GOOD.					
	2403 CPD	1.00		85.00	85.00
1 5102500AB HANDLE-EXTERIOR TAILGATE					
	1 5103132AA		139.32	139.32	139.32
LINK-EXTERIOR DOOR HANDLE					
			10.80	10.80	10.80
999 CHECKED FOR CUST NEW CONCERN OF BAD IDLE AND STALLING. COULD NOT DUPLICATE VEHICLE RUNNING FINE AT THIS TIME. NPF					
	2403 CPD	0.00		0.00	0.00

HOURS OF SERVICE

MON - WED - FRI

8:00 AM TO 5:00 PM

TUES - THUR

8:00 AM TO 7:00 PM

*If our service was
satisfactory, tell your
friends. If not, please
tell us immediately.*

Thank You.

** PRE-INVOICE **

DESCRIPTION	TOTALS
LABOR AMOUNT	85.00
PARTS AMOUNT	150.12
GAS,OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	235.12
LESS INSURANCE	0.00
SALES TAX	14.11
PLEASE PAY THIS AMOUNT	249.23

I hereby authorize the repair work herein set forth 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 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 and/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.

I HEREBY ACKNOWLEDGE RECEIPT OF A COPY HEREOF.

X

IF YOU HAVE ANY ISSUES WITH YOUR VEHICLE OR
SERVICE HANDLING PLEASE CALL JAY LABRIOLA
AT 814-942-9000

THANK YOU
JAY LABRIOLA SERVICE MANAGER

Dealer's Certification: By submission of this claim, dealer described hereon certifies that the parts and/or labor below, were furnished on the described vehicle at no charge to the owner pursuant to Chrysler Corporation's Limited Warranty and/or current Chrysler Corporation policies and these repairs were not required due to accident involving property damage or personal injuries. A copy of this W.R.O. or a similar document describing the repairs performed has been provided to the customer.

CUSTOMER COPY

COURTESY MOTOR SALES

3100 PLEASANT VALLEY BLVD.

ALTOONA, PA 16602

942-9000

WILLIAMSBURG, PA

SERVICE ADVISOR JENNA RITCHEY

REPAIR ORDER WRITTEN	DATE READY	STOCK NO.	VEHICLE IDENTIFICATION	CUST. NO.	TAG NO.	P.D. NO.	INVOICE PRINTED	INVOICE NO.
30OCT14	11NOV14		1J4GL48K32W				11NOV14	
TIME IN	TIME READY	YEAR	MAKE & MODEL	TELEPHONE NO.	CUST. PAY LABOR RATE	DELIVERY DATE	PREPARED BY	S/A
12:47	16:24	02	JEEP LIBERTY		85.00	11JUL02	5268	5268
MILEAGE IN	MILEAGE OUT	LICENSE NO.						
99277	99277							

A RECALL: TRAILER HITCH, TRAILER HITCH ALREADY
INSTALLED. INSEPT ONLY
CAUSE: PERFORMED N46 RECALL. EXISTING HATCH
PASSES INSPECTION. OK NOW.

13N46181 INSPECT VEHICLE TRAILER, FRAME
CORROSION, AND INSTALL LABEL

2403WAR4D 0.40

1 68266621AA

LABEL-HITCH

FC

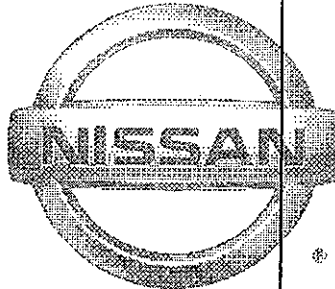
PART#: 68266621AA

COUNT: 1

CLAIM TYPE: S

AUTH CODE:

DODGE



B CS THAT THERE IS A BATT DRAIN FROM ELECTRIC
DOOR LOCKS MOST LIKLEY BECAUSE OF THE
REAR DOOR LOCK. CS HAS THE FUSE PULLED
FROM THE DOOR LOCKS SO THE BATT DOES NOT
DRAIN. DIAG AND ADVISE.

999 CHECKED FOR BATTERY DRAIN, FOUND FUSE
PULLED FOR DOOR LOCKS. NO DRAIN WITH

HOURS OF SERVICE

MON - WED - FRI

8:00 AM TO 5:00 PM

TUES - THUR

8:00 AM TO 7:00 PM

*If our service was
satisfactory, tell your
friends. If not, please
tell us immediately.*

Thank You.

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS,OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
LESS INSURANCE	
SALES TAX	
PLEASE PAY THIS AMOUNT	

I hereby authorize the repair work herein set forth 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
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 and/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.

I HEREBY ACKNOWLEDGE RECEIPT OF A COPY HEREOF.

X

Dealer's Certification: By submission of this claim, dealer described hereon certifies that the parts and/or
labor below, were furnished on the described vehicle at no charge to the owner pursuant to Chrysler
Corporation's Limited Warranty and/or current Chrysler Corporation policies and these repairs were not
required due to accident involving property damage or personal injuries. A copy of this W.R.O. or a similar
document describing the repairs performed has been provided to the customer.

CUSTOMER COPY



3RD TRIP 9-9-17
BATTERY BURCH FIELDS

For Your Next Battery Call: 800-AAA-HELP
To Join AAA Call: 800-JOIN-AAA

#

4 Types
10-9-14

This Invoice Must Be Retained for Limited Warranty
Third Party Removal will Void the Warranty

Professionally Installed by:

Date 9/9/14 Complete all fields in red.

Bill To [Redacted] Membership # [Redacted]

Member Name [Redacted] Address [Redacted]

City WILLIAMS BORO State PA Zip [Redacted]

Phone # [Redacted] Call Number [Redacted] Method Payment CASH Service Technician RICK JORDAN

Year 2002 Make TEEP LIBERTY Model SPORT

License Plate [Redacted] Vehicle VIN# [Redacted] Odometer [Redacted]

QUANTITY	PART NUMBER	DESCRIPTION OF LABOR AND PARTS - All parts are new unless otherwise stated	PARTS	LABOR
1	86C	Battery Price with Exclusive Member Discount (Minimum of \$25)	\$124.00	
		Installation		\$ 0
		Battery and Charging System Analysis		\$ 0
		Disposal Fee		\$ 0
		Battery Core Charge		\$ 0
		Labor Intensive Install (If Applicable)		\$ 0
		Parts and Accessories		\$ 0
				\$ 0
				\$ 0
				\$ 0
				\$ 0

old Battery 8 yrs. old
3A'S PRICE

Paid
CASH

Limited Warranty for Non-Commercial Passenger Vehicles - For limited warranty details see reverse side
36 Month Free Replacement + 36 Month Prorated Replacement Cost = 72 Month Total Limited Warranty

Limited Warranty Replacement

Original Part # _____ Original Purchase Date _____ Original Invoice # _____
Original Battery Serial # _____ New Battery Serial # _____
Failed Battery Test Code _____ New Battery Test Code _____
Free Replacement Warranty Remaining _____ + 36 Months Prorated
Prorated Warranty: Months Used _____ x Cost Per Month _____ = Replacement Cost*
For commercial vehicle limited warranty coverage, see reverse side. If a core is not returned, a non-recycling fee will be charged.

*No member discount applied
For commercial vehicle limited warranty coverage, see reverse side. If a core is not returned, a non-recycling fee will be charged.

Subtotal Labor	\$	0
Subtotal Parts	\$	124.00
Sales Tax	\$	7.44
Total	\$	131.44

Please read carefully, check one of the statements below and sign:

I understand that, under state law, I am entitled to a written estimate, if my final bill will exceed \$ _____

☐ I request a written estimate
☐ I do not request a written estimate
☐ I do not request a written estimate as long as the repair costs do not exceed \$ _____

Signed _____ Date _____

Comments _____
Customer Signature _____

Original Test Results				(For Internal Use Only)			
Battery CCA Condition ☐ Pass ☐ Marginal ☐ Fail Alternator - Charging Volts ☐ Pass ☐ Marginal ☐ Fail				Drain - Drain Amps ☐ Pass ☐ Suspect Prior Acid Damage ☐ Yes ☐ No KAM Unit Used ☐ Yes ☐ No			
Battery Distribution Center Date Code _____ Comment: _____ Performed by: _____ Date: _____							



TOP COPY- MERCHANT

MIDDLE COPY- MEMBER/CUSTOMER

YELLOW - FILE COPY

733 RIE 764

BLAIR STREET SERVICE CENTER

820 Blair Street Hollidaysburg, PA 16648

814-695-3671

Owner: Wayne Carney

NAME

ADDRESS

DATE

CUSTOMER NO.

WHEN PROMISED

PHONE

QUAN.

PART NO.

NAME OF PART

SALE AMT.

YEAR & MAKE OF CAR - TYPE OR MODEL

SERIAL NO.

MOTOR NO.

LICE

MILEAGE

WRITTEN BY

DESCRIPTION OF WORK

AMOUNT

check vehicle for electrical
drain found drain from
electrical door locks most likely
cause rear hatch lock. Pulled
fuse to door locks as to
stop drain on battery consult
electric shop it proper
fix of electric shop

15 00

GAS, OIL & GREASE

CHECK BELOW
LUBRICATE

LABOR ONLY

15 00

GALS. GAS

CHANGE
ENGINE OIL

PARTS

SEE BACK FOR
ADDITIONAL PARTS

TOTAL PARTS ▶

QTS. OIL

TRANSMISSION

ACCESSORIES

ACCESSORIES - TIRES AND TUBES

LBS. GREASE

DIFFERENTIAL

GAS, OIL
& GREASE

WASH

MISC.
MERCHANDISE

POLISH

SUBLET
REPAIRS

15 00

TOTAL GAS,
OIL & GREASE ▶

TOTAL
SERVICE ▶

TAX

90

TOTAL ACCESSORIES ▶

AUTHORIZED BY

TOTAL ▶

15 90

ESTIMATES ARE FOR
LABOR ONLY, MATERIAL
ADDITIONAL

I HEREBY AUTHORIZE THE ABOVE REPAIR WORK TO BE DONE ALONG WITH NECESSARY MATERIALS. YOU AND YOUR EMPLOYEES MAY OPERATE ABOVE VEHICLE FOR PURPOSES OF TESTING, INSPECTION OR DELIVERY AT MY RISK. AN EXPRESS MECHANIC'S LIEN IS ACKNOWLEDGED ON ABOVE VEHICLE TO SECURE THE AMOUNT OF REPAIRS THEREON. It is understood that this company assumes no responsibility for loss or damage by theft or fire to vehicles placed with them for storage, sale, repair or while road testing.

THIS IS YOUR
INVOICE



NO IDEA WHEN THEY'LL GET PARTS
COULD BE 8 mos. AGAIN 2008-14 mod.
CALLER 2ND call TO Country. NO parts
HEAVY TRAILER
Rear Structure Reinforcement
NOT YET. Finally apt.
Oct. 30, 2014
N46 / NHTSA 13V-252

IMPORTANT SAFETY RECALL

This notice applies to your vehicle (VIN: 1J4GL48K32W [REDACTED])

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

Dear [REDACTED]

THIRD SAID - HITCH IS FINE
OCT 30 - 2014

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.

NO - Chrysler recommends you remove the ball & ball mount whenever your vehicle is not actually in use of towing. I HAVE TRAILER

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. 2ND RECALL

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

VEHICLE SAFETY HOTLINE - 1-888-327-4236



DODGE

CHRYSLER

Jeep

SRT





NO idea get parts *Final recall NOT out yet*
PART 3 - August - 2014 *- 7-28-14 - mndaf-*
finally appt. 10,30,2014
Rear Structure Reinforcement

IMPORTANT SAFETY RECALL

N46 / NHTSA 13V-252

This notice applies to your vehicle (VIN:1J4GL48K32W [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.

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

CHRYSLER

Jeep

SRT



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