

[REDACTED]
[REDACTED]
Baldwin, MD [REDACTED]
[REDACTED]

OCT 28 2014

10/20/2014

I am writing about a 1997 Jeep Wrangler Vin #1J4FY29P4VP [REDACTED] that I own. I purchased the vehicle used. I recently had some work completed on the vehicle and G&M Automotive Sales and Service advised me that I needed a new Clockspring Assembly. They gave me a copy of the attached letter. However when I tried to contact GM they told me that the recall was Vin specific and my vin # was not in this recall notice. I find it quite odd that there was a recall on the clockspring assembly for 1997 Jeep wranglers and I need a new clockspring assembly, but they are saying my vehicle is not covered. I own two other Jeeps - 2011 & 2012 and am dealing with the recent GM recalls on them. Driving without a working horn and air bag is very dangerous. Is there something you can do to help me get this clockspring assembly taken care of?

Thank you
[REDACTED]

NM
11/12/14
CN

VIN 1J4FY29P4VP [REDACTED]

1997 Jeep Truck Wrangler L4-150 2.5L VIN P MFI

Vehicle » Restraints and Safety Systems » Air Bag Systems » Clockspring Assembly / Spiral
Cable » Technical Service Bulletins » Recalls » Recall - Steering Column Airbag Clockspring » Owner Letter

SAFETY RECALL TO REPLACE YOUR VEHICLE'S CLOCKSPRING

Dear Wrangler Owner:

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

Chrysler Corporation has determined that a defect which relates to motor vehicle safety exists in some 1997 Jeep Wrangler vehicles equipped with manual steering.

The problem is...

The steering column "clockspring" (wiring assembly) on your Wrangler (identified on the enclosed form), may break when the steering wheel is turned to the full left or right position. A broken clockspring will cause the driver's airbag to become inoperative which could result in increased injury to the driver under certain accident conditions. A broken clockspring will also cause the horn to become inoperative. The airbag warning light will stay on if the clockspring breaks.

What Chrysler and your dealer will do...

Chrysler will repair your Wrangler free of charge (parts and labor). To do this, your dealer will replace the clockspring. The work will take about 1A hour to complete. However, additional time may be necessary depending on how dealer appointments are scheduled and processed.

What you must do to ensure your safety...

^ Simply contact your dealer right away to schedule a service appointment. Ask the dealer to hold the parts for your vehicle or to order them before your appointment.

^ Bring the enclosed Owner Notification Form with you to your dealer. It explains the required service to the dealer.

If you need help...

If you have trouble getting your vehicle repaired, please call the Chrysler Customer Center, toll free, at 1-800-992-1997. A representative will assist you in getting your vehicle repaired. 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, 400 Seventh Street, S.W., Washington, D.C. 20590, or call the Toll Free Auto Safety Hotline at 1-800-424-9393. (Washington, D.C. area residents may call 1-202-366-0123.)

We're sorry for any inconvenience, but we are sincerely concerned about your safety. Thanks for your attention to this important matter.

BALTIMORE MD 212

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Baldwin, Md.

Administrator
National Highway Traffic Safety Admin
400 Seventh St. S.E.
Washington, DC 20590

20590