

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

[REDACTED]
Piketon, Ohio [REDACTED]

OCT 20 2014

October 16, 2014

To Whom It May Concern,

We purchased our 2003 Jeep Liberty from Bob Malcom Chrysler, Dodge in Peebles, Ohio. He referred us to Tadlock's Trailer Sales at 5645 State Route 125 in West Union, Ohio to have the hitch installed (1/15/07). We requested reimbursement for the trailer hitch in April, 2014 and again in September, 2014 for the safety recall concerning the fuel tank. We were denied because it was applied "after market" according to Sierra at the Chrysler Recall Center. It has been a very good hitch (\$268.32), and we believe we should at least be paid what it would cost to have the recall repaired.

We bought five new Chrysler vehicles plus this slightly used Jeep throughout the past years. We had been pleased with the products until recently. This problem with reimbursement has turned us against any trust we may have in Chrysler's responsibility in standing behind their word.

Please reconsider reimbursing us for the hitch.

A Dissatisfied Customer,
[REDACTED]

VIN-3W [REDACTED]

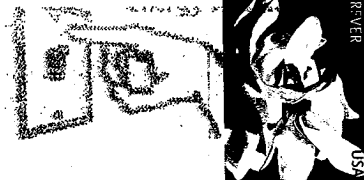
N46/NHTSA 13V-252

NM
11/12/14
CN

Piketon, Ohio
JESUS LOVES YOU!

COLUMBUS OH 431

17 OCT 2014 PM 11



Administrator, National Highway Traffic Safety Administration
1200 New Jersey Avenue S.E.
Washington, D.C. 20590

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