

October 18, 2014

Mr. Richard Thornton
Chrysler Group LLC
CIMX423-04-02
800 Chrysler Dr.
Auburn Hills, MI 48326

NOV 05 2014
NVS-200
Waterford, MI
2014 NOV -4 P 3:42
INFORMATION Redacted PURSUANT TO THE FREEDOM OF
INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)

Subject: Chrysler Recall Campaign Number N46

Dear Mr. Thornton:

The purpose of this letter is to inform you of my dissatisfaction regarding the recent recall on my 2003 Jeep Liberty.

For months, my husband and I heard about the unsafe condition of the Chrysler Jeeps due to rear crash gas tank explosions and the resulting fatalities while Chrysler and NHTSA debated a possible recall. My husband called Chrysler requesting information as to when the recall would begin and was told that they could not give us a date but that it was in the near future. This was a real concern to me and my husband due to the fact that I drove 250 miles per week going to and from work in bumper-to-bumper traffic.

My husband feared the worst and, we both, felt it was not worth risking my life waiting for Chrysler to do the right thing and initiate a recall. As such, he called Chrysler and was told that we could have a trailer hitch installed by our mechanic and if it fit your criteria we would be **reimbursed**.

We took the vehicle to Mazza Auto Service, one of the most reliable auto shops in our area and they installed a "Draw Tite Pro Series Trailer Hitch".

Approximately, two months later, we finally received a recall notice from Chrysler which stated that if we had already installed a trailer hitch on the vehicle, we were to take it to a Chrysler Dealer for inspection to ascertain if it met your requirements. Therefore, we took the Jeep to Golling Chrysler Jeep Dodge, Inc. for their inspection of the hitch and to **call us with their determination**. The **first and only** call we received was to come in and pick up our vehicle. To our surprise, the hitch had been replaced with a similar one and we were advised that our hitch did not meet Chrysler's requirements. The Golling service invoice states *"after market hitch had sharp edges and had to be removed and thred chase old holes and installed new hitch."* We have the two-month old hitch in our possession and can see NO sharp edges or defects and feel that we should be reimbursed for the \$273.63 we paid to insure our safety because of Chrysler's oversight.

We would appreciate your attention to this matter. Feeling like I've been cheated,

[REDACTED]
Enclosures: Mazda Invoice, Golling invoice, pictures of both hitches

Cc: NHTSA Headquarters, 1200 New Jersey Ave. SE, West Bldg, Washington, DC 20590



SERVICE CENTER
Phone 248-409-2400
Fax 248-409-2419

COLLISION CENTER
Phone 248-409-2460
Fax 248-409-2408

SERVICE • PARTS
2405 S. TELEGRAPH
BLOOMFIELD HILLS, MI 48302

GOLLING
CHRYSLER DODGE JEEP RAM, INC
www.golling.com



SERVICE/PARTS DEPARTMENT HOURS
MONDAY, THURSDAY: 7:00 A.M. - 9:00 P.M.
TUESDAY, WEDNESDAY, FRIDAY: 7:00 A.M. - 6:00 P.M.
SATURDAY 8:00 A.M. - 3:00 P.M.

2405 S. Telegraph Rd.
Bloomfield Hills, MI 48302
Phone (248) 334-3600 Fax (248) 409-2419
State Reg. No. F-147782

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	STATE REG. NO.
	JESSE WELCH	116170	09/19/14	E-126535
	LICENSE NO.	1758	CELL:	
	YEAR / MAKE / MODEL	137,246	CHCS	
WATERFORD, MI	03/JEEP/LIBERTY/LIBERTY 4X4		DELIVERY MILES	
	VEHICLE I.D. NO.		SELLING DEALER NO.	39
	1 7 4 G 1 4 8 K 1 3 W		PRODUCTION DATE	
	R.O. DATE			
			09/19/14	
	All repairs and parts listed were furnished in compliance with the Michigan Motor Vehicle Service and Repair Act. REPAIRS PROPERTY COMPLETED AND CHECKED BY			MILEAGE OUT

JOB# 1 CHARGES			
LABOR	WARRANTY		
J# 1 23CHZ	BODY MECH /INT	UNITS: 0.00	TECH(S):132767
N46 TRAILER HITCH			
N46 RECALL			
AFTER MARKET HIT HAD SHARP EDGES AND HAD TO BE REMOVED			
AND THRED CHASE OLD HOLES AND INSTALLED NEW HITCH			
PARTS	QTY	FP	NUMBER
	1		CBXTN461-AA
DESCRIPTION		LIST PRICE	UNIT PRICE
HITCH KIT 23001005			
TOTAL - PARTS			WARRANTY 0.00
JOB# 1 TOTALS			
JOB# 1 JOURNAL PREFIX		CHCS	JOB# 1 TOTAL 0.00
LABOR			
J# 2 26CH44INSP	PERFORM INSPECTION	UNITS: 0.00	TECH(S):132767
PERFORM INSPECTION			
AND CHECK FOR SOFTWARE UPDATES			
PERFORM 44 POINT INSPECTION			
FINISHED INSPECTION SEE VEHICLE REPORT FOR RESULTS			
JOB# 2 TOTALS			
JOB# 2 JOURNAL PREFIX		CHCS	JOB# 2 TOTAL 0.00
ESTIMATE			
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING			
ORIGINAL ESTIMATE OF \$0.00 (+TAX)			
COMMENTS			
DROP			

IMPORTANT
You may receive a questionnaire from the manufacturer in the next few weeks. If for any reason you cannot grade us "Completely Satisfied", please contact our Service Manager. Thank you

The Factory Warranty constitutes all of the warranties with respect to the sale of this item/items. Unless a separate written document showing the terms of any dealer warranty or service contact is furnished by the dealer to the purchaser, the seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.

\$25.00 per day storage fee for vehicles left longer than three days after completion date.



SERVICE CENTER
Phone 248-409-2400
Fax 248-409-2419

COLLISION CENTER
Phone 248-409-2460
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MONDAY, THURSDAY: 7:00 A.M. - 9:00 P.M.
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SATURDAY 8:00 A.M. - 3:00 P.M.

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Bloomfield Hills, MI 48302
Phone (248) 334-3600 Fax (248) 409-2419
State Reg. No. F-147782

STATE REG. NO. F-126535

CUSTOMER NO. [REDACTED]	ADVISOR JESSE WELCH	TAG NO.	INVOICE DATE 09/19/14	CELL: [REDACTED]
[REDACTED]	LABOR RATE	LICENSE NO. 116170	MILEAGE 1758	COPIES 1
[REDACTED]	YEAR / MAKE / MODEL 03/JEEP/LIBERTY/LIBERTY 4x4	MILEAGE DATE 137,246 GARNET RED/		DELIVERY MILES
WATERFORD, MI	VEHICLE I.D. NO. 1 J 4 G L 4 8 K 1 3 W	SELLING DEALER NO.		PRODUCTION DATE 39
[REDACTED]	F.T.E. NO.	R.O. DATE 09/19/14		MILEAGE OUT
All repairs and parts listed were furnished in compliance with the Michigan Motor Vehicle Service and Repair Act. REPAIRS FOR [REDACTED] COMPLETED AND CHECKED BY [REDACTED]				

MO: 137246

THANK YOU FOR ALLOWING GOLLING C.J.D. INC TO PERFORM
THE REPAIRS AND RECOMMENDED SERVICES STATED ABOVE.
IF FOR ANY REASON YOU ARE NOT COMPLETELY SATISFIED PLEASE
CONTACT JEFF FRANK AT GOLLING C.D.R.J.
248-409-2430 OR JEFFREY.FRANK@GOLLING.COM

I AGREE TO RECEIVE CALLS, TEXTS AND EMAILS PLACED ON BEHALF
OF GOLLING C.D.J.R WITH THE INFORMATION LISTED ON THIS
INVOICE/TRANSACTION.

TOTAL LABOR....	0.00
TOTAL PARTS....	0.00
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	0.00
TOTAL MISC DISC	0.00
TOTAL TAX.....	0.00

TOTAL INVOICE \$ 0.00

IMPORTANT
You may receive a
questionnaire from the
manufacturer in the next few
weeks. If for any reason you
cannot grade us "Completely
Satisfied", please contact our
Service Manager.
Thank You

CUSTOMER SIGNATURE _____

The Factory Warranty constitutes all of
the warranties with respect to the sale
of this item/items. Unless a separate
written document showing the terms
of any dealer warranty or service con-
tact is furnished by the dealer to the
purchaser, the seller hereby expressly
disclaims all warranties either express
or implied, including any implied war-
ranty of merchantability or fitness for
a particular purpose, and the seller
neither assumes nor authorizes any
other person to assume for it any
liability in connection with the sale of
this item/items.

\$25.00 per day storage fee for vehicles
left longer than three days after com-
pletion date.

MAZZA AUTO PARTS INC.

www.mazzaautoparts.com

***** MAZZA *****
***** A REAL PARTS STORE ***
***** WITH REAL HELP *****
***** REAL PEOPLE *****

Type: IVS
Prt : PRT006
Term: NET009
User: j
Loc : 1
Page: 1

Installation Customer

Cust: 20 0

CASH INVOICE:

REPRINT

07/18/2014 2:25PM

Ph:

QUANTITY	LINE	PART NUMBER	DESCRIPTION	CORE	LIST EACH	YOUR COST	EXTENSION	TAX
1	XXX	HITCH	(1)		169.95	169.95	169.95	TX
			(1) New, From Detroit Hitch					
1	999	LAB	1 Hr Labor		85.00	85.00	85.00	
			Install Trailer Hitch					
1	MIS	SS	SHOP SUPPLIES		8.00	8.00	8.00	T
Visa				273.63				

3	177.95		85.00		262.95	85.00	177.95	10.68
TOTAL UNITS	FREIGHT	LABOR	MISC.	CORE TOTAL	LIST TOTAL	NON-TAXABLE	TAXABLE	TOTAL TAX

All goods and cores must be returned in original box and be accompanied by this invoice. No returns after 30 days. Restocking charge may apply.
No returns on electrical or installed parts.

RECEIVED
BY: X

PAY THIS
AMOUNT

273.63

SERVICE or FINANCE CHARGES are applicable on past due accounts at the rate of 2% per month on amounts 30 days past due, which is equal to an ANNUAL PERCENTAGE RATE of 24%. Such charges are shown as "SERVICE CHARGE". There is no SERVICE CHARGE if accounts are paid within 30 days of the end of the month in which purchases are made.



Find us on
Facebook

STORE I
6357 HIGHLAND RD.
WATERFORD, MI 48327
248-866-2612

STORE II
5720 MAYBEE
CLARKSTON, MI 48346
248-625-6660

STORE III
3970 ORTONVILLE RD.
CLARKSTON, MI 48348
248-625-6769

STORE IV
558 SOUTH LAPEER RD.
OXFORD, MI 48371
248-866-6666

STORE V
50606 WOODWARD AVE.
PONTIAC, MI 48342
248-366-6600

AUTO REPAIRS AT MAZZA'S
6357 Highland Road
WATERFORD, MI 48327
(248) 666-2529

CUSTOMER'S ORDER NO	DATE
ORDER WRITTEN BY	PROMISED

CITY, STATE, ZIP

BUS. PHONE

EXT.

ODOMETER

YEAR	MAKE AND MODEL
1997	1997
1998	1998
1999	1999
2000	2000
2001	2001
2002	2002
2003	2003
2004	2004
2005	2005
2006	2006
2007	2007
2008	2008
2009	2009
2010	2010
2011	2011
2012	2012
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2139	2139
2140	2140
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2142	2142
2143	2143
2144	2144
2145	2145
2146	2146
21	

LICENSE NUMBER	
----------------	--

SERIAL NUMBER	
---------------	--

MOTOR NUMBER

TERMS

DESCRIPTION OF WORK

AMOUNT

☐ LUBE ☐ CHANGE OIL ☐ OIL FILTER ☐ TUNE-UP ☐ TRANS. ☐ DIFF.

Enrollment Trailer March (Hann)

55	Y
----	---

ESTIMATED COSTS

TOTAL LABOR

TOTAL PARTS

SHOP SUPPLIES

GAS, OIL AND GREASE

SUBLET REPAIRS

EPA / WASTE DISPOSAL

SHOP SUPPLIES

TAX

TOTAL

THANK YOU

NOT RESPONSIBLE FOR LOST OR STOLEN PROPERTY
LEFT IN VEHICLE WHILE HERE FOR REPAIR INCLUDING,
CB'S, RADIO'S, ETC. LEAVE AT YOUR OWN RISK. THIS IS
NOT A BAILMENT.

TOTAL PARTS

PARTS

LABOR

	TOTAL
--	-------

I hereby authorize the above repair work to be done along with the necessary materials. You and your employees may operate above vehicle for purposes of testing, inspection, or delivery at my risk. An express mechanics lien is acknowledged on above vehicle to secure the amount of repairs thereto. It is also understood that you will not be held responsible for loss or damage to cars or articles left in cars in case of fire, theft or any other cause beyond your control.

☐ RETURN PARTS
☐ DISCARD PARTS

REVISÉD ESTIMATE/ADDITIONAL WORK

PARTS

LABOR	
-------	--

TOTAL	100
-------	-----

AUTHORIZED BY

DATE _____

TIME

CALL BY	
---------	--

☐ IN PERSON

☐ BY PHONE	
PHONE NUMBER	

MAZZA AUTO PARTS

2004 Jeep Truck Liberty 4WD V6-3.7L VIN K

Vehicle » Accessories and Optional Equipment » Trailer Hitch » Technical Service Bulletins » All Technical Service Bulletins » Recall 13V252000: Fuel Tanks Leak Upon Rear Impact

REPORT RECEIPT DATE: Jun 19, 2013

NHTSA CAMPAIGN NUMBER: 13V252000

COMPONENT(S): Fuel System, Gasoline, Structure

POTENTIAL NUMBER OF UNITS AFFECTED: 1,560,000

ALL PRODUCTS ASSOCIATED WITH THIS RECALL

VEHICLE MAKE MODEL	MODEL YEAR(S)
--------------------	---------------

Jeep	Grand Cherokee 1993-1998
------	--------------------------

Jeep	Liberty 2002-2007
------	-------------------

DETAILS

2 Associated Documents

MANUFACTURER: Chrysler Group LLC

SUMMARY:

Chrysler Group LLC (Chrysler) is recalling certain model year 1993-1998 Jeep Grand Cherokee and 2002-2007 Jeep Liberty vehicles. The fuel tanks in these vehicles are at risk of failure and leakage in certain rear impacts.

CONSEQUENCE:

A fuel leak in the presence of an ignition source may result in a fire.

REMEDY:

Chrysler will notify owners, and dealers will inspect the rear structure. On vehicles in the recall that are not equipped with a tow hitch, Chrysler will install a Chrysler designed tow hitch free of charge, provided the condition of the vehicle can support proper installation. On vehicles in the recall that are equipped with an aftermarket tow hitch, Chrysler will assess whether the hitch and surrounding areas show evidence of sharp edges or other puncture risks. If so, Chrysler will replace the tow hitch with a Chrysler designed tow hitch free of charge, provided the condition of the vehicle can support proper installation. On vehicles already equipped with a Chrysler designed tow hitch, Chrysler will inspect the area around the tow hitch installation, and if any installation issues are identified, they will be repaired free of charge. The recall is expected to begin in July 2013. Owners may contact Chrysler at 1-800-247-9753. Chrysler's recall campaign numbers are N45 (for the Grand Cherokee vehicles) and N46 (for the Liberty vehicles).

NOTES:

Owners may also contact the National Highway Traffic Safety Administration Vehicle Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153), or go to www.safercar.gov.

RECEIVER HITCH APPLICATION GUIDE

MODEL/STYLE	YEAR	CLASS I/II						CLASS III/IV/V						
		200-300 lbs. TW			2,000-3,500 lbs. GTW			350-2,500 lbs. TW			3,500-18,000 lbs. GTW			
		PC	REC TYPE	HITCH PART #	FOOTNOTES	DRAW BAR	IN	PC	REC TYPE	HITCH PART #	FOOTNOTES	WC	WD	IN
JEEP (Continued)														
Grand Cherokee All, Except Models w/OEM Tow Hook	2014							29	PR	44650	Ø,GP	500/5,000	750/7,500	20
Grand Cherokee Models w/OEM Tow Hook	2014							P19	PS3	51195	Ø,GP	500/5,000	750/7,500	20
								29	MF	75699	Ø,GP	500/5,000	750/7,500	20
								29	CL3	87595	Ø,JP,GP	500/5,000	750/7,500	20
								29	PR	44650	Ø,AL,GP	500/5,000	750/7,500	40
								P19	PS3	51195	Ø,AL,GP	500/5,000	750/7,500	40
Grand Wagoneer	1993	40	FH	36163	Ø,1,GP	36071	30	29	MF	75699	Ø,AL,GP	500/5,000	750/7,500	40
								29	CL3	87595	Ø,JP,AL,GP	500/5,000	750/7,500	40
								44	PR	33006	Ø,GP	300/3,500	500/5,000	45
								44	PR	44093	Ø,GP	300/3,500	500/5,000	20
								P29	PS3	51010	Ø,GP	300/3,500	500/5,000	20
Liberty	02-04	41	FH	36303	Ø,GP	36071	15	44	MF	75041	Ø,GP	500/5,000	750/7,500	40
								44	CL3	87567	Ø,GP	500/5,000	750/7,500	35
								45	PM	37053	Ø,GP	400/4,000	500/5,000	20
								52	MF	37152		500/5,000	600/6,000	35
								45	PR	44082	Ø,GP	500/5,000	750/7,500	20
Liberty	05-07	41	FH	36303	Ø,GP	36071	15	P21	PS3	51054	Ø,GP	500/5,000	750/7,500	20
								45	MF	75128	Ø,GP,TM	750/5,000	750/7,500	15
								45	CL3	87006	Ø,JP,GP,TM	750/5,000	750/7,500	15
								45	PM	37053	Ø,GP	400/4,000	500/5,000	20
								52	MF	37152		500/5,000	600/6,000	35
Liberty w/Factory 7-Way Liberty	2008	37	CH2	36451	Ø,HM	36071	15	45	PR	44082	Ø,GP	500/5,000	750/7,500	20
		37	CH2	90168	Ø,HM	36071	15	P21	PS3	51054	Ø,GP	500/5,000	750/7,500	20
								45	MF	75128	Ø,GP,TM	750/5,000	750/7,500	15
								45	CL3	87006	Ø,JP,GP,TM	750/5,000	750/7,500	15
								45	RT	44585	Ø,HM	500/5,000	750/7,500	20
Liberty w/Factory 7-Way Liberty	2008	37	CH2	36451	Ø,HM	36071	15	45	RT	75578	Ø,HM	500/5,000	750/7,500	20
		37	CH2	90168	Ø,HM	36071	15	45	RT3	87450	Ø,JP,HM	500/5,000	750/7,500	20
								45	RT	44585	Ø,HM	500/5,000	750/7,500	20
								45	RT	75578	Ø,HM	500/5,000	750/7,500	20
								45	RT3	87450	Ø,JP,HM	500/5,000	750/7,500	20
Liberty w/Factory 7-Way	09-12			N/A										
Patriot	2007	29	FH	36423	Ø,GP	36061	15	34	PR	44661	Ø,GP,TU	525/3,500	0	15
		29	CL2	90156	Ø,GP	36061	15	P21	PS3	51085	Ø,GP	350/3,500	0	15
								34	MF	75712	Ø,GP,TU	525/3,500	0	15
								34	CL3	87606	Ø,JP,GP,TU	525/3,500	0	15
								34	PR	44661	Ø,GP,TU	525/3,500	0	15
Patriot	08-10	29	FH	36423	Ø,GP	36061	15	P21	PS3	51085	Ø,GP	350/3,500	0	15
		29	CL2	90156	Ø,GP	36061	15	34	MF	75712	Ø,GP,TU	525/3,500	0	15
								34	CL3	87606	Ø,JP,GP,TU	525/3,500	0	15
								34	PR	44661	Ø,EP,GP,TU	525/3,500	0	30
								P21	PS3	51085	Ø,EP,GP	350/3,500	0	30
Patriot	11-14	29	FH	36423	Ø,EP,GP	36061	30	34	MF	75712	Ø,EP,GP,TU	525/3,500	0	30
		29	CL2	90156	Ø,EP,GP	36061	30	34	CL3	87606	Ø,JP,EP,GP,TU	525/3,500	0	30
Scrambler Except w/Optional 20 Gallon Gas Tank	81-86							34	CL3	87001		350/3,500	0	15

† = Available while supply lasts.

AI = Additional installation time required.

EP = Fascia trimming required.

GP = Hitch cross tube concealed behind bumper.

HM = Hitch cross tube is visible beneath bumper.

JP = J-Pin Ready Receiver.

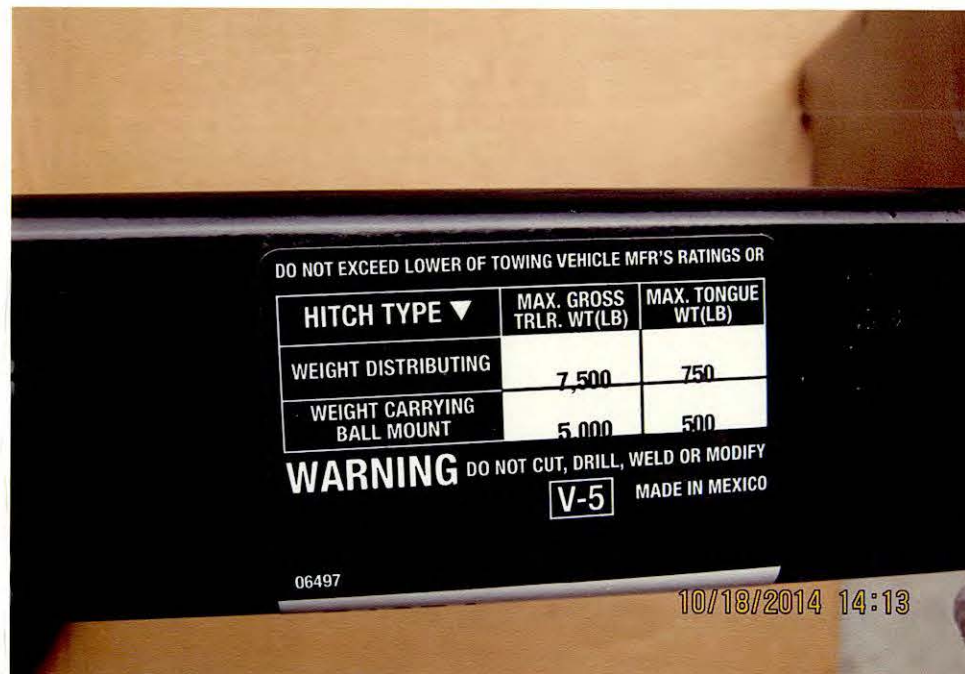
Ø = Uses all existing holes. No drilling required.

TU = Hitches produced before 01/04/12 are rated at 500/5000 WC & 750/7500 WD.

TU = Hitches produced before 07/24/12 are rated at 350/3500 WC.

Draw-Tite Hitches Are In Black Text, Reese Hitches Are In Blue Text, Hidden Hitch Hitches Are In Red Text, Pro Series Hitches Are In Purple Text, Common Hitches Are In Green Text

MAZZA



GOLLING



Waterford, M

METROPLEX

27 OCT 2014



NHTSA Headquarters
1200 New Jersey Ave. SE
West Building
Washington, DC 20590

20590

