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

[REDACTED]
Souderton, PA [REDACTED]
November 21, 2014

Administrator
National Highway Traffic Safety Administration
1200 New Jersey Ave., S.E.
Washington, DC 20590

DEC -2 2014

Re: Jeep Liberty Safety Recall N46/NHTSA 13V-252

To whom it may concern:

Recently our 2005 Jeep Liberty was part of this ongoing recall. Our reason for writing this letter is to make you aware of Chrysler's untimely service and failure to provide the financial responsibility that Chrysler should.

We received notice of the upcoming recall in December of 2013. Chrysler, however, was not able to check our vehicle until they had receivers in stock, even though we had an aftermarket receiver installed. Originally, we were told by a Chrysler employee at the number provided in the notice, that if our receiver was satisfactory, we would be reimbursed, if not, they would install a Chrysler receiver. In October of 2014, almost one year later, they finally were able to setup an appointment. We were told by the dealership that our receiver was better than what Chrysler could supply and we should submit our receipt for reimbursement. In the weeks following, Chrysler denied the reimbursement. After talking to numerous Chrysler representatives, they would neither reimburse us nor provide us with the Chrysler branded receiver.

One of the reasons we were told was that the notice stated "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". That is clearly stated and defines how the OEM receivers will be handled. However, the notice failed to define how the installation of an aftermarket hitch would be handled. Since obviously Chrysler was unable to design this from the start in a safe manner, and then unable to provide a proper fix in a timely fashion, it is only reasonable that Chrysler takes responsibility and reimburses for an OEM or aftermarket receiver.

Due to the safety issues involved in this nationwide recall, it is very important for the Chrysler Corporation to stand behind its product and provide financial responsibility for the sub-par product. If Chrysler were to install a new hitch, they would be doing so. If Chrysler is going to state that an aftermarket receiver is acceptable, the company should be willing to reimburse for such a receiver. It is not fair that a company financially take care of consumers who have not needed a hitch, but will not take financial responsibility for those who have already needed a hitch.

Hopefully, with the help of the NHTSA, this matter can be resolved and the reimbursements can be issued to the consumers who are deserving of such. Please feel free to contact us at [REDACTED]

Sincerely,

[REDACTED]

Souderton, PA

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