

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



CL-10747365-4851

NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES

BUSINESS REPLY MAIL
FIRST-CLASS MAIL PERMIT NO. 9941 DETROIT MI

POSTAGE WILL BE PAID BY ADDRESSEE

RECALL ADMINISTRATION 482-00-85
PO BOX 218008
AUBURN HILLS MI 48321-9959

STILL own's Jeep
AND drive IT today
the best Jeep she
was ever had.
- cell

AUG -5 2015

"She had 10 days to get help"
Frist recall was before Oct 29-14



My question is why couldn't Chrysler dealer AT
814-266-2345 do the job in the first place, because the
bolt was on vehicle since new. Now Frist recall they refuse
to help this woman. Now over due again, and no other recall
and this lady could of died but didn't today July 27, 2015
and if this lady took Jeep back there, still would be
no-help here for her because there would be 'negligence'
done twice. So why would you have a recall and turn
people away and let them go get hurt or die before
she gets help. Please let her or [REDACTED] know
because I'll be fighting for a new Jeep for what you did.
I thank God she or anyone else didn't die. Must know
with in 30 days of send letter. WAS AGAIN ON CH-6, 6:30 PM news.
Plus 7 PM news July 27-2015. AND IT WAS THE MANUFACTURER fault,

ET
8/5/15
SMD

WAS Told could get new jeep
This lady could die before
she got help
Why
Today date
July 27-2015



LAUREL

CHRYSLER / JEEP / HYUNDAI
1880 Bedford St. • Johnstown, PA 15902
CHRYSLER FIVE STAR DEALER
Phone (814) 266-2345

SALIX, PA

SERVICE ADVISOR JOSIAH KOVAC

REPAIR ORDER WRITTEN	DATE READY	STOCK NO.	VEHICLE IDENTIFICATION	CUST. NO.	TAG NO.	P.O. NO.	INVOICE PRINTED	INVOICE NO.
29OCT14	29OCT14		1J4GZ78Y5VC				29OCT14	
TIME IN	TIME READY	YEAR	MAKE & MODEL	TELEPHONE NO.	CUST. PAY LABOR RATE	DELIVERY DATE	PREPARED BY	S/A
		97	JEEP GRAND CHEROKEE			01JAN97	139	139
MILEAGE IN	MILEAGE OUT	LICENSE NO.						
155789	155789							

A N45
CAUSE:
13N45181 INSPECT VEHICLE FOR TRAILER
HITCH, FRAME CORROSION
44 W (N/C)
13N45153 DOCUMENT VEHICLE WITH LEVEL 5
FRAME CORROSION OR DAMAGE
44 W (N/C)
Chrysler put bolt on, not
liable for recall. But refuse
to fix problem for her.
WAS Told issued in accordance
with Federal Law. I
did not have any money to pay
someone to do this. I got 500.00
month to live on.

I will bring
charges
I drive in Te
Now Mrs. [redacted] told
dealer. She did, was told
can not put bolt on and
Chrysler put bolt off and
we can not do work even
Administrator National Highway
Safety tell us. So Mrs. [redacted]
was died to when she asked
Jeep for help, so she wait 6:30 PM
Now today there was wrong doing
done July 27-2015 and died
today she could of died
Negligence
No help
when asked

** PRE-INVOICE **	
DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS,OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	0.00
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

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

Drivers Side bolt closest to the bumper
you people did wrong to
Re play. 500.00

ON BEHALF OF SERVING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.

(SIGNED)

DEALER, GENERAL MANAGER OR AUTHORIZED PERSON

DATE

CUSTOMER COPY

Service Procedure (Continued)**RECALLS N45, N46 and N47****LEVEL 5 CORROSION / COLLISION DAMAGE****UNABLE TO COMPLETE RECALL**

Select the Recall that applies to the below VIN.

☒ Recall N45☐ Recall N46☐ Recall N47

VIN (last 8 digits):

VC [REDACTED]

Repair Order #:

[REDACTED]

Inspection Date:

10/29/14

Dealer Code:

67293

Dealer Contact &
Phone Number:

814-266-2345

Level 5 Corrosion/Collision Damage - Inspection revealed damage or deterioration near the hitch attachment points are incapable of supporting the proper installation of the hitch.

Reason for
Denial:
Level 5
Corrosion/
Collision
Damage
Inspection
Revealed

Frame bolt dislodged inside frame cannot remove
to mount hitch

They said they CAN-NOT take bolt off
why

By signing, Customer is acknowledging that he/she has been advised by the Service Manager that, due to the existence of Level 5 Corrosion/Collision Damage, the condition of the vehicle (identified by VIN above) does not allow the installation of a Chrysler OEM hitch assembly or replacement mounting bolts. Customer further acknowledges that he/she has been advised what, if any, repairs (at customer's expense) are needed before installation can be performed.

Customer's Name:

[REDACTED]

Customer's Signature:

[REDACTED]

Date:

10/29/14

Service Manager:

Craig Eagleson

Service Manager's
Signature:

[REDACTED]

Customer provided the document explaining
Level 5 Corrosion/Collision Damage detail

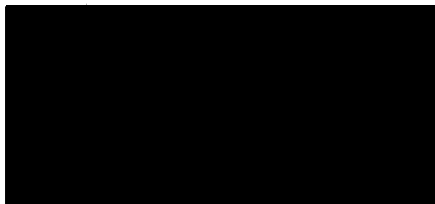
☒ Yes ☐ No

Customer signature acquired

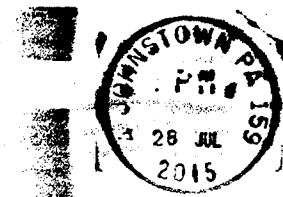
☒ Yes ☐ No

Date:

[REDACTED]



SALIX Pa.



Administrator, National Highway Traffic Safety
Administration,
1200 New Jersey Ave.,
SE, Washington, DC.

20590

