

CL-10816102-8547

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

Semmes, AL

PH:

November 16, 2015

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

DEC 1 - 2015

Re: Safety recall on ORC module for 2002 Jeep Grand Cherokee (R06/NHTSA 15V-046)

Dear Administrator:

In January, 2015, I received notice from FCA Chrysler Automobiles that repairs made to my vehicle in the initial safety recall, were insufficient in solving the OCR module issues. The notice further instructed me to contact my local Jeep/Chrysler dealer to schedule an appointment for the additional repairs.

I called the local dealer to schedule said repairs and was told they did not have the necessary parts in stock at this time, but to continue checking back with them.

In February, 2015, I took a copy of the safety recall and my vehicle to the local dealer, at the address below:

AutoNation Chrysler/Dodge/Jeep/RAM
3118 Government Blvd.
Mobile, AL 36606
PH: 251.202.2253

I was told at that time that they still did not have the necessary parts in stock to perform the necessary repair. They went ahead and set up an appointment for me at 8:00 am, September 21, 2015, apparently thinking they should have the parts by then.

On Friday, September 18, 2015, I called the dealership to make sure they did indeed have these parts in stock, before bringing my vehicle in for the scheduled appointment on the following Monday, 09/21/15.

Again, I was told the necessary parts were not in stock, but they would set me up another appointment (March 02, 2016 at 9:30 am), in hopes they would have the parts in stock by then.

Your letter suggests that written complaint should be made to NHTSA if required repairs are not be made in a timely manner. Under any circumstances, 14 months is anything BUT handling a situation in a timely manner and, if the willingness to fulfill this obligation so far is any indication, I certainly will be surprised if the parts are in stock by 03/02/2016.

This, as your letter states, is an IMPORTANT SAFETY RECALL. I should think all efforts to perform the repairs would be scheduled and completed immediately.

I consider the safety of my family, myself and any other person(s) or property that may be compromised due to an accident caused by the inadvertent airbag deployment of my vehicle, extremely important and think that FCA US LLC, as well as your dealers, would absolutely agree.

Your letter states that you are sorry for any inconvenience, but are sincerely concerned about my safety.

To date, all evidence points to that not being true.

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IMPORTANT SAFETY RECALL

R06 / NHTSA 15V-046

This notice applies to your vehicle (VIN: 1J4GW48S82C [REDACTED]).

This interim notification letter is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act.

Dear [REDACTED]

FCA US LLC has decided that a defect, which relates to motor vehicle safety, exists in certain 2002 and 2003 model year Jeep Liberty models; 2002 through 2004 model year Jeep Grand Cherokee models; and 2003 and 2004 model year Dodge Viper models.

The problem is...

The airbag system Occupant Restraint Control (ORC) module on your vehicle may experience a front airbag and/or seatbelt pretensioner inadvertent deployment. An inadvertent deployment while driving could distract the driver and cause a crash without warning.

NOTE: All involved vehicles must have the Occupant Restraint Control (ORC) module replaced. If you already had M35 (12V-527) or N13 (13V-040) completed, recall R06 must still be completed once parts become available. The original repair for M35 (12V-527) or N13 (13V-040) has helped to address the concern, but does not satisfactorily eliminate the potential for inadvertent airbag deployments. If you still have safety recall M35 (12V-527) or N13 (13V-040) in "OPEN" status, please schedule your service appointment with a Chrysler dealer to perform the repair. The interim remedy will take about two hours to complete. However, additional time may be necessary depending on service schedules.

What your dealer will do...

FCA intends to repair your vehicle free of charge (parts and labor). However, the parts required to provide a permanent remedy for this condition are currently not available. FCA is making every effort to obtain these parts as quickly as possible. FCA will contact you again by mail, with a follow-up recall notice, when the remedy parts are available.

What you must do to ensure your safety...

Once you receive your follow-up notice in the mail, simply contact your Chrysler, Jeep or Dodge dealer right away to schedule a service appointment.

If you need help...

If you have questions or concerns which your dealer is unable to resolve, please contact the FCA Recall Assistance Center at 1-800-853-1403.

Please help us update our records by filling out the attached prepaid postcard if any of the conditions listed on the card apply to you or your vehicle. If you have further questions go to recalls.mopar.com.

If you have already experienced this specific condition and have paid to have it repaired, please send your original receipts and/or other adequate proof of payment to the following address for reimbursement: FCA Customer Assistance, P.O. Box 21-8007, Auburn Hills, MI 48321-8007, Attention: Reimbursement. Once we receive and verify the required documents, reimbursement will be sent to you within 60 days.

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, 1200 New Jersey Ave., S.E., Washington, DC 20590, or call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153), or go to <http://www.safercar.gov>.

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

Customer Services / Field Operations
FCA US LLC

Note to lessors receiving this recall: Federal regulation requires that you forward this recall notice to the lessee within 10 days.




Semmes, AL

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National Highway Traffic Safety Administration
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Washington, DC 20590

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