

DL-10849529-7543

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

FEB 23 2015

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

02/11/16

Re: Safety Recall RO6/NTSA/15V-046 Notification M34 J14 for Jeep Grand Cherokee

I received the attached RO6 Recall Notification, and wish to advise that on three occasions in September 2015 had to return to the dealer. On arrival I was informed that the parts were not available, despite having made the appointments beforehand. I was informed that I would be notified when the RO6 part was on hand, but as of this date I have still not been so advised.

I wish to place this on record as it is of no use receiving notifications of recalls if unable to rectify the problem.

Please advise me what I can do to rectify this problem.

Yours sincerely,


Las Vegas , NV 

NM
31016
SMD

IMPORTANT SAFETY RECALL

R06 / NHTSA 15V-046

This notice applies to your vehicle (VIN: 1J4GW58J64C [REDACTED])

This notice 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.

What your dealer will do... FCA will repair your vehicle free of charge. To do this, your dealer will replace the Occupant Restraint Control module. The work will take about two hours to complete. However, additional time may be necessary depending on service schedules.

What you must do to ensure your safety... Simply contact your Chrysler, Jeep, Dodge or RAM dealer right away to schedule a service appointment. Please bring this letter with you to your dealer.

If you need help... If you have questions or concerns which your dealer is unable to resolve, please contact the FCA Group Recall Assistance Center at either fcarecalls.com or 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 fcarecalls.com.

If you have already experienced this specific condition and have paid to have it repaired, you may visit www.fcarecallreimbursement.com to submit your reimbursement request online or you can mail your original receipts and proof of payment to the following address for reimbursement consideration: **FCA Customer Assistance, P.O. Box 21-8004, Auburn Hills, MI 48321-8007, Attention: Recall Reimbursement.** Once we receive and verify the required documents, reimbursement will be sent to you within 60 days. If you've had previous repairs and/or reimbursement you may still need to have the recall repair performed on your vehicle.

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 you can call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153), or go to 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.

Ask your dealer about the following notification(s). Our records indicate that your vehicle also requires repair for notification(s): **M35 J14**

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.



CHRYSLER



DODGE



Jeep



SRT



**SAFETY RECALL M35 / NHTSA 12V-527
OCCUPANT RESTRAINT CONTROL MODULE FILTER CIRCUIT**

Dear: (Name)

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

Chrysler has decided that a defect, which relates to motor vehicle safety, exists in some **2002 and 2003 model year Jeep® Liberty vehicles.**

The problem is... The airbag system Occupant Restraint Control (ORC) module on your vehicle (VIN: xxxxxxxxxxxxxxxxx) 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.

What your dealer will do... Chrysler will repair your vehicle free of charge (parts and labor). To do this, your dealer will install an ORC module filter circuit. The work will take about one hour to complete. However, additional time may be necessary depending on service schedules.

What you must do to ensure your safety... Simply contact your Chrysler, Jeep, or Dodge dealer right away to schedule a service appointment. Ask the dealer to hold the parts for your vehicle or to order them before your appointment. **Please bring this letter with you to your dealer.**

If you need help... If you have questions or concerns which your dealer is unable to resolve, please contact the Chrysler Group 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. You may also update this information on the web at
CCCCCCCCCCCCCCCCCCCCCCCCCCCC

If you have already experienced this 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: Chrysler 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
Chrysler Group LLC
Notification Code M35

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

SAHARA

LAS VEGAS

5050 West Sahara Ave. - Las Vegas, NV 89146
 (702) 479-2121 - Fax: (702) 479-2125

SERVICE DEPARTMENT HOURS
 7:00 a.m. to 6:00 p.m.
 Monday - Friday
 8:00 a.m. to 5:00 p.m. Saturday

R/O Open Date	R/O Number
9/15/15	
R/O Close Date	Status
9/15/15	Pre-Invoice
Mileage In	Mileage Out
60545	60545
Service Advisor / Tag #	

LAS VEGAS, NV			Work Phone	TROY WILLOUGHBY/	
			Home Phone	Vehicle Identification Number	
				1J4GW58J64C	
				Delivery Date	In-Service Date
Year	Make	Model	Body	Color	License Number
2004	JEEP	GRAND CHEROKE			

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
#1 - W6: ELECTRICAL/BODY PERFORM OPEN RECALL M35 ORC FILTER PARTS ARE IN Installed CBXTM353AB :WIRING: JUMPER Qty: 1 INSTALLED ORC MODULE JUMPER HARNESS PER RECALL 08-M3-51-83 .7HRS Warranty	

#2 - MULTI 1: PERFORM MULTI POINT COURTESY INSPECTION	

#3 - W4: CHASS PERFORM OPEN RECSALL N47 REAR STRUCTUAL ENHANCMENT FACTORY EQUIPPED HITCH NO FURHTER ACTION NEEDED, R ECALL DOES NOT APPLY	

#4 - W6: ELECTRICAL/BODY PERFORM OPEN RECALL R06 ORC MODULE PARTS ARE IN NO PARTS AVAIABLE	

#5 - WASH: PERFORM SERVICE EXTERIOR WASH	

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. I hereby authorize the repair work hereinafter 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 the 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 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.

DISCLAIMER OF WARRANTIES: Any warranties on the products sold hereby are those made by the manufacturer. 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 said products. Any limitation contained herein does not apply where prohibited by law.

LABOR	.00
PARTS	.00
DEDUCTIBLE	.00
SUBLET	.00
SHOP SUPPLIES	.00
HAZARDOUS MATERIALS	.00
SALES TAX OR TAX I.D.	.00
SPECIAL ORDER DEPOSIT	.00
DISCOUNTS	.00
TOTAL DUE	.00

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

X



SAHARA LAS VEGAS

5050 West Sahara Ave. - Las Vegas, NV 89146
(702) 479-2121 - Fax: (702) 479-2125

SERVICE DEPARTMENT HOURS
7:00 a.m. to 6:00 p.m.
Monday - Friday
8:00 a.m. to 5:00 p.m. Saturday

R/O Open Date	R/O Number
9/15/15	
Time Received	Time Promised
7:58	9/15 17:00
Current Mileage	Mileage Out
60545	
Estimate of Repairs	Service Advisor / Key Tag #
	TROY WILLOUGHBY /

LAS VEGAS, NV		Work Phone	Vehicle Identification Number		
			1J4GW58J64C		
		Home Phone	Delivery Date	In-Service Date	
Year	Make	Model	Body	Color	License Number
2004	JEEP	GRAND CHEROKE			

Job Number	Description of Work	Code
1.	ELECTRICAL/BODY PERFORM OPEN RECALL M35 ORC FILTER PARTS ARE IN	W6 WARR-CHRYSLER

Job Number	Description of Work	Code
2.	PERFORM MULTI POINT COURTESY INSPECTION	MULTI 1 Internal

Job Number	Description of Work	Code
3.	CHASS PERFORM OPEN RECALL N47 REAR STRUCTURAL ENHANCMENT	W4 WARR-CHRYSLER

Job Number	Description of Work	Code
4.	ELECTRICAL/BODY PERFORM OPEN RECALL R06 ORC MODULE PARTS ARE IN	W6 WARR-CHRYSLER

Job Number	Description of Work	Code
5.	PERFORM SERVICE EXTERIOR WASH	WASH Internal

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE

"I hereby authorize the repair work above 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 the 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 or your employees permission to operate the vehicle herein described on streets, highways, or elsewhere for testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto."

DISCLAIMER OF WARRANTIES.

Any warranties on the products sold hereby are those made by the manufacturer. 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 said products. Any limitation contained herein does not apply where prohibited by law.

X



Las Vegas, NV



Liberty
FOREVER

THE ADMINISTRATOR
NATIONAL HIGHWAY TRAFFIC SAFETY ADMINISTRATION
1200 NEW JERSEY AVE., S.E.
WASHINGTON, DC 20590.

20590-

