

CL 10882221-5713

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

June 22, 2016

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

JUN 28 2016

RE: Airbag System Occupant Restraint Control (ORC) Module  
2004 Jeep Grand Cherokee  
VIN: 1J4GX48S04C [REDACTED]

To Whom It May Concern:

I received a safety recall notice for the above noted problem several months ago. I have tried repeatedly to remedy the problem by contacting and even physically visiting the nearest Jeep Chrysler dealer to my home, Santa Monica Jeep Chrysler Dodge Ram, 3219 Santa Monica Boulevard, Santa Monica, CA 90404; telephone (310) 829-3200.

The service advisor at this dealership, Arsen Abramyan, has continuously indicated to me that the dealership simply is not receiving the replacement part from Jeep Chrysler and, therefore, cannot help me. And, yet, the recall notice specifies that Jeep Chrysler is "sincerely concerned about my safety."

My Jeep Grand Cherokee is 16 years old and has approximately 130,000 miles on it. In addition, it is not garaged and, therefore, is subject to the rather high temperatures associated with Southern California during most of the year. It is my understanding that both the age of the vehicle and the fact that it often is in rather hot conditions are risk factors for the problems experienced with the airbag system.

I am asking that the problem be remedied as soon as possible as I am quite afraid that there will be a problem if my vehicle is compromised in any way, particularly in an accident.

I will appreciate your immediate attention to this matter as well as a response from you.

Sincerely

[REDACTED]

[REDACTED]

Copy of Recall Notice Enclosed

[REDACTED]  
[REDACTED] Santa Monica, CA [REDACTED]  
[REDACTED]

NM  
7116  
SMD

## IMPORTANT SAFETY RECALL

R60 / NHTSA 15V-673

This notice applies to your vehicle (VIN: 1J4GX48S04C [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 **2003 model year Jeep Liberty vehicles and 2004 model year Jeep Grand Cherokee vehicles.**

**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](http://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](http://fcarecalls.com).

If you have already experienced this specific condition and have paid to have it repaired, you may visit [www.fcarecallreimbursement.com](http://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.

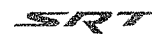
If your dealer fails or is unable to remedy this defect without charge and within a reasonable time, you may submit a written complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Ave., S.E., Washington, DC 20590, or you can call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153), or go to [safercar.gov](http://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): N47

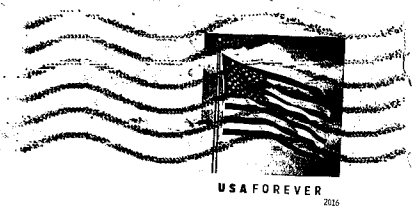
Customer Services / Field Operations  
FCA US LLC

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



[Redacted]  
Santa Monica, CA [Redacted]

LOS ANGELES CA 900  
23 JUN 2015 PM 5:1



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

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