

NEF-010
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INFORMATION Redacted PURSUANT TO THE FREEDOM OF
INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)

November 29, 2016

RE: 2004 Jeep Grand Cherokee

VIN: 1J4GW48SX4C [REDACTED]

DEC -9 2016

I received a recall notice for my 2004 Jeep Cherokee (R60/NHTSA 15V-673) & (N47)

After calling FCA and a Dealership "close" to me, I realize that I am not able to have these recalls taken care of. For one, I live on a different island in Hawaii and have NO dealerships close to me other than on a different island. From what I was told by the customer service representative and a Chrysler technician (I was transferred to them) that they would not cover the shipping charges to ship my Jeep to a different island to get these recalls done. I even called Jim Falk Chrysler Motors dealership on the island of Maui to see if they could assist me. He (manager of the service department) also said that these recalls need to be done at the dealership and that they would not cover the shipping charges to and from my island to get them done.

Why can't Chrysler assist the dealership to have a technician come to our island and do these recalls? To ship our Jeep to a different island can cost anywhere from \$300-\$600 one way, depending on the origin and destination.

So, I am safe to assume that if anything happens to me or my husband while driving our Jeep that involves the airbag system or the trailer hitch, we have every right to sue Chrysler and the FCA because we could not get assistance to get the recalls done.

So, what are we supposed to do? I guess we are supposed to wait till something happens and someone gets hurt or dies...then maybe someone will do something to help.

I would appreciate any type of assistance on this matter.

Thank you

[REDACTED]

DT
12/5/16
SMD

Maunaloa, Hawaii

HONOLULU HI 967

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ATTN: ~~ADMINISTRATOR~~ 