

NTF-010

CL-11021349-7952

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

September 2, 2017

SEP 15 2017

Dear N.H.T.S.A.,

Please find enclosed information about a recall on my 2003 Jeep Liberty. I first tried to have the recall done in Athens at Taylor Motors who said they would call back when they got the part. I never heard from them and actually forgot about the recall. Then I received the urgent recall postcard and contacted Mark Porter Chrysler Dodge Jeep Ram and was asked to please call back since they didn't yet have the right software to tell them what module was needed for replacement. When I called they asked for the VIN and said they were unable to determine the correct module and that I needed to bring the car to them so they could hook up their computer to determine which module. I made an appointment for August 9 and took the car in. After about an hour the service manager told me that their computer couldn't read the car's computer code. I was told I would have to pay an initial \$99 to start to diagnose the issue. I refused this.

The point is that Chrysler Jeep wants me to pay for their inability to repair this passenger air-bag. They claim they are concerned for my safety and that this recall will be at their expense, yet want me to pay them to figure it out. The service manager said that the diagnostic wasn't included in the recall. The fact that they don't know what part type is needed is not my fault.

I hope you can help me with this problem.

Thank you for your time.

[Redacted]
Athens, Ohio [Redacted]
[Redacted]

AM
10-2-17
LD

RR



OCCUPANT RESTRAINT CONTROL MODULE

IMPORTANT SAFETY RECALL

R06 / NHTSA 15V-046

This notice applies to your vehicle (VIN: 1J4GL48K03W [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.

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.



150050/#77650/R06-3D



150050/#77650/R06-3D

**PLEASE HELP US UPDATE OUR RECORDS
IF ANY OF THE FOLLOWING CONDITIONS APPLY**

VIN (Last 8 Characters of Vehicle
Identification Number)

Notification Code

3W

R06

This service was previously performed on my vehicle (check one if applicable):

- ☐ My vehicle was inspected and found to be ok.
☐ My vehicle was repaired.

This vehicle was (check one if applicable):

- ☐ scrapped ☐ stolen ☐ exported

This vehicle was sold to (check one if applicable):

- ☐ A dealer, or someone whose name and address is unknown.
☐ Someone other than a dealer (type or print the new owner's name and address below).

Date of sale: _____

Updated name and address (type or print the new owner's name and address or your new name and/or address if it has changed):

Owner's title (check one if applicable):

- ☐ Mr. ☐ Miss ☐ Mr. & Mrs. ☐ Dr.
☐ Mrs. ☐ Ms. ☐ Rev. ☐ Business

First Name _____ MI _____

Last Name _____

Street Address _____

City _____

State _____ Zip Code _____

Email Address _____

ATHENS, OH

3W

R06

150050



308 E Main St - Pomeroy, OH 45769
(740) 992-4477

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

R/O Open Date	8/09/17	W/O Number	
R/O Close Date	8/09/17	Status	Pre-Invoice
Mileage In	187784	Mileage Out	187784
Service Advisor / Tag #			
TYLER FRENCH			
Vehicle Identification Number		1J4GL48K03W	
Delivery Date		In-Service Date	
Color		License Number	
Year	Make	Model	Body
2003	JEEP	LIBERTY	4DR SPORT 4WD

ATHENS, OH

DESCRIPTION OF SERVICE AND PARTS

#1 - RECALL: RECALL
RECALL R06 ORC MODULE
Tech: MCGRATH, BRADLEY (MCG)
COULD NOT COMMUNICATE WITH ORC MODULE TO
RETRIEVE DTC S. UNABLE TO PERFORM RECALL WITHOUT
DTC S. ESTIMATE GIVEN TO CUSTOMER TO DIAG ISSUE.
CUSTOMER DECLINED ALL REPAIRS.

AMOUNT

Warranty



URGENT
Uncompleted Recall Notification

Fiat Chrysler Automobiles USA is required to notify you about product safety defects or recalls. It has been noted that the following recall has not been completed on the vehicle below:

2003 JEEP LIBERTY
1J4GL48K03W
RECALL # R06
ORC MODULE

1073

What you should do: Please take your vehicle along with this recall notice to Mark Porter Chrysler Dodge Jeep Ram, 308 East Main Street, Pomeroy, Ohio 45769 for immediate repair. This repair will be performed free of charge. Recall questions? (740) 992-4477.

To schedule an appointment at Mark Porter Chrysler Dodge Jeep Ram, call our **RECALL HOTLINE (740) 992-4477**. We value you as a loyal Chrysler Dodge Jeep Ram customer and want you to have this safety recall completed **WITHOUT DELAY**. Please bring this notice with you to expedite your repairs.

We regret the inconvenience this has caused customers who have placed their trust in Chrysler, Dodge, Jeep, and Ram products.

TERMS: STI
work herein
responsible
other cause

parts shipments by the supplier or distributor. 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.

REMEMBER-THERE IS NO CHARGE FOR THIS SERVICE.

SUBLET

SHOP SUPPLIES

HAZARDOUS MATERIALS

SALES TAX OR TAX I.D.

SPECIAL ORDER DEPOSIT

DISCOUNTS

TOTAL DUE

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

X

[REDACTED]
ATTN, OH [REDACTED]

COLUMBUS OH 431

05 SEP 2017 PM 3 L



N. H. T. S. A.
1200 NEW JERSEY AVE. S.E.
WASHINGTON, DC
20590

W41-406

20590-

