



U.S. Department  
of Transportation

National Highway  
Traffic Safety  
Administration

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

1200 New Jersey Avenue, SE  
Washington, DC 20590

March 22, 2019

[REDACTED]  
Santa Rosa, CA [REDACTED]

NEF-109 ela  
Ref. No. 11153829

Dear [REDACTED]

Thank you for your correspondence concerning your model year (MY) 2004 Jeep Liberty vehicle. The National Highway Traffic Safety Administration's (NHTSA) Office of Defects Investigation received your correspondence. Our office received an unprecedented increase in the number of correspondence last year. Our limited resources were overwhelmed and we are now just getting to your letter. We regret any inconvenience this delay may have caused you.

NHTSA is the Federal agency responsible for improving safety on our Nation's highways. We are authorized to order manufacturers to recall and repair vehicles or motor vehicle equipment when our investigations indicate that they contain safety defects in their design, construction, or performance. We also monitor the completion rates and adequacy of manufacturers' recall campaigns.

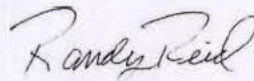
We appreciate the report you provided. Reports from motorists are a very important source of information for NHTSA. Your MY 2004 Jeep Liberty is affected by NHTSA Safety Recall Campaign No. 18V-278. The rear suspension lower control arms may corrode and could break without warning and result in loss of vehicle control causing a crash in certain MY 2004 through MY 2007 Jeep Liberty vehicles. The repair involves replacing the right and left side rear suspension lower control arms.

We understand your concerns with parts delay for Recall 18V-278, introduced July 5, 2018. Please note that it is not unusual for manufacturers to have an inadequate inventory of recall parts shortly after a recall is announced. Recall parts availability can be affected by numerous factors including, but not limited to, redesign, testing, manufacturing and logistics.

We entered your vehicle identification number (VIN) in our VIN Look-Up Tool, and it appears you have since received the repair—there are no open recalls on your vehicle (report enclosed). In any event, we understand your frustration with any delay you may have experienced, and appreciate your diligence in the matter. We suggest that you check NHTSA's website at least twice per year for new safety recalls, using Vehicle Identification Numbers (VIN) in the VIN Look-Up Tool.

Should you encounter a safety-related problem with a motor vehicle or motor vehicle equipment in the future, we would appreciate it if you would complete an electronic Vehicle Owner's Questionnaire online at [www.nhtsa.gov](http://www.nhtsa.gov) or call the Vehicle Safety Hotline at 888-327-4236. Also, a summary listing of vehicle owners' complaints, safety recalls, manufacturers' service bulletins, etc. can be obtained at our website.

Sincerely,

A handwritten signature in cursive script that reads "Randy Reid".

Randy Reid, Chief  
Correspondence Research Division  
Office of Defects Investigation  
Enforcement

Enclosure



#### Looking for more information on this vehicle?

NHTSA offers more safety information based on a vehicle's year, make and model. Check safety ratings, recommended technologies and other safety issues.

[Learn More →](#)

### 2004 JEEP LIBERTY 4WD



VIN: 1J4GLAB0X4

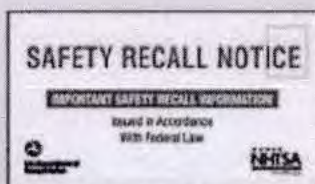
Recall data refreshed on Mar 21, 2019

## 0 Recalls

### associated with this VIN

#### What if my car isn't recalled now? Could it be recalled later?

Yes. Whether a manufacturer independently conducts a safety recall or NHTSA orders one, the manufacturer must file a public report describing the safety-related defect or noncompliance. Manufacturers are also required to notify owners by mail within 60 days of notifying NHTSA of a recall decision.



Look for this distinct label to distinguish critical safety recall information from other marketing material.

#### Where's my VIN?

Look on the lower left of your car's windshield for your 17-character Vehicle Identification Number. Your VIN is also located on your car's registration card, and it may be shown on your insurance card.



#### What this VIN search tool covers

- Vehicle safety recalls that are incomplete
- Vehicle safety recalls conducted over the past 15 calendar years
- Vehicle safety recalls conducted by major light auto automakers, including motorcycle manufacturers.

#### What this VIN search tool does not cover

- Completed safety recall information
- Manufacturer customer service or other nonsafety recall campaign
- International vehicles
- Very recently announced safety recalls for which not all VINs have been identified
- Safety recalls that are more than 15 years old (except where a manufacturer offers more coverage)
- Safety recalls conducted by small vehicle manufacturers, including some ultra-luxury brands and specialty applications