

CL-11195190-8911

March 24, 2019

On December 8, 2018, I purchased a 2003 Jeep Liberty from Auto Credit Sales in Post Falls Idaho. During this purchase, I was given a car fax report and discovered that there was a recall on this vehicle. Thinking this would be simple to fix because there is a Jeep dealer in Post Falls, I went ahead with the purchase.

Within a week, the check engine light came on so I took it back to Auto Credit and they ran a diagnostic to find the problem. They said the problem was that the catalytic converters had gone bad. They ordered new ones and put them on the vehicle for me free of charge.

During this time, I was looking into the recalls. I found that there were actually 4 safety recalls that had not been completed on my vehicle by running the VIN on the recall website. Those four are enclosed with this complaint. I called the local (in Post Falls) dealership. I did reach someone at Findlay Jeep. When I started talking to Chelsea as I was explaining that this Jeep has recalls on the upper and lower ball joints, she started yelling "How many times do I have to tell these stupid people that it is not the ball joints!?" and hung up on me. I did not even get to the other three recalls. I tried calling back a couple of days later and talked to someone who hurriedly made an appointment for an inspection for me. I had some other things come up and did not make it to this appointment so I called to reschedule this appointment. No one answered the phone so I left a message. Three weeks later, I received a text after 6 pm saying that the service department was closed and they would call me back soon. I called them the next day and still no answer-I could not even leave a message. This was at 10 am-they open at 8 according to their website. I have been unable to reach anyone by phone since the appointment. I went to the dealership and was in their lobby for an hour. During this hour I walked up to an open office door, I was shooed away as the man was busy on the phone, I then walked up to a person in the lobby who turned their back and walked away from me without talking to me.

I have since tried to contact Findlay Jeep four more times. Two through their chat on their website. Both times was after 10 am and before 4pm. I was not even halfway through typing in what I needed and the person on the chat said sorry we are closed and hung up. I was unable to get back on the chat as it disconnected. The other two were via phone and I received no answer when I called them. I was unable to leave a message for them to call me back.

I took the Jeep to Silver Lake Auto March 12, 2019-that report is enclosed. This report shows other things that need to be repaired on this vehicle and what I paid for that inspection. You can see the other repairs needed on this vehicle.

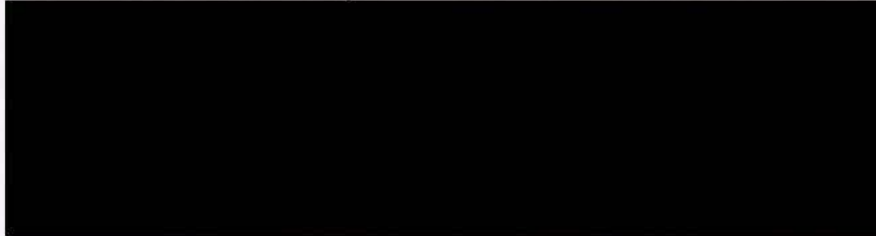
Given what has occurred since my purchase of this vehicle in December to me a good resolution would be one of the following

1. For me to be allowed to take it back to the dealer I purchased it from-no I did not contact Auto Credit and trade it for something else.
2. For me to be allowed to take it to Silverlake Auto and have all of the repairs made at the expense of Findlay Jeep in Post Falls considering the way they have behaved and treated me as a customer. I feel that if this is the resolution chosen then they should also pay for a rental car as I do have to work and transport my son to school and other places.

CB
4.5.19
110

I am sending this to the office of the Attorney General for Idaho, NHTSA and the manager of Findlay Jeep (provided I can find out whom that is and how to contact them.)

Sincerely

A large black rectangular redaction box covering the signature area.

Post Falls, Idaho

A small black rectangular redaction box covering the address area.

**OFFICE OF THE ATTORNEY GENERAL****Lawrence G. Wasden**

Consumer Protection Division

954 W. Jefferson, 2nd Floor

P.O. Box 83720

Boise, ID 83720-0010

Phone: (208) 334-2424

For Office Use Only

CONSUMER COMPLAINT FORM

For your convenience, you can fill out this form on your computer. However, to file your complaint, you must print, sign, and send this form to the Attorney General's Office. We recommend that you print two copies of the form, sending one signed copy to us with supporting documentation and keeping the other copy with the supporting documentation for your own files. **Please do not attempt to e-mail this form. We will not receive it.** Please print completed form and mail it to the address listed above.

INFORMATION ABOUT YOU

Your Name: (required) _____

Address: (required) _____

City: Past Falls State: ID Zip Code: _____ Country: USA

Phone: _____ Email Address: _____

Age Group: (optional)

☐ Under 21☐ 21-35☐ Over 65**INFORMATION ABOUT THE BUSINESS OR THE PERSON THAT YOUR COMPLAINT IS AGAINST**Business or Person's Name: (required) Final Key JeepAddress: 550 N. AlbertaCity: Past Falls State: ID Zip Code: 83854 Country: USAPhone: 2086188060 Website: pastfallschryslerjeepchrysler.com**INFORMATION ABOUT YOUR COMPLAINT**Does your complaint involve the purchase, rental or lease of a product or service?☐ Yes ☐ No

If so, please answer the following:

Product or Service: repairs on Jeep liberty recallsDate Purchased/Rented/Leased: not purchased Amount Paid: 0Did you get the product? ☐ Yes ☒ No ☐ In partWas the service completed? ☐ Yes ☒ No ☐ In part

Does your complaint involve a telephone solicitation?

☐ Yes ☒ No

Describe your complaint, including names, dates, and actions. Attach additional pages if necessary. Do not attach originals (we will not return them.)

See attached paperwork
Complaint also sent
to National Highway Traffic
Safety Admin @
1200 New Jersey AVE SE
West Bldg WASH DC 20590

If you lost money because of this purchase or lease, how much money did you lose? _____

Please explain how you calculated your loss:

What do you think would be a fair resolution of your consumer complaint?

See enclosed letter

Did the business or person identified on page 1 previously provide you with a written response to your concerns?

☐ Yes ☒ No

If so, please attach a copy of the response you received.

Did another office, such as the Better Business Bureau or the Department of Finance, previously mediate your complaint?

☐ Yes ☒ No

If so, please attach a copy of the office's most recent correspondence and a copy of any correspondence from the business or the person identified on page 1.

If you have filed a lawsuit against the business or the person identified on page 1, provide:

Court and Case No. N/A

Has a court issued an order, judgment, or other final decision in your lawsuit?

☐ Yes ☐ No

N/A

HOW YOU WANT YOUR COMPLAINT ADDRESSED

Before checking a box, please make sure you understand how the Attorney General's dispute resolution process works. An explanation of this voluntary process is available [on the Attorney General's website](#) or in the letter that came with this complaint.

☒ **PLEASE CONSIDER MY COMPLAINT FOR THE ATTORNEY GENERAL'S DISPUTE RESOLUTION PROCESS.**

By checking this box, I understand that the Attorney General's Consumer Protection Division will review my complaint and decide whether to send it to the business for a response. I understand that the Attorney General's dispute resolution process is voluntary, and the Attorney General cannot force the business to respond or resolve my complaint.

☐ **MY COMPLAINT IS FOR INFORMATIONAL PURPOSES ONLY.**

By checking this box, I understand that my complaint will not be considered for the Attorney General's dispute resolution process. I also understand that the Attorney General will not take action on my complaint unless the Attorney General, in his discretion, deems further action is appropriate. As such, I understand that the Attorney General's Office will contact me only if the office needs more information from me.

PUBLIC RECORDS ACT AND DOCUMENT NOTICE

Please note that your Complaint Form and all documents you attach are available to the public and media if a request is made under Idaho's Public Records Act. We also share our complaints with other law enforcement agencies. To protect your privacy, please remove all personal and confidential information, such as Social Security numbers, bank account and credit card numbers, and medical information from any documents you attach to your Complaint Form. Finally, please send only copies of your documents. Do not include any original documents.

ACKNOWLEDGEMENTS

I understand that the Attorney General is not my private attorney and that the office advocates on behalf of the state of Idaho by enforcing laws prohibiting fraudulent or deceptive business practices. I certify that the information provided on this form is true and correct to the best of my knowledge.



Your Signature (Required)

March 24, 2019

Date (Required)

Our Complaint Intake Procedure: In most instances, we will mail you a copy of the correspondence between our office and the business. Given the large number of complaints and requests that we receive, it may be several weeks before you receive communication from us. If you need immediate legal assistance, please contact a private attorney.

March 24, 2019

Mr Walters:

Enclosed please find and read several documents regarding my 2003 Jeep Liberty. The enclosed letter has also been sent to the National Highway Traffic Safety Administration and the Attorney General. I feel like your staff has been exceedingly rude and to me as a customer this is unacceptable. This behavior shows me that your company is not caring. I chose your company to make these repairs because it is within five miles of my home and there fore more accessable to me. I do not feel that going out of state or traveling 80 miles to the next closest dealers are viable options for me.

I do not feel that you need to retrain your staff I feel that you need new staff. For your convience I have enclosed copies of everything I sent to the NTHSA and the Attorney General of Idaho on my case.

Sincerely

[REDACTED]
[REDACTED]
Post Falls, Idaho
[REDACTED]
[REDACTED]



USED CAR ORDER

DATE: 12/08/2018

PURCHASER(S): [REDACTED]

YEAR 2003	MAKE Jeep	MODEL Liberty	BODY	LIC. H.P.
MILEAGE 187395	SERIAL NO. 1J4GL48K53W [REDACTED]	COLOR BLUE	STOCK NO. [REDACTED]	
SALES PRICE	\$ 4,515.00	TOTAL PURCHASE PRICE	\$ 6,688.84	
TAX	\$ 270.84	DOWN PAYMENT	\$ 1,250.00	
N/A	\$ 0.00	TRADE-IN ALLOWANCE	\$ 300.00	
LICENSING	\$ 14.00	TRADE-IN LIEN	\$ 0.00	
NEGOTIABLE DOC FEE	\$ 299.00	CASH ON DELIVERY	\$ 0.00	
GAP CONTRACT	\$ 795.00	TOTAL DOWN PAYMENT	\$ 1,550.00	
VEHICLE SERVICE CONTRACT	\$ 795.00	N/A	0.00	
N/A	\$ 0.00	N/A	0.00	
N/A	\$ 0.00	N/A	0.00	
TOTAL PURCHASE PRICE	\$ 6,688.84	TOTAL AMOUNT DUE	\$ 5,138.84	

CONTRACT TO BE PAID IN: 30 PAYMENT(S) OF: \$ 248.09 EACH 1ST PAYMENT DUE: 01/21/2019

TRADE-IN RECORD

YEAR 1997	MAKE Honda	MODEL Odyssey	BODY SPORTS VAN	LIC. H.P. N/A
MILEAGE 261154	SERIAL NO. JHMRA1861V [REDACTED]	COLOR N/A	STOCK NO. N/A	

☒ **SOLD AS IS** I hereby make this purchase knowingly without any guarantee, warranty, expressed or implied, by this dealer or its agent.

Buyer's Signature: [REDACTED]

Co-Buyer's Signature: N/A

I have read the face of this order, and agree to this purchase contract. I hereby certify that I am 18 years of age or older and acknowledge receipt of a copy of this order. The figures in this order are predicated upon actual cost of insurance and the correct amount of the loan due on the traded in motor vehicle.

The owner of the vehicle may be required to spend up to (1968-80) \$100.00 or (1981-newer) \$150.00 (RCW 70.120.070) for repairs if the vehicle does not meet the vehicle emissions standards under this chapter. Unless expressly warranted by the motor dealer, the dealer is not warranting that this vehicle will pass any emission tests required by Federal or State Law.

I understand that if I am Financing this transaction is subject to final approval and verifications by the proposed Lender and that any changes in my employment or residence within the next 4 weeks would result in a change in my overall stability and could adversely affect the final approval.

I understand that the payoff to my trade is an estimate. If the estimated payoff is more than that stated, I understand that the difference will be owed to Auto Credit immediately.

I understand that if I am in default of this contract and collection efforts become necessary, I Agree to pay all cost of the collection that are incurred. Furthermore, I agree to pay any NSF fees stipulated by the credit grantor if for any reason my bank returns a check.

I understand and agree that the jurisdiction for any dispute involving this Buyers Order or subsequent contract shall be in the County court of the city and state in which the vehicle is purchased.

I understand and have read this Buyers Order and agree to its terms and conditions.

I agree to accept delivery: 12/08/2018

Buyer's Signature: [REDACTED]

Co-Buyer's Signature: N/A

Address: [REDACTED]

POST FALLS ID: [REDACTED]

Phone: [REDACTED]

THIS ORDER IS NOT VALID UNLESS SIGNED AND ACCEPTED BY DEALER

Salesmen: LEVI BARBER

Accepted by: [Signature]

THE INFORMATION YOU SEE ON THE WINDOW FORM FOR THIS VEHICLE IS PART OF THIS CONTRACT. INFORMATION ON THE WINDOW FORM OVERRIDES ANY CONTRACT PROVISIONS IN THE CONTRACT OF SALE

Silverlake Automotive Post Falls

3380 E Mullan

Post Falls, ID. 83854

Phone: 208-773-5416 Fax: 208-773-6692

www.silverlakeautorepair.com

INVOICE

Org. Est. [REDACTED]

INVOICE

Work Completed : 03/12/2019

Date: 03/12/2019

2003 Jeep - Liberty Sport - 3.7L, V6 (227CI) VIN(K)

Lic # : [REDACTED]

Odometer In : 18938

Post Falls, ID [REDACTED]

Cellular [REDACTED]

VIN # : 1J4GL48K5 3W [REDACTED]

Part Description	Qty	Sale	Ext	Labor Description	E
Shop Supplies			4.17	***Silverlake Automotive Courtesy Inspection: https://2un.me/5ov5dnky	
				Brake inspection	30.0
				Remove and reinstall four wheels and rear brake drums to inspect brake condition. Inspect entire system for leaks. Lining remaining is: Front (9 mm) Rear (7 mm) Found the rear brake rotors are rusted and have a lip to them. Recommend resurfacing the rear brake rotors.	
				Diagnose Check Engine Light.	89.0
				Connect scanner and retrieve diagnostic trouble codes, and freeze frame data and advise.	
				Connected scanner to retrieve the DTC's. Found P0153-Bank 2 Sensor 1. Inspected the oxygen sensors and found the exhaust manifolds have been modified. We would need to replace left and right exhaust manifolds to properly test the oxygen sensors. There is an active exhaust leak on the left exhaust manifold due to the modifications. Recommend remove and replace both exhaust manifolds and retest the Catalytic system. Can Not determine if the sensor is actually bad due to the exhaust leaks.	
				50 point preventive maintenance inspection.	n/c
				Visual inspection of lights, fluids, belts, hoses, suspension components, tires, warning indicator lights, battery and terminals, exhaust, steering components, and brake system.	
				Environmental	4.0
				[Recommendations]	
				Recommend resurfacing the rear brake rotors for a smooth braking surface to help with brake noise.	
				Recommend Clean and Inspect to isolate the source of the engine oil leak	
				Recommend resurface the front rotors to clean the rust off.	

Thanks
Tjoei

[Payments -]

I hereby authorize the above repair work to be done along with the necessary material and hereby grant you and/or your employees permission to operate the car or truck herein described on street, highways or elsewhere for the purpose to testing and/or inspection. An express mechanic's lien is hereby acknowledged on above car or truck to secure the amount of repairs thereto. Warranty on parts and labor is four years or 48,000 miles whichever comes first. Warranty work has to be performed at this location & cannot exceed the original cost of repair. If vehicle is more that 25 miles away, any NAPA Auto Care Center can perform warranty service within three years and 36000 miles.

Labor:	119.0
Parts:	4.0
HazMat:	4.0
Sub:	127.0
Tax:	0.0
Total:	\$127.0
Bal Due:	\$127.0

Vehicle Received: 3/12/2019

Customer Number : 201

Signature _____

Date _____

2003 JEEP LIBERTY 4WD



Recall data refreshed on Mar 23,2019

4 Recalls associated with this VIN

Aug 01,2006

Manufacturer Recall Number F23

NHTSA Recall Number 06V-288

Recall Status Recall Incomplete

Summary

Find a **dealer**.

Locate a dealer near you to get your vehicle repaired.

 **GO**

If the manufacturer has failed or is unable to remedy this safety recall for your vehicle in a timely manner,

please contact the NHTSA Vehicle Safety Hotline at: 1-888-327-4236 or TTY: 1-800-424-9153 or file an online complaint with NHTSA.

Jan 27,2015

Manufacturer Recall Number R06

NHTSA Recall Number 15V-046

Recall Status Recall Incomplete

Summary

THE AIRBAG SYSTEM OCCUPANT RESTRAINT CONTROL (ORC) MODULE MAY EXPERIENCE A FRONT AIRBAG AND/OR SEATBELT PRETENSIONER INADVERTENT DEPLOYMENT.

Safety Risk

AN INADVERTENT AIRBAG DEPLOYMENT WHILE DRIVING COULD DISTRACT THE DRIVER AND CAUSE A CRASH WITHOUT WARNING.

Remedy

ALL INVOLVED VEHICLES MUST HAVE THE OCCUPANT RESTRAINT CONTROL (ORC) MODULE REPLACED. IF YOUR VEHICLE STILL HAS SAFETY RECALL M35 (12V-527) OR N13 (13V-040) IN THE "OPEN" STATUS, PLEASE SCHEDULE YOUR SERVICE APPOINTMENT WITH A CHRYSLER DEALER TO PERFORM THE REPAIR. IF YOU ALREADY HAD M35 (12V-527) OR N13 (13V-040) COMPLETED, RECALL R06 MUST STILL BE COMPLETED ONCE PARTS BECOME AVAILABLE.

Manufacturer's Notes

For more information, visit recalls.mopar.com or call 1-800-853-1403. Please have your VIN ready when calling.

Find a **dealer**.

Locate a dealer near you to get your vehicle repaired.

 **GO**

If the manufacturer has failed or is unable to remedy this safety recall for your vehicle in a timely manner,

please contact the NHTSA Vehicle Safety Hotline at: 1-888-327-4236 or TTY: 1-800-424-9153 or file an online complaint with NHTSA.

Where's my VIN?

If the manufacturer has failed or is unable to remedy this safety recall for your vehicle in a timely manner,

please contact the NHTSA Vehicle Safety Hotline at: 1-888-327-4236 or TTY: 1-800-424-9153 or file an online complaint with NHTSA.

Jun 18,2013

Manufacturer Recall Number N46

NHTSA Recall Number 13V-252

Recall Status Recall Incomplete

Summary

THE FUEL TANK ON YOUR VEHICLE HAS A SMALL CHANCE OF EXPERIENCING A FUEL LEAK DURING CERTAIN TYPES OF REAR END COLLISIONS.

Safety Risk

FUEL LEAKAGE IN THE PRESENCE OF AN IGNITION SOURCE CAN RESULT IN AN UNDERBODY FIRE.

Remedy

CHRYSLER INTENDS TO INSPECT YOUR VEHICLE AND INSTALL AN ORIGINAL EQUIPMENT MANUFACTURER (OEM) TRAILER HITCH WHERE APPROPRIATE, FREE OF CHARGE (PARTS AND LABOR) TO BETTER MANAGE CRASH FORCES IN LOW-SPEED IMPACTS. TO GET A COPY OF THE PREPAID CARD REGISTRATION FORM, PLEASE SELECT [HTTP://BIT.LY/FCAINCENTIVE](http://bit.ly/fca incentive).

Manufacturer's Notes

For more information, visit recalls.mopar.com or call 1-800-853-1403. Please have your VIN ready when calling.

Apr 07,2009

Manufacturer Recall Number J17

NHTSA Recall Number 09V-119

Recall Status Recall Incomplete

Summary

THE FRONT SUSPENSION UPPER CONTROL ARM BALL JOINTS MAY EXPERIENCE A LOSS OF LUBRICANT THAT CAN LEAD TO CORROSION, ACCELERATED WEAR, AND POSSIBLY SEPARATION WHILE DRIVING.

Safety Risk

A SEPARATED UPPER BALL JOINT WHILE DRIVING COULD CAUSE A CRASH WITHOUT WARNING.

Remedy

THE FRONT SUSPENSION RIGHT AND LEFT SIDE UPPER CONTROL ARMS MUST BE REPLACED

Manufacturer's Notes

For more information, visit recalls.mopar.com or call 1-800-853-1403. Please have your VIN ready when calling.

Find a **dealer**.

Locate a dealer near you to get your vehicle repaired.

ON CERTAIN TRUCKS, THE CONSTANT TENSION FRONT LOWER BALL JOINTS MAY EXPERIENCE CONTAMINATION. IF THE VEHICLE IS OPERATED FOR AN EXTENDED PERIOD WITH THIS CONDITION, THE BALL JOINT MAY EVENTUALLY EXPERIENCE WEAR AND LOOSENESS.

Safety Risk

WHEN THE DRIVER CONTINUES TO OPERATE THE VEHICLE WITH THIS CONDITION, THE CONTAMINATION CAN LEAD TO CORROSION, ACCELERATED WEAR AND POSSIBLY SEPARATION FROM THE STEERING KNUCKLE CAUSING A LOSS OF VEHICLE STEERING CONTROL INCREASING THE RISK OF A CRASH

Remedy

DEALERS WILL REPLACE THE FRONT LOWER BALL JOINTS FREE OF CHARGE

Manufacturer's Notes

For more information, visit recalls.mopar.com or call 1-800-853-1403. Please have your VIN ready when calling.

Find a **dealer.**

Locate a dealer near you to get your vehicle repaired.

If the manufacturer has failed or is unable to remedy this safety recall for your vehicle in a timely manner,

please contact the NHTSA Vehicle Safety Hotline at: 1-888-327-4236 or TTY: 1-800-424-9153 or file an online complaint with NHTSA.

DAIMLERCHRYSLER

SAFETY RECALL F23 – LOWER BALL JOINTS

Dear: (Name)

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

DaimlerChrysler Corporation has decided that a defect, which relates to motor vehicle safety, exists in some **2002 through 2006 model year Jeep® Liberty vehicles.**

NOTE: 2002 and 2003 model year vehicles involved in a previous ball joint recall must also have this recall performed.

The problem is... Water may enter into the front suspension lower ball joints on your Jeep (VIN: xxxxxxxxxxxxxxxxx). This can cause the ball joint to corrode and separate. Ball joint separation can result in a loss of steering control and could cause a crash without prior warning.

What your dealer will do... DaimlerChrysler will repair your vehicle free of charge (parts and labor). To do this, your dealer will replace both front lower ball joints. The work will take about 1 hour to complete. However, additional time may be necessary depending on how dealer appointments are scheduled and processed.

What you must do to ensure your safety... Simply **contact your 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. **Remember to 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 DaimlerChrysler 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.

If you have already experienced this condition and have paid to have it repaired, you may send your original receipts and/or other adequate proof of payment to the following address for reimbursement: DaimlerChrysler P.O. Box 4639 Oak Ridge, TN 37831, Attention: Reimbursement.

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, 400 Seventh Street, S.W., 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
DaimlerChrysler Corporation
Notification Code F23

*Buckle up
for Safety!*

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



SAFETY RECALL J17

FRONT SUSPENSION UPPER BALL JOINTS

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 front suspension upper control arm ball joints on your vehicle (VIN: xxxxxxxxxxxxxxxxx) may experience a loss of lubricant which can lead to corrosion, accelerated wear, and possibly separation while driving. A separated upper ball joint while driving could 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 replace both front suspension upper ball joints. The work will take about 2 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, 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 Chrysler 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 www.safercar.gov

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 3 weeks.

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 J17

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

IMPORTANT SAFETY RECALL**N46 / NHTSA 13V-252**

This notice applies to your vehicle (VIN: xxxxxxxxxxxxxxxxx).

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

Dear John Smith,

This is a follow up to an earlier communication to remind you that there is a safety recall for certain **2002 through 2007 model year Jeep Liberty vehicles**. FCA US LLC ("FCA US") **urges you to schedule your service appointment to have the recall remedy completed.**

The problem is... **The fuel tank on your vehicle has a chance of experiencing a fuel leak during certain types of rear end collisions. Fuel leakage in the presence of an ignition source can result in a fire.**

What your dealer will do... **In an effort to remedy this condition and to satisfy our requirements under a Consent Order with the National Highway Traffic Safety Administration, we will provide you a \$100 unrestricted Visa® prepaid card for your time to address and complete this urgent repair.**

FCA US will inspect your vehicle and install an Original Equipment Manufacturer (OEM) trailer hitch where appropriate, free of charge (parts and labor) to better manage crash forces in low-speed impacts.

If your vehicle already has an original factory installed FCA US OEM trailer hitch, the area surrounding the hitch will be inspected and FCA US will replace the two most rearward mounting bolts free of charge, providing the condition of the bolts can support proper removal and installation.

If your vehicle has an aftermarket trailer hitch, the trailer hitch and the surrounding area will be inspected for any evidence of sharp edges or other puncture risks. If any such evidence is identified, the aftermarket hitch will be removed and a FCA US OEM trailer hitch will be installed free of charge, provided the condition of the vehicle can support proper removal of the existing hitch and installation of a FCA US OEM trailer hitch.

If it is determined that the condition of your vehicle does not allow the installation of a FCA US OEM trailer hitch or replacement mounting bolts, your vehicle will be returned and you will be advised what, if any, repairs are needed before the installation can be performed.

The work will take about four hours to complete. However, additional time may be necessary depending on service schedules.

If your vehicle already had this repair completed on or after July 24, 2015, you are qualified to receive a \$100 unrestricted Visa® prepaid card.

If the manufacturer has failed or is unable to remedy this safety recall for your vehicle in a timely manner,

please contact the NHTSA Vehicle Safety Hotline at: 1-888-327-4236 or TTY: 1-800-424-9153 or file an online complaint with NHTSA.

Jun 18,2013

Manufacturer Recall Number N46

NHTSA Recall Number 13V-252

Recall Status Recall Incomplete

Summary

THE FUEL TANK ON YOUR VEHICLE HAS A SMALL CHANCE OF EXPERIENCING A FUEL LEAK DURING CERTAIN TYPES OF REAR END COLLISIONS.

Safety Risk

FUEL LEAKAGE IN THE PRESENCE OF AN IGNITION SOURCE CAN RESULT IN AN UNDERBODY FIRE.

Remedy

CHRYSLER INTENDS TO INSPECT YOUR VEHICLE AND INSTALL AN ORIGINAL EQUIPMENT MANUFACTURER (OEM) TRAILER HITCH WHERE APPROPRIATE, FREE OF CHARGE (PARTS AND LABOR) TO BETTER MANAGE CRASH FORCES IN LOW-SPEED IMPACTS. TO GET A COPY OF THE PREPAID CARD REGISTRATION FORM, PLEASE SELECT [HTTP://BIT.LY/FCAINCENTIVE](http://bit.ly/fca incentive).

Manufacturer's Notes

For more information, visit recalls.mopar.com or call 1-800-853-1403. Please have your VIN ready when calling.



CARFAX Vehicle History Report

An independent company established in 1986

Vehicle Information:

2003 JEEP LIBERTY SPORT/FREEDOM

VIN: 1J4GL48K53W

4 DOOR WAGON/SPORT UTILITY

3.7L V6 F

GASOLINE

REAR WHEEL DRIVE W/ 4X4

Standard Equipment | Safety Options

CARFAX Report Provided By:

Auto Credit Sales Post Falls

120 W Seltice Way

Post Falls, ID 83854

833-210-8596

www.autocreditsales.com



No accidents reported to CARFAX



No damage reported to CARFAX



4 Previous owners



At least 1 open recall



14 Service history records



187,322 Last reported odometer reading



This CARFAX Vehicle History Report is based only on information supplied to CARFAX and available as of 12/8/18 at 8:28:24 PM (CST). Other information about this vehicle, including problems, may not have been reported to CARFAX. Use this report as one important tool, along with a vehicle inspection and test drive, to make a better decision about your next used car.



Ownership History

Information reported by state departments

	Owner 1	Owner 2	Owner 3
Year purchased	2002	2010	2016
Type of owner	Personal	Personal	Personal
Estimated length of ownership	8 yrs. 1 mo.	5 yrs. 2 mo.	2 yrs. 7 mo.
Owned in the following states/provinces	New York, Idaho	Washington, Idaho	Idaho, Washington
Estimated miles driven per year	See Details	9,967/yr	---
Last reported odometer reading	101,757	166,113	187,322



Title History

Information reported by state departments

	Owner 1	Owner 2	Owner 3
Salvage Junk Rebuilt Fire Flood Hail Lemon	Guaranteed No Problem	Guaranteed No Problem	Guaranteed No Problem
Not Actual Mileage Exceeds Mechanical Limits	Guaranteed No Problem	Guaranteed No Problem	Guaranteed No Problem



GUARANTEED - None of these major title problems were reported by a state Department of Motor Vehicles (DMV). If you find that any of these title problems were reported by a DMV and not included in this report, CARFAX will buy this vehicle back. [Register](#) | [View Terms](#) | [View Certificate](#)



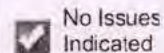
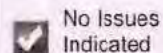
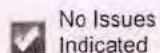
Additional History

Information reported by state departments

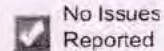
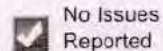
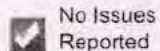
	Owner 1	Owner 2	Owner 3
Total Loss	☒ No Issues Reported	☒ No Issues Reported	☒ No Issues Reported
Structural Damage	☒ No Issues Reported	☒ No Issues Reported	☒ No Issues Reported
Airbag Deployment	No Issues	No Issues	No Issues

Odometer Check

No indication of an odometer rollback.

**Accident / Damage**

No accidents or damage reported to CARFAX.

**Manufacturer Recall**

At least 1 manufacturer recall requires repair.

Recall Reported**Recall Reported**

No New Recalls Reported

Basic WarrantyOriginal warranty estimated to have expired.**Warranty Expired****Warranty Expired****Warranty Expired****Detailed History**

Owner 1	Date:	Mileage:	Source:	Comments:
	09/21/2002	5	New York Motor Vehicle Dept. Buffalo, NY	Title issued or updated Registration issued or renewed First owner reported Titled or registered as personal vehicle Passed safety inspection
	08/19/2003		New York Motor Vehicle Dept. Buffalo, NY	Registration issued or renewed Titled or registered as personal vehicle Passed safety inspection
	07/21/2005		New York Motor Vehicle Dept. Buffalo, NY	Registration issued or renewed Titled or registered as personal vehicle Passed safety inspection
	10/28/2005	53,533	New York Inspection Station	Passed safety inspection Passed emissions inspection View what was inspected
	07/13/2006	60,089	Auto Auction Pacific Northwest Region	Listed as a dealer vehicle Vehicle sold at auction
	09/06/2006		FCA US LLC	 Millions of used vehicles are bought and sold at auction every year. Manufacturer Safety recall issued NHTSA #06V-288 #F23 LOWER BALL JOINTS Status: Remedy available Click here for a copy of the owner letter for this Recall or call 1- 800-853-1403 if you have any questions or need additional information on this recall. Learn more about this recall Description: ON CERTAIN TRUCKS, THE CONSTANT TENSION FRONT LOWER BALL JOINTS MAY EXPERIENCE CONTAMINATION. IF THE VEHICLE IS OPERATED FOR AN EXTENDED PERIOD WITH THIS CONDITION, THE BALL JOINT MAY EVENTUALLY EXPERIENCE WEAR AND LOOSENESS. WHEN THE DRIVER CONTINUES TO OPERATE THE VEHICLE WITH THIS CONDITION, THE CONTAMINATION CAN LEAD TO CORROSION, ACCELERATED WEAR AND POSSIBLY SEPARATION FROM THE STEERING KNUCKLE CAUSING A LOSS OF VEHICLE STEERING CONTROL INCREASING THE RISK OF A CRASH

POSTAL



SPOKANE P&DC 992
MON 25 MAR 2019 PM

ADMinistrator
National Highway Traffic safety
Admin
1200 New Jersey AVE
WASHINGTON, DC
20590