

AUG 10 2011

Mailed

Chrysler Group LLC customer service
P.O. box 21-8004
Auburn Hills, Mi 48321-8004
Phone: (800) 423-6343

7-18-11
at 2:30 P.M.

Reply expected

8-1-11

Gentlemen:

this is to inform you of a very dangerous problem I have had today with your remote start feature. This A.M. I had the Fob in my pocket I went into my shop to use the garden tractor to go out into the woods to pick some berries. When I came home again about 40 mins later, I returned the tractor to my shop where I keep it and I then went into my attached garage to the house I believe it or not my journey was locked & engine was running (How long) I am not sure but the engine compartment did not seem especially warm (over)

~~_____~~

~~4~~

This really concerns me as I have 16 grand children, and the youngest are back 3 yrs old. Formally none were here at this time however, I fear what could happen had a youngster gone into the garage.

I feel that you should immediately re-design your Fob by recessing all buttons at least by 3/16" and further provide a hard case to keep the Fob secure so no keys etc can push any buttons as I have had at least 16 occasions when the panic button was inadvertently activated

The vehicle is a 2011 TOYOTA CREW
Rec'd 5-26-2011 Fr New. The MTRs WAUPACA,
WI # 304PH3FG7BT [REDACTED] WI

Msgd as of 3:50 P.M. Today is at 4:05 P.M.
I am happy with this vehicle; however,
I will expect a reply within 2 wks or
I will forward a copy of this letter to
the safety people

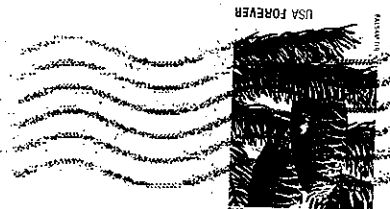
Sincerely
[REDACTED]

[REDACTED]
Eggenburg, WI
[REDACTED]

Ogdensburg, WI

OGDENSBURG, WI 54901

05 AUG 2011 PM 2 L



U.S. dept. of TRANS.
NATIONAL Hwy TRASSIC sAbety Admins.
office of defective INVESTIGATION
Rm: N.V.S. 210
1200 New Jersey Ave.
S.E. West bldg.
Washington D.C, 20590

