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MADISON, GEORGIA  
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February 14, 1012

U. S. Department of Transportation  
National Highway Traffic Safety Administration  
1200 New Jersey Avenue S.E.  
Washington, D.C. 20590  
Attn: Randy Reid, Chief  
Correspondence Research Division  
Office of Defects Investigation Enforcement

RE: NVS-216 nlm  
Ref. No. 10435930

Dear Mr. Reid:

Thank you for your most recent response to our initial concerns of possible defective equipment effecting the safety operations of our 2011 Dodge Charger.

Your assurance the automobile cooler reservoir outlet hose problem has been corrected by Chrysler is certainly a relief to us. We now know we are able to safely operate with only one problem situation remain existing.

Please know the computer replacement and fuel pump operational devices **were not directly related.** We were informed this model of Dodge Challenger has what is known as saddle type fuel cells with each having a separate fuel pump. It was one of the two pumps found defective with less than three hundred miles and had to be replaced. Hopefully, this has now been properly corrected.

For the continuing problematic situation. We were post informed the problem with the computer system was one not otherwise fully defined by Chrysler to

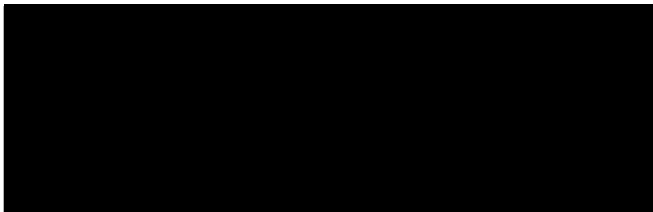
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the sales agent. However, it is believed it is one wherein Chrysler is having a problem concerning certain electronics and involves, in part, the safety locking devices to the automobile. This we do not know as a fact in that Chrysler adamantly refuses to furnish relative and fully defined information. Therefore, we do not know if in fact the "problem" has been corrected or if not could such a defect, if it exists, be of concern to passenger safety? We would find and believe it most unusual Chrysler would just change out a computer system without a specific cause.

Realizing you can't run off on a tangent every time someone brings such situations to your attention we do feel our problems have merit, therefore, even though you are unable to assist us further we do appreciate your filing our concerns in the event some future catastrophic event results.

Just for the record Chrysler continually ignores a defined response to our numerous and continued inquiries asking they identify, to and for us, just what the initial problems were that caused the mechanical adjustments. At no time have we ever expressed our dissatisfaction nor chose a fight with Chrysler or the sales agent. We purchased an automobile, believing in the manufacturer. We now don't understand why they can't reply and further their stand on, "we can't for legal reasons." Do they really care so little for the regard to our and/or the safety of others?

Again thank you for your most timely response and if in fact answers are forthcoming to you from Chrysler concerning similar problematic situations we would certainly feel most appreciative to be informed.



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Chrysler



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