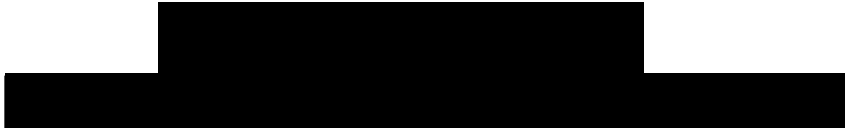


NOV 16 2011

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



MADISON, GEORGIA



November 08, 2011

Office of Customer Assistance
Attn: Representative, Stephanie # SH-981
Chrysler Group, LLC
P. O. Box 21-8004
Auburn Hills, Michigan 48321-8004

Office of Administrator
National Highway Safety Administration
1200 New Jersey Avenue, Southeast
Washington, D. C. 20590

Governor's Office of Consumer Affairs
2 M. L. King, Jr. Drive
Suite 356
Atlanta, Georgia 30334

Office of Corporate President--Certified Mail: 7007-1490-0001-6611-8395
Chrysler Group LLC.
P. O. Box 727
Mt. Clemens, Michigan 48046

NH
11-17-11
DW

Re: 1911 Chrysler Dodge Charger SE--VIN: 2B3CL3CG7BH
Chrysler Reference: 21461459

Dear Ms. _____ (Stephanie, code # SH981)
(Last name not previously furnished--refused)

This correspondence acknowledges receipt of your most recent letter as dated November 01, 2011. (Copy enclosed).

Once again Chrysler has chosen to disregard the main question we presented by continually standing on prior communications **an enlightened response will not be revealed to us for "legal reasons."** I'm sure you will recall such conversation with my husband, _____ by telephone and after your conversation with your supervisor, "Jim, (lnu)-code # JK671. Chryslers ability to further dance around the issue leaves us in a never-never land wondering exactly what the **"severe potential safety hazard problem", as identified by an agent of Chrysler** was/is requiring Chrysler to have mandated the changing of the computer system on a days only brand new vehicle with only some three hundred miles.

Also, your most recent response, (see the enclosure), **"if there was a known defect of any kind in relation to your vehicle it would be recognized as a recall, customer satisfaction notification or extended warranty,"** creates more questions than ever and resolves absolutely nothing. As you relate, if there was not or is not a known defect, recall, customer satisfaction notification or extended warranty then why were we told by a representative of your sales agency the system had to be replaced to prevent a major potential severe safety hazard???? The system **was in fact replaced!** Surely there exists a factual situation capable of identifying why.

This particular correspondence is the most recent of **numerous** prior letters to you and Chrysler wherein we request to know, for our safety and that of the motoring public, exactly what the defect was that required replacement. We also look to you and Chrysler for assurance this vehicle is now fully safe to operate as we have no other **"automobile"** to service our transportation needs. As such **we are now being forced to involuntary operate this vehicle without full safety assurance.**

In further support of our concerns we encourage the National Highway Safety Administration as well as the Georgia Governor's Office of Consumers Affairs to aid us in identifying exactly what the " potential severe safety hazard was that required the replacement of the computer system by calling for a proper safety investigation.

Please don't become a clone of Congress by kicking this extremely serious safety hazardous situation on down the road. We must know the answer as well as why.

"FOR LEGAL REASONS?????"

"HOW ABOUT FOR SAFETY REASONS?????"



Copy: file
Enc. (1)



Chrysler Group LLC

November 1, 2011

[REDACTED]
Madison, GA [REDACTED]

Reference #21461459

Dear [REDACTED]

We have received your letter and fully appreciate the concerns you have raised regarding your 2011 Dodge Charger SE.

As previously stated, if there was a known defect of any kind in relation to your vehicle it would be recognized as a recall, customer satisfaction notification or extended warranty. Chrysler performs many tests in order to identify vehicle defects and notify customers accordingly. Also the National Highway Traffic Safety Administration (NHTSA) conducts frequent investigations of common problems and communicates these findings with manufacturers by requesting a recall be placed on the part deemed defective.

Your vehicle has no outstanding recalls, customer satisfaction notifications or extended warranties. With that being said, we must again respectfully decline your request.

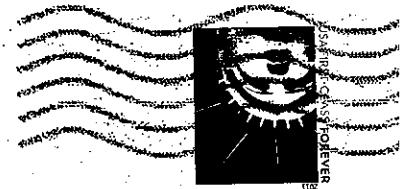
Thank you for writing and allowing us the opportunity to review this matter with you.

Sincerely,
Stephanie
Customer Assistance Representative

████████████████████
MADISON, GEORGIA
████████████████████

NORTH METRO GA 300

08 NOV 2011 PM 2 T



OFFICE OF ADMINISTRATOR
NATIONAL HIGHWAY SAFETY ADMINISTRATION
1200 NEW JERSEY AVENUE, SOUTHWEST
WASHINGTON, D.C.
20590

