



NOV - 9 2011

Madison, Georgia



October 31, 2011

Office of Administrator--**CERTIFIED MAIL: 7007-1490-0001-6611-8388**
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

Environmental Protection Agency
Attn: Manager, Certification and Compliance Division
Ariel Rios Building
1200 Pennsylvania Avenue, N. W.
Washington, D.C. 20460

Administrator, Customer Center
Chrysler Group LLC.
P. O. Box 21-8004
Auburn Hills, Michigan 48321-8004

Office of the Corporate President
Chrysler Group LLC.
P. O. Box 727
Mt. Clemens, Michigan 48046

NM
11-15-11
TW

RE: "New" 1911, Dodge Charger Automobile
VIN: 2B#CL3CG7BH

Dear Sir or Madam:

On July 7, 2011, we purchased, in the state of Georgia, a new Dodge motor vehicle as set forth above, from a sales agency of Chrysler/Dodge. Within days and with less than three hundred miles we were notified of a L10 coolant reservoir recall, a minor problem. When calling to schedule a date for repair we were then initially notified of yet another recall involving the need to replace the computer unit. Then, we were advised this was not exactly a recall but a necessity to prevent and avoid a severe and potentially safety operations hazard. While proceeding toward the dealership we were suddenly faced with a check engine light that resulted, on our arrival, in the replacement of the fuel pump system requiring an overnight stay.

While all of the above was represented to have been corrected we remain without knowledge as to exactly what the potentially hazardous operations problem was requiring the replacement of the computer system. Particularly when it was and continues to be represented as not being a "recall." In this regard we have forwarded numerous requests to Chrysler for specific enlightenment. To date we remain without a satisfactory response.

On September, 22, 2011 my husband received a telephone call from a Chrysler employee, "Stephanie", code # SH981), refusing to further identify herself and advising she would have to seek approval from her supervisor, "Jim", Code #JK671, before she would be able to respond further to our inquiries. On September 23, 2011, "Stephanie" telephoned us once again and advised **for "legal reasons" Chrysler would not allow the release of this information nor would Chrysler acknowledge our vehicle is in fact fully safe to operate.** That we could go to their recall site and we will find there has not been a recall on the issue we have raised. As such they can be of no further assistance to us.

In view of the above and or numerous reasonable requests to have identified this **"potential safety hazard issue"** identified by Chrysler's sales agent having initially identified the problem as a **"severe potential safety hazard"** which we can only interpret as **a serious non-conformity to a**

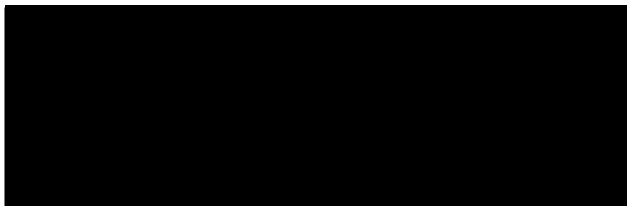
merchantability issue and what might possibly be such a defect substantially impairing the use, value and safety of the vehicle.

If a recall did not exist then why was the computer system replaced? Is the replacement safe? What was and is the issue? Having spoken with local mechanics we understand the computer system is the heart of a new vehicle. Some have even cited the situation with Toyota to have been due to their system. **The seller/agent disclaims and advises any warranty issues is the exclusive responsibility of Chrysler. The seller also expressly disclaims all warranties, express or implied, including any implied warranty of merchantability or fitness and neither assumes or authorizes any other person to assume liability in connection with the sale/purchase.**

In view of the above we feel we have a strong safety rights issue at stake and need be “fully” apprised of all issues regarding this situation. As such, we seek all information relative to this issue in the hands of the National Highway Safety Administration and if none exists at this time, then, we request an investigative inquire be made as to why the computer system of this vehicle was deemed necessary to be replaced to avoid a **safety hazard.**

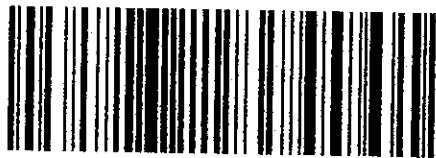
Since we have made numerous requests to Chrysler for protective information and it appearing none will be forthcoming and is being concealed for “legal reasons”, we take this, our last stand, before going public. Our safety and that of the motoring public deserves---no less. In the meantime we have no other course of action but to place this vehicle into limited personal service hoping and yes praying it is not defective. **We have no other way of knowing.**

Thank you for your prompt attention to this matter.

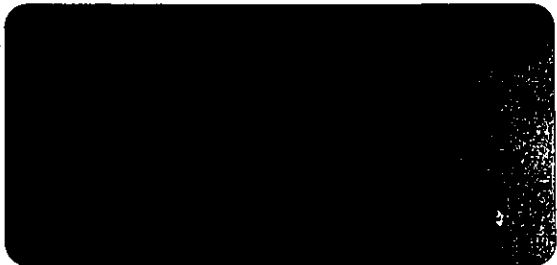


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OFFICE OF ADMINISTRATOR
NATIONAL HIGHWAY SAFETY ADMINISTRATION
1200 NEW JERSEY AVENUE, S.E.
WASHINGTON, D.C.

20590

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RETURN RECEIPT REQUESTED