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NY to NY 1/1/11

[Redacted]

MADISON, GEORGIA

[Redacted]

NOV 13 2011

October 15, 2011

**Office of the President,
Personal (Certified Mail)
Chrysler Group, LLC
P. O. Box 727
Mt. Clemens, Michigan
48046**

**Office of Consumer Product Safety Commission
Personal Direct Mail
Office of the Secretary
Washington, D. C. 20207**

**National Center for Dispute Settlement
Personal Direct Mail
Special Attention: Ms. Diane Kimbrough
Case Administrator
43220 Garfield, Suite 130
Clinton Township, Mi. 48038**

**CERTIFIED MAIL: 7006-2150-0000-1656-3538
RE: 1911 Dodge Charger, 4dr. Sedan, VIN: 2B3CL3CG7BH [Redacted]**

Dear Sirs and Madam:

This correspondence acknowledges our receipt of the most recent response of Ms. Diane Kimbrough, warranty agent for Chrysler, as dated October 12, 2011 regarding our many prior requests to the office of the president of Chrysler for information concerning vehicle operational safety information. Having read the response we note once again being totally ignored regarding the specific issues. Even to the

NH
11-17-11
RW

extent of previously having been informed “for legal reasons Chrysler is unable to furnish an answer,” response to our inquiry. We have received information we are not eligible for arbitration, a service we have never requested and is and has never been an issue. The only and material issue is one of “SAFETY.”

Even though we are in receipt of non-relevant responses from Ms. Kimbrough the Office of President for Chrysler continues failing in acknowledgements or proper responses after receiving our questions in several prior certified mail letter forms to his office.

The response we seek is one lawful, legal and responsible concerning the continued safe operation of this particular vehicle. One that will allow us to feel safe and comfortable in its operation. One that also insures our fellow motoring citizens the safety they too deserve. One that allows us to place a brand new vehicle into daily, if necessary, operation. Something we do not experience at this time. As a result we now have a new motor vehicle just taking up space in our garage. A vehicle we look forward to enjoying.

Ms. Kimbrough. Apparently you were the one someone at Chrysler headquarters initially shoved our questions off to hoping the paperwork would deter further inquiry on our part. Unfortunately this can not be. Your latest response advises your center is unable to be of further assistance to us, “at this time.” If not “at this time,” when?

In addition to the above. Since we are being continually ignored with a proper and legal response we now feel compelled to notify EACH of you as follows. In the event we are forced to place this vehicle into operation and based on your failure to fully respond thereby indicating by your non-response, the vehicle is in fact safe. As such, if something does in fact occur resulting in accident or injury to us or any member of the motoring public we must, as previously stated, hold Chrysler, its operatives, agents, employees and you individually responsible for a non-caring attitude in properly identifying what the potential safety problem is. Also, this appears to have become an issue regarding vehicle insurance of which our having been previously informed by our dealer that Chrysler required the changing of the computer system to a brand new vehicle, only days old, due to a safety hazardous operational

**question places too much liability on us as owners.
Then, a question of merchantability certainly arises.**

Now, to the Secretary to the office of Consumer Product Safety. Please sir, it does appear your assistance is desperately needed in the clarification of this matter. We, along with our insurance carrier needs to know this vehicle is in fact totally safe for operation on the roadways. Your investigative response to this issue and why it was necessary a replacement to the vehicles computer system, on a "brand new" vehicle, with only a few hundred miles was compelled for potential safety hazardous operations will be greatly appreciated. Also, that it is certifiable safe to operate.



**Copy: File
Enc. (1)**



National Center for Dispute Settlement

43230 Garfield • Suite 130
Clinton Township, MI 48038
(800) 936-4303
(586) 226-2470
Fax: (586) 226-2559

October 12, 2011

[Redacted]
Madison, Georgia [Redacted]

Dear [Redacted]

Your correspondence was received in our office on October 12, 2011. Our process is a warranty process in regard to automotive arbitration claims. In your correspondence you stated that your request is not regarding an arbitration issue. So we are unable to offer you any further assistance at this time. If you have any questions regarding our process, feel free to contact our office at 800-936-4303.

Sincerely,

NCDS

A handwritten signature in black ink, appearing to read "DK", is written over the typed name.

Diane Kimbrough x120
Case Administrator

Faint, illegible text, possibly a footer or reference number.

M/ for 10/4/11

[Redacted]

Madison, Georgia

[Redacted]

October 04, 2011

**Office of President---(Certified Mail)
Chrysler Group, LLC
P. O. Box 727
Mt. Clemens, Michigan
48046**

Received CPSC
2011 OCT 14 A 9:47
Office of the Secretary
FOI

**National Center for Dispute Settlement---(Direct Mail)
Special Attention: Diane Kimbrough
Case Administrator
43220 Garfield, Suite 130
Clinton Township, Mi. 48038**

**Office of Consumer Product Safety Commission--(Direct Mail)
Office of the Secretary
Washington, D. C. 20207**

**Certified Mail: 7006 2150 0000 1656 3552
RE: 1911 Dodge Charger, 4 dr. sedan-2B3CL3CG7BH [Redacted]**

Dear Sir or Madam:

**This correspondence is in response of our receipt to certain
correspondence dated September 28, 2011 over the signature
of Ms. Diane Kimbrough.**

We, my husband and I, in acknowledging receipt of said correspondence as well as a prior similar letter continue to wonder just how such properly responds to our original request for information. Information absolutely critical to our future operation of the above described automobile. As such we once again invite someone employed with Dodge/Chrysler, capable of reading and understanding, to review our prior letters of request and comply therewith. I will now make yet another attempt.

Immediately after our purchase, on July 07, 2011, we learned of a recall concerning a radiator problem. Hopefully this has been satisfactorily addressed by the dealer.

Also, immediately after our purchase we learned of a recall or manufacturers directive to the dealership that components of the computer system must be replaced to---- prevent a potential safety hazard---- in the operation of the vehicle. Having contacted the dealership regarding these issues and being provided with a schedule date for such servicing and while enroute the -----automobile engine check light----- displayed. It was determined there was a failure in the ---- dual---fuel pump system and the same had to be and was replaced.

Needless to say we were and are disappointed with a new vehicle with less than three hundred miles having to receive such corrective measure, HOWEVER, if someone had taken the time to properly READ and UNDERSTAND our prior request it could have immediately and very easily been determined our interest was and remains the issue of the potential safety hazard resulting from a defective onboard computer . In a telephone response collectively prepared by two Dodge employees we were informed we can't be allowed

to receive this information for “LEGAL REASONS.” What ever they may be. In a follow up I prepared yet another request in the form of a letter, copy enclosed, (Note: received by N.C.D.S. on September 28, 2011), once again directing us to arbitration, of which we were previously advised, was not available to us in Georgia. In further response please know ONCE AND FOR ALL we have never mentioned nor requested any type of arbitration nor have we expressed any other dissatisfaction other than having been subjected to the IMMEDIATE repair of replacement part actions to a brand new vehicle. As such, why Dodge/Chrysler continues to choose in wasting time but causes us to do the same when there has been and is no present issue by us as ever having involved arbitration. Sounds like to us someone just doesn’t want to take the time to answer the question OR could the potential problem of safety one Dodge/Chrysler is not ready to publicly acknowledge nor properly enlighten us with.

While it is not something we would like to believe it does in fact now appear to us this automobile was knowingly manufactured with a defective computer capable of causing a potential safety hazard not only to the automobile but to our persons as owner-operators. Otherwise, how could it have become known so soon? Because we are not sufficiently skilled thereby rendering us capable of determining product safety problems based on such sophisticated technology as computers we have no choice but to hold Dodge/Chrysler, it’s product manufacturers, agents and dealerships responsible due to their failure in furnishing sufficiently enlightening information capable of timely preventing injury or death to the owner--operators and others possibly effected thereby, if such proves to be factual.

Now, having made several written requests for specific

information related to this vehicles product merchantability, safety and operational features and Dodge/Chrysler in refusing and failing to address by claiming it can't do so for "legal reasons," leads us to strongly believe certain product defects were and are known by Dodge/Chrysler and issues of merchantability apply. Without our knowing all the facts we continue to exist with the question of how an unreasonably dangerous product could possibly exist without having been fully disclosed prior to sale. In fact, does this product comply with safe merchantability?

Again, your attention is respectfully directed to our request and no, it does not in any way involve an issue of arbitration or other similar issue.

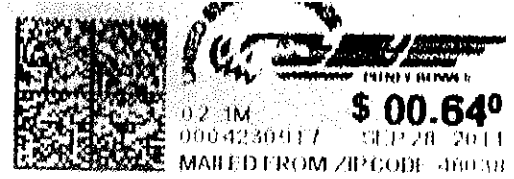
Thank you for your cooperation and assistance in this matter.

Sincerely,



**Copy: File
Enc.**

National Center for Dispute Settlement
43230 Garfield Road • Suite 130
Clinton Township, MI 48038



Rec- 10/04/2011
[Signature]

[Redacted]
Madison, GA
[Redacted]

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4804850727

*OFFICE OF THE PRESIDENT
CHRYSLER GROUP, LLC.
P.O. BOX 727
MT. CLEMENS, MICHIGAN
48046*

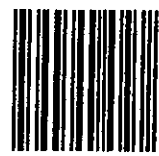
*RETURN FROM REVISION
CORRECTED MAIL*

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RECEIVED
SEP 28 2011
N.O.D.S.

9/28

MADISON, GEORGIA

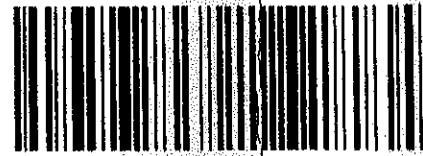
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CERTIFIED MAIL™



National Center for Dispute Settlement

September 28, 2011

43230 Garfield • Suite 130
Clinton Township, MI 48038
(800) 936-4303
(586) 226-2470
Fax: (586) 226-2559

[Redacted]

Madison, GA [Redacted]

RE: Chrysler Customer Claim Form

Dear [Redacted]

Please find the Chrysler Customer Claim Form enclosed for completion.

It is necessary to complete the entire Customer Claim Form including the year, make, model, mileage, VIN#, Servicing Dealer and current vehicle problems. Please also include a copy of the bill of sale, title and registration of the vehicle when returning the completed form.

Upon completion and return receipt of the Customer Claim Form, the National Center for Dispute Settlement (NCDS) will review your claim and determine if you are eligible for the arbitration process.

For your convenience I have enclosed a pre-addressed stamped envelope to return the Customer Claim Form to NCDS. If you should have any questions please do not hesitate to contact us at 1-800-777-8119.

We appreciate your attention to this matter.

Sincerely,

NCDS

OK

Diane Kimbrough
Case Administrator

enclosure

RECEIVED

SEP 28 2011

N.C.D.S.

[REDACTED]
MADISON, GEORGIA
[REDACTED]

September 23, 2011

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

Chrysler Customer Assistance Center, (DIRECT MAIL)
P. O. Box 21-8004
Auburn Hills, Michigan
48321-8004

CERTIFIED MAIL: 7007-1490-1490-0001-6611-8920

Special Attention: Stephanie (would not furnish a last name) Code SH981
Jim (Stephanie would not furnish a last name) Code JK671

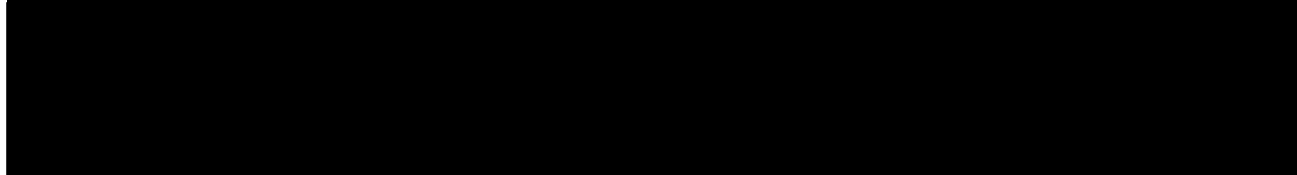
Re: 1911 Dodge Charger, 4 dr. sedan-2B3CL3CG7BH [REDACTED]

Dear Ms. Stephanie, (last name unknown) Code SH981:

This correspondence is intended to further memorialize our prior correspondence to the Office of President, Chrysler, as of, August 31, 2011-certified mail: 7007-1490-0001-6611-8425, also correspondence of September 10, 2011(Case #66115002GA, and additional correspondence of September 22, 2011 as well as telephone conversations with "Stephanie" as of September 22, 2011 and September 23, 2011.

recalls, potential safety hazards or factory adjustments needed to new vehicles be disclosed, **in writing** and **verbally acknowledged**, to all potential purchaser/customers twenty four hours prior to the consummation of a vehicle sale.

Needless to say we remain concerned for our safety and well being and expected much more from Chrysler.



Copy: Office of President/Chrysler
Stephanie
File

With less than one hundred and fifty personal driving miles on our newly purchased Dodge motor vehicle we witnessed a "recall" for safety and operational reasons as concerns a radiator problem.

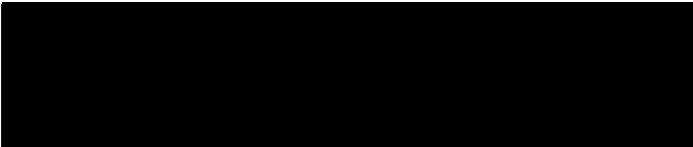
With less than one hundred and fifty personal driving miles on our newly purchased Dodge motor vehicle we were notified repairs had to be made to the vehicle computer system to prevent a potential safety operational hazard. We were advised these repairs were timely made with replacement parts.

With less than one hundred and fifty personal driving miles on the vehicle the fuel system consisting of the dual gasoline fuel pumping system had to be replaced. We were advised these repairs were timely made with replacement parts.

The problem then arises as to exactly what the safety hazards were in order we might have knowledge and be more fully aware of what to expect. So, far we have been unable to identify with any specificity what they were or are, or, if in fact the problems have been eliminated. The question being. Is this vehicle up to safety standards and safe to operate. Obviously, we are receiving the run-around as based on your responses, both written and verbal to include yesterday's and today's conversations with Stephanie, SH981 when she now informs us of having spoken to her supervisor, Jim, JK671 and he having advised her to inform us that for legal reasons, (what legal reasons?), Chrysler will not provide the information we request nor will they acknowledge our vehicle is in fact fully safe to operate. Further, that we can go to a certain data site and find there are no present recalls posted for this vehicle. If that is so, then, why the need for the prior repairs as performed and the initial warnings of safety recall problems?

Stephanie further advises there is nothing else Chrysler can offer to be of assistance to us. As such, we are now forced into the operation of this vehicle not knowing if this vehicle is in fact safe for road worthy operations. It appears the operation of this vehicle will be as if driven by blind operators, whom ever they might be while never knowing exactly what to expect.

Please remember, the only thing we requested was what potential safety problem exists and if the vehicle is now safe to operate. Unfortunately, now, it appears the only other redress for us and others in the future similarly effected will be our request to our State Legislature that all previously known

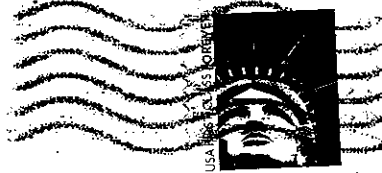


MADISON, GEORGIA



FOURTH METROPOLITAN

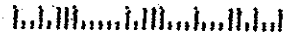
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OFFICE OF SECRETARY
CONSUMER PRODUCT SAFETY COMMISSION
WASHINGTON, D.C.

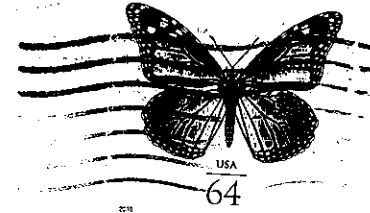
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[REDACTED]
MADISON, GEORGIA
[REDACTED]



OFFICE OF CONSUMER PRODUCT SAFETY COMM.
OFFICE OF SECRETARY -
WASHINGTON, D.C.

20207

