

C1-10442971-1269
JUN 5 2012

[REDACTED]
[REDACTED]
MADISON, GEORGIA
[REDACTED]

May 29, 2012

Mr. Randy Reid
Chief, Correspondence Research Division
Office of Defects Investigation
National Highway Traffic Safety Administration
1200 New Jersey Avenue, S.E.
Washington, D.C. 20590

RE: Chrysler Group LLC
2011 Dodge Charger--VIN:2B3CL3CG7BH [REDACTED]

CERTIFIED MAIL: 7002-2410-0003-5816-2003

Dear Mr. Reid:

We purchased the above described new automobile on July 07, 2011. Immediately thereto there was a recall regarding the cooling system. Following that were two changes and replacement units to the computer system. This too was followed with a defective fuel pump situation requiring an overnight stay for repairs. Within a short time we were notified an electrical problem requires the replacement of the front door handles. While we were seeking, from Chrysler, the specific identity of the causation of these problems and not receiving any replies we were notified of a serious defect identifying this specific unit with yet another overheating issue. That the overheating of the Power Distribution Center bus bar will cause a loss of the Antilock Brake System and/or the Electronic Stability Control resulting in a crash without warning. In fact, in the next to last paragraph of the enclosed Recall Warning copy you will note Chrysler is calling for "our" attention to this "important" matter **as they are sincerely concerned about our safety.** However, with such defects resulting in a crash without a warning one can't possibly place this or such a vehicle on the road. It's just too dangerous. Additionally, Chrysler does not advise as to how they intend on correcting

this situation other than we are to call on the sales dealership. Because of the numerous safety issues identified we were previously forced to remove this unit from the road with only 2,200 miles. Five hundred miles to and from the dealership. In addition, I am a heart patient, having experienced cardio bypass and this vehicle is the only unit my wife can operate in the event I have a problem. Regardless, it seems no one really cares one way or the other. As such, we now call on your agency to put some pressure on Chrysler advising them a "recall notification," does not the problem solve. Chrysler continues to punt to the sales agency, however, the sales agency was not the manufacturer. Neither can we safely drive the unit to the sales dealership.

Any relief you might provide will be greatly appreciated. We have suggested Chrysler might like to buy back this unit and resolve the problem. To date, no response on this.

Thank you for your cooperation and assistance.

Sincerely,

Copy: File

Mr. Sergio Marchionne/Chrysler
Enclosure: Chrysler Recall Notification Form



CHRYSLER

**SAFETY RECALL M10 / NHTSA 12V-197
ABS/ESC WIRING**

Dear [REDACTED]

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act. Chrysler has decided that a defect, which relates to motor vehicle safety, exists in some **2011 and 2012 model year Chrysler 300 and Dodge Charger vehicles.**

The problem is... The Power Distribution Center (PDC) bus bar on your vehicle (VIN: 2B3CL3CG7BH[REDACTED]) may overheat. This could cause a loss of Antilock Brake System (ABS) and/or Electronic Stability Control (ESC). A loss of ABS/ESC under certain driving conditions could cause a crash without warning.

What your dealer will do... Chrysler will repair your vehicle free of charge (parts and labor). To do this, your dealer will inspect the ABS/ESC fuse type. Vehicles that do not pass the fuse inspection will have the fuse relocated and upgraded. The work will take about one hour to complete. However, additional time may be necessary depending on service schedules.

What you must do to ensure your safety... Simply contact your Chrysler, Jeep, or Dodge dealer right away to schedule a service appointment. Ask the dealer to hold the parts for your vehicle or to order them before your appointment. Please bring this letter with you to your dealer.

If you need help... If you have questions or concerns which your dealer is unable to resolve, please contact the Chrysler Group Recall Assistance Center at 1-800-853-1403.

Please help us update our records by filling out the attached prepaid postcard, if any of the conditions listed on the card apply to you or your vehicle. You may also update this information on the web at www.dodge.com/ownersreg.

If you have already experienced this condition and have paid to have it repaired, please send your original receipts and/or other adequate proof of payment to the following address for reimbursement: Chrysler Customer Assistance, P.O. Box 21-8007, Auburn Hills, MI 48321-8007, Attention: Reimbursement. Once we receive and verify the required documents, reimbursement will be sent to you within 60 days.

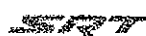
If your dealer fails or is unable to remedy this defect without charge and within a reasonable time, you may submit a written complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Ave., S.E., Washington, DC 20590, or call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153), or go to <http://www.safercar.gov>.

We're sorry for any inconvenience, but we are sincerely concerned about your safety. Thank you for your attention to this important matter.

Ask your dealer about the following notification(s). Our records indicate that your vehicle also requires repair for notification(s):
L28

Customer Services / Field Operations
Chrysler Group LLC
Notification Code M10

Note to lessors receiving this recall: Federal regulation requires that you forward this recall notice to the lessee within 10 days.



May 29, 2012

12:20 p. m. hours

MEMO TO THE FILE

On this date and at approximately 12:20 p.m. hours we received a telephone call from an individual identifying himself as "Jay," calling from Chrysler. Having had prior experience and difficulty with this individual I knew what followed would most likely be a continuing waste of my time. My thought proved true.

Jay advised me he is calling in response to a letter of inquiry we mailed Chrysler concerning certain recall issues. On confirming the particular letter he possesses is one of two mailed or shipped exclusively to the Chief Executive Officer of Chrysler, Mr. Sergio Marchionne we continued conversation. (Note: That two like letters, in an attempt to insure delivery were forwarded individually. One was mailed certified mail, restricted delivery. The other was shipped through U.P.S. Regardless, it appears the certified/registered correspondence was intercepted by an individual signing for the delivery by the name of Tina Head. As such it was either refused by the intended recipient, Mr. Marchionne or again, intercepted.) Jay further correctly identified this particular correspondence as having seventeen pages.

Jay advises he has previously addressed, with us, the issue of the radiator recall. (This is not true in that we don't yet know what the specific default is/was. That in responding further to our inquiry he will limit a response on behalf of himself and Chrysler to this specific radiator issue and none other. He further states our other concerns are issues to be addressed by the sales agency and not Chrysler. (Even though Chrysler was the manufacturer???)

Therefore, as such, what further do we want of them. I advised we would appreciate Chrysler, the manufacturer addressing fully the

issues at hand. That because of the vehicles defective safety issues status we have been unable to place it back on the roadway.

Absolutely not in the present condition as too to do so would most likely cause our insurance to be cancelled or coverage denied in the case of an accident, as well as causing Chrysler to be a third party found as a contributor. He doesn't seem to understand, or maybe care, it just doesn't pay to operate such a defective vehicle with the possibly of injuring either myself, a family member or other member of the motoring public. I then asked of Jay what authority, if any, he possessed in resolving this issue. He then advised the only issue of his concern is the issue of recall regarding the radiator. That he would send another copy of the initial recall and a schematic for the radiator **but we are to expect nothing else**. **1.** I then asked if he was refusing to respond to the issue of why two major computer components were replaced, (without a recall) and with alleged electrical problems.

2. What materialized and why was it necessary Chrysler replace the fuel pump system? **3.** What is the safety issue that resulted in Chrysler recalling the front door handles due to an electrical problem and **4.,** presently the electrical bar situation that has caused Chrysler to identify the power distribution bar capable of losing the ABS/ESC and capable of causing a **motor vehicle crash without warning**. I once again asked him if he or Chrysler would be responding fully to these issues. He advised, no. I then advised him, again, we do not acquiesce in Chrysler's failure to cause repairs to be timely made to this vehicle. That, under the circumstance this vehicle can't be driven on the roadway to the dealership. That we expect Chrysler to correct these defects and more fully identify for our safety and the motoring public the reasons for the faults.

I requested of Jay, he previously having stated he does not have authorization to address these issues, then, by what authority he is presently acting. Jay advised he is calling at the **specific**

directions of Ms. Jill Signorello, a Chrysler executive and is limiting Chryslers response only to the radiator issue as directed by her.

Jay asked if there was something else we might have an interest about. I responded, yes, that we would appreciate Chrysler buying back this piece of ---- we are stuck with. I then asked for the mailing addresses of he and Ms. Signorello. He advised they could be reached at 800 Chrysler Drive, Auburn Hills, Michigan, 48321. That his telephone listing is --248-944-7157. I then asked for his full name identity. He responded "Jay W.. I asked if Jay was his first names or if the "W" was the first letter of his last name. He advised he would not reveal this and that he could be reached under this clothed identity. I asked why he would not reveal his name when he so easily revealed the identity of Ms. Signorello. He responded he would not reveal his last name identity for "security reasons," and that I could quote him on that one. On asking his position with Chrysler he advised he was a Senior Staff employee in Customer Relations. (Customer relations?????)

Jay on being specifically asked denied there was a third party--non-informed interception to our conversation.

W48-226

CERTIFIED MAIL™



7002 2410 0003 5816 2003



**CERTIFIED MAIL
RETURN RECEIPT
REQUESTED**

7002 2410 0003 5816 2003

**MR. RANDY REID
CHIEF, CORRESPONDENCE RESEARCH DIV.
OFFICE OF DEFECTS INVESTIGATION
NATIONAL HIGHWAY TRAFFIC SAFETY ADM.
1200 NEW JERSEY AVENUE, S. E.
WASHINGTON, D.C. 20590**