

JAN 4 2012

[REDACTED]
MADISON, GEORGIA
[REDACTED]

December 21, 2011

Chrysler Group, LLC
Attention: Beverly-T5392BB
CUNS 431-00-00
P. O. Box 21-8004
Auburn Hills, MI, U.S.A.
48321-8004

RE: 1911 Chrysler Dodge Charger, SE, VIN:2B3CL3CG7BH [REDACTED]

This correspondence will acknowledge receipt of your telephone call this date in regard to the inquires concerning potential present and future operational safety issues made known to us subsequent to our vehicle purchase. Also, this is a follow up to our conversation of the past date.

Yesterday, when I received your call we discussed why Chrysler previously and presently takes issue with our request and advises for legal reasons they will not disclose the basis for concern and what real corrective actions, if any, have been taken to prevent such occurrences. You recommended we return to the dealership for answers. I advised you the dealership only previously advised Chrysler has experienced problems and they were to take actions to correct the same. However, problematic and severely lacking was and remains specifically what the problems were that were experienced and exactly how they are corrected insuring the full safety operations of this vehicle and others similarly constructed. Also, we have been advised any warranty for factory defects is the sole responsibility of Chrysler and not the dealership.

In view of our prior discussions we find it now most interesting that today in your call Chrysler is referring us back to the dealership whom did not build this vehicle nor did they apparently discover the problematic safety issues. Yesterday, we also advised you we look entirely to Chrysler for the answers and declarations this vehicle is in fact fully safe to operate and meets all

NH
010512
TW

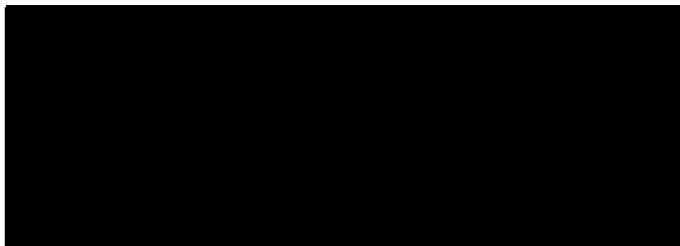
merchantability issues. I did agree to discuss with a district manager for Chrysler our concerns, however, as previously stated the answers must now come from Chrysler. We don't plan on being shuffled back and forth between the manufacturer and the dealership. Therefore, as I explained to you today we look forward only to Chrysler. In this regard we expect full and complete answers, in written form, from Chrysler.

To say the least your and Chryslers advisory, again today, that we return to the dealership for answers leaves a lot to be desired. They only exchange the necessary parts without furnishing information as to what relates to the situation.

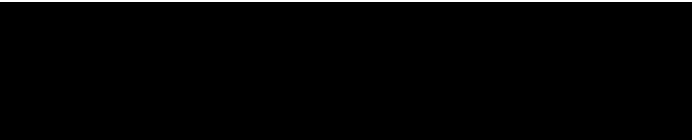
Please comply fully with our request in order safety issues not continue to mandate our lives and we are permitted to safely operate this vehicle. We sincerely don't believe you would have your family nor friends occupying a vehicle that could suddenly catch on fire, (the dealerships words), not our guessing, from a radiator problem (or) the cabin being denied proper heating in cold weather. (What is/was the cause of this problem). Also, for some reason the vehicle controls suffer from a computer problem causing an extreme safety issue. Exactly what is/was this issue? Additionally there was a manufacturers problem with the gasoline supply system that hopefully has been corrected.

Respectfully, you and Chrysler, if you care, may have the dealership prepare and forward to you exactly what they have specifically related to us and then combined with your information please forward a full and complete explanation along with a letter assuring the safety operations of this vehicle.

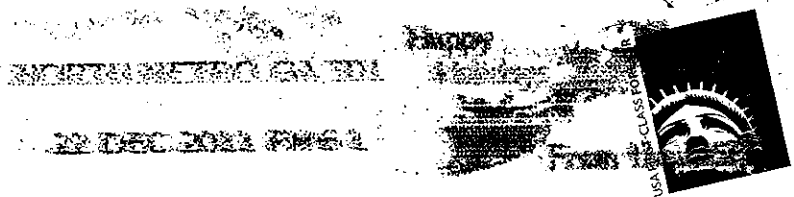
Thank you for your time, understanding and concern.



Copy: File
Hwy-Safety



MADISON, GEORGIA



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

20590

20590

