

CL-10442979-1600

[REDACTED]

MAY 29 2012

MADISON, GEORGIA

[REDACTED]

May 19, 2012

Mr. Sergio Marchionne  
Chief Executive Officer-Chrysler Group LLC  
2102 Conner Street  
Detroit, Michigan 48215

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: 1911 Dodge Charger  
SE-VIN:2B3CL3CG7BH [REDACTED]

**CERTIFIED MAIL: 7002-2410-0003-5816-1945**

Dear Mr. Marchionne:

Recently we prepared and forwarded to your personal attention a brief history regarding this automobile and the problematic situations we have experienced in dealing with certain of your underling employees in identifying the underlying problems and to determine if in fact this automobile is safe to operate.

It is apparent from the history in dealing with Chrysler and the sales agency neither wanted or wants to take responsibility.

When we mailed the prior history package we were just about the end of our Patience in that we have been denied, for safety reasons, full and complete enjoyment due to the ever present fear of fire or other vehicle defect. In fact in seven months we have been able, as a result of very short trips, to amass a

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total of 2,288 miles, more than five hundred being amassed running back and forth during the sales process and recall notifications. Our only hope was that you would take some action to ease our concerns and grant us assurance we and the motoring public would be at ease.

On returning home this date we found yet another recall delivered by the postal service. This one came while we were awaiting assurance the vehicle would in fact be safe to operate while answering yet another and earlier recall. This present recall is most concerning now in that it advises our automobile definitely is not safe to operate. **That the Power Distribution Center, (PDC) bus bar on our vehicle may overheat and cause a loss of the Antilock Brake System, (ABS) and/or Electronic Stability Control (ESC). As a result a loss of the ABS/ESC could cause a crash without warning!**

As we previously advised you the entire situation with Chrysler and the dealer has been nothing short of a nightmare. Subsequent to the purchase we were delivered the wrong vehicle requiring us to be without proper insurance for a time being. We were then notified of a potential fire situation to the engine and cabinet compartment in the event the unit, because of a defect in the cooling system overheated, or, in the winter months be deprived of proper cabin heating. While making an appointment for this repair we were notified Chrysler had informed the dealership, (though not a specific recall to the dealership) **that two material computer systems had to be replaced.** While on the way to the dealership the engine light came on causing us difficulty on the road, however, we a short time later learned the light engaged due to a **defective gasoline pumping situation requiring an overnight stay for parts and replacement. We were left temporarily stranded due to the fact neither Chrysler nor the dealership furnishes Courtesy vehicle, however, since we were more than forty miles away from home we did work an arrangement to pay gas expenses for a rental vehicle. A rental vehicle that "initially" we were to pay in the entirety.**

Subsequent to the above situations we began attempts to identify what the root or specific reasons were for the failures. The dealership informed us that the responsibility was with Chrysler. In fact they post notice to that effect. Certain employees of Chrysler informed us they were not permitted to identify the defects to us for **"legal reasons"** and to date they have not.

Not long ago we received information from a dealership employee that Chrysler was experiencing an electrical problem with the door locking mechanisms. Oh, Crap! And little did we know we would soon be delivered yet another recall notification that certain models, to include ours, are experiencing door lock problems. As soon as we received this notification we began attempting to more fully identify the problem. Correspondence was mailed to the dealership with a post paid, pre-addressed envelope for information. **The only reply. A second notification of recall. Nothing else. A second request was made, again with a pre-addressed and post paid envelope. Again, no reply to date.**

A similar request was made to Chrysler. To date no response at all.

**NOW**, we have a proposal. Rather than get into litigation, **(class action or otherwise)**, regarding merchantability of product, bad faith and asking for declination of vehicle value, along with the possibility of punitive damages we ask you consider buying back this vehicle and Chrysler can cause the necessary repairs. At the present time we are more concerned than ever before there exists severe safety problems that we do not care to risk. In fact, having been placed on notice by your latest recall as to the severe risk you continue placing a responsibility upon us to drive and operate this vehicle a distance of more than forty miles. We can't assume such a risk. Our lives and the lives of the other motoring public are too valuable to assume such.

**We are enclosing a copy of the original sales invoice. Since we have been restricted and deprived of the vehicle usage we believe the 2, 288 miles will be little for Chrysler to assume. Other than the defects identified by Chrysler to us the vehicle remains in tip-top cosmetic condition. One we receive you notification we will deliver the title and your agent may pick up the vehicle. This way I believe we both come out on top.**

Thank you for your immediate consideration.

Sincerely,

Copy: File  
Enc. (2)



**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](http://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.*





**Madison, Georgia**

WORTH METRO GA 300

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John H. Johnson

**Mr. Randy Reid  
Chief, Correspondence Research Division  
Office of Defects Investigation  
National Highway Traffic Safety Administration  
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Washington, D. C. 20590**

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