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APR 10 2012

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MADISON, GEORGIA
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March 31, 2012

Mr. Randy Reid, (personal)
Chief, Correspondence Research Div.
Office of Defects Investigation
U. S. Department of Transportation
National Highway Traffic Safety Administration
1200 New Jersey Avenue, S. E.
Washington, D. C. 20590

NVS-216 nlm

Ref. No. 10442979

CERTIFIED MAIL: 7001-0360-0001-6445-7853

Dear Mr. Reid:

Thank you for your most recent reply of March 28, 2012 in reference to what we consider a very potential safety hazard problem as represented to us by an agent of Chrysler-Dodge. Please know we have never lodged or made a complaint concerning a displeasure of any kind other than to learn the exact reason as to why Dodge-Chrysler chose to replace the vehicle computer system to a new vehicle, (with only a few hundred miles). When questioned the dealership advised it was at the direction of Chrysler-Dodge due to a very potential safety problem, however, they would not reveal the specific problem in need of correction. When we made further inquiry with Chrysler-Dodge we were informed the same would not be revealed to us for "legal reasons." For more than eight months they have maintained this stance other than shuttling responsibility back and forth with the sales dealership. Neither having been helpful. Neither will they identify the repair as a "recall."
Needless to say we remain very concerned from a safety standpoint each time we have to place this vehicle into use.

NH
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TW

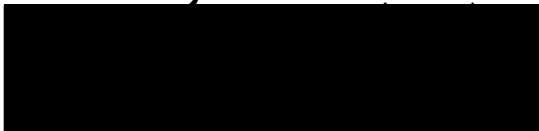
Knowing the Department of Transportation and the National Highway Traffic Safety Administrations are empowered to maintain the citizenry with a safety zone of assurance is/was the reason we forwarded our concerns. In this regard please know if our concerns are to be deemed an act of isolation it is not as a dispute situation between ourselves, the dealership or Chrysler-Dodge. Our issue is and has been for a true and non-deceptive response as to what the safety problem was that warranted the replacement of the computer system and for no other reason than for our safety. Again, our concern is not for any type reimbursement or entertainment under any Lemon Law. While your agencies have only been the recipient of a few of our inquiries we feel you must be informed Chrysler-Dodge has had numerous opportunity to enlighten and inform us as to why they are acting as they continue. Also, there exists no issue in need of mediation or arbitration. Only a need to be informed specifically as to the safety issue causing the computer system to be replaced and the resolve of our fears in operation. However, could it be the "legal reasoning" by Chrysler to maintain us in darkness as well as your agencies." Let's hope not. If so, could it prove fatal for some in the future?

Again, we want to thank you for your response. Like your agency we will place your correspondence in our file.

While you continue to entertain our complaint we plan on making one last request to Chrysler-Dodge for informative information we feel we are owed. Then, in the absence of the same we are preparing a brochure pamphlet describing our trials and conflicts regarding this issue to be offered on the internet concerning "our," Dodge vehicle.

Thank you for your having taken our complaint and in the event you do discover there is concern for our safety we ask you notify us as soon as possible.

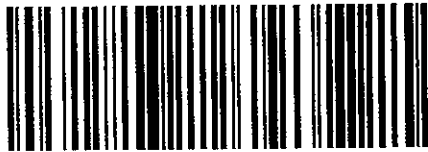
Sincerely,



Copy: Dodge/Chrysler--(REGULAR MAIL)

File

CERTIFIED MAIL



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*Mr. Randy Reid
CORRESPONDENT RESEARCH DIVISION
OFFICE OF DECEIT INVESTIGATION ENFORCEMENT
UNITED STATES DEPARTMENT OF TRANSPORTATION
NATIONAL HIGHWAY TRAFFIC SAFETY ADMINISTRATION
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