

JAN 27 2012

CI-10442979-5985

[Redacted]

MADISON, GEORGIA

[Redacted]

December 29, 2011

National Center for Dispute Settlement
Chrysler Motors, LLC
Attention: Diane Kimbrough X 120
43230 Garfield Road, Suite 130
Clinton Township, MI 49038

Office of the President
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]
CERTIFIED MAIL: 7010-0290-0002-0573-4905

Dear Ladies:

Well, here we go again.

After numerous inquiries to Chrysler we stand no better informed than when we initially sought responsible answers to the merchantability factor and fitness of this automobile. You each have been furnished sufficient information and evidence capable of answering, fully, our inquiries, however, it appears Chrysler desires to "punt" any responsibility for factory defects back onto the local sales agency. As you will observe after reviewing the enclosed documentation the local agency takes absolutely no responsibility for any warranty stating the factory

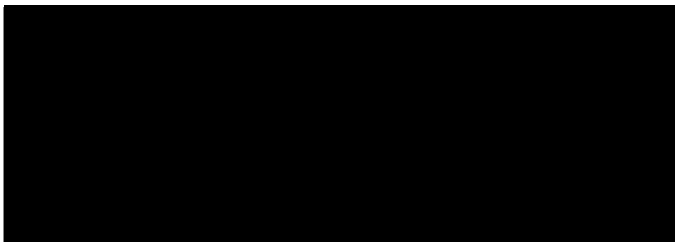
NH
013112
TW

warranty constitutes all of the warranties with the respect to the replacement parts, (if in fact they were replaced with improved parts capable of correcting the initial potential safety hazardous problems). Further, after verbal and mail correspondence Chrysler is continuing to hide responsible answers capable of identifying the initial causation for the parts repairs by previously advising us it can not release said information to us for "legal reasons." Also, we have been advised by one of you that our case file has been closed. We are not willing this be the final resolution. Only legitimate answers and documentation from Chrysler this vehicle is safe to operate will suffice. Then we will be mutually able to agree on closure.

Your further observation of the enclosed documentation we received from the sales agency dated December 21, 2011, (yesterday), will reveal to you as we have previously stated our "brand new" automobile had only 393 miles registered, part due to the agencies transport from one location to another at the time of the parts exchange. So much for a brand new vehicle. Further, we were furnished a copy of this invoiced document, without further advisory or explanations, when the modifications occurred.

We believe if the safety of your family was at stake as is ours you would be most dilatory in not seeking out satisfactory answers. Again, we plead our case.

Thank you for a responsible reply.



**Copy: Adm. Nat. Hwy. Safety Adm.
file
enc. (2 pages)**

CERTIFIED FIVE STAR



Received 12/29/2011
US.M.N.C.
(Signature)

Athens

DODGE
CHRYSLER Jeep

athensDCJ.com
A Landmark Company

DOCS89304

4145 Atlanta Hwy
Bogart, GA 30622
(706) 549-7555

DOCS89304

CUSTOMER NO. 31759	ADVISOR RICHARD	21153	TAG NO. 2744	INVOICE DATE 08/31/11	INVOICE NO. DOCS89304
MADISON, GA	LABOR RATE	LICENSE NO.	MILEAGE 393	COLOR BRILLIANT B	STOCK NO. B62035
	YEAR / MAKE / MODEL 11/DODGE/CHARGER/4DR SEDAN SE RWD			DELIVERY DATE 07/07/11	DELIVERY MILES 3
	VEHICLE I.D. NO. 2 B 3 C L 3 C G 7 B H			SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.		P.O. NO.		R.O. DATE 08/30/11
REFERENCE PHONE	BUSINESS PHONE	COMMENTS E# 3.6L			MO: 400

LABOR & PARTS				WARRANTY
J# 1 29DOZ CAMPAIGNS L10 COMPLETED TECH(S):27635				WARRANTY
PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE
JOB # 1	1	68142046-AA	HOSE COOL 7014005	
				JOB # 1 TOTAL PARTS 0.00
				JOB # 1 TOTAL LABOR & PARTS 0.00
J# 2 29DOZ01 CAMPAIGN/ELECTRICAL RRT 11-055 FLASHED CCN TECH(S):27635				WARRANTY
PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE
				JOB # 2 TOTAL PARTS 0.00
				JOB # 2 TOTAL LABOR & PARTS 0.00
J# 3 18DOZ *DRIVEABILITY MENU* CUST STATES CK ENGINE LIGHT COMING ON P2068, P2065, FOUND AUX SENDER READS OPEN CIRCUIT. REPLACED AUX. TANK FUEL UNIT. TECH(S):27635				WARRANTY
PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE
JOB # 3	1	68053476-AA	MODULE FU 14067003	
JOB # 3	2	55366298-AA	O RING FU 14099003	
				JOB # 3 TOTAL PARTS 0.00
				JOB # 3 TOTAL LABOR & PARTS 0.00
J# 4+29DOZZ CAMPAIGN RRT 11-060 COMPLETED TECH(S):27635				WARRANTY
PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE
				JOB # 4 TOTAL PARTS 0.00
				JOB # 4 TOTAL LABOR & PARTS 0.00
SUBLET	PO#	VEND INV#	INV. DATE	DESCRIPTION
JOB # 1	37279		08/31/11	RENTAL
				TOTAL - SUBLET 0.00

LIMITED WARRANTY

LABOR:
We guarantee our service labor for 90 days or 4,000 miles, whichever comes first. If our repair or replacement fails in normal service within that period we'll fix it free of labor charges.

PARTS:
The factory warranty constitutes all of the warranties with the respect to the sale of this item/items. The seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.

CERTIFIED FIVE STAR
 ☆☆☆☆☆

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CUSTOMER NO. 31759	ADVISOR RICHARD	TAG NO. 21153	2744	INVOICE DATE 08/31/11	INVOICE NO. DOCS89304
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	VEHICLE I.D. NO. 2 B 3 C L 3 C G 7 B H			SELLING DEALER NO.	PRODUCTION DATE
	R.T.E. NO.	P.O. NO.		R.O. DATE 08/30/11	
	COMMENTS E# 3.6L				

MO: 400

THANK YOU FOR CHOOSING US FOR ALL YOUR SERVICE AND COLLISION NEEDS. WE STRIVE TO GIVE YOU EXCELLENT SERVICE ON EVERY VISIT

SERVICE MANAGER
 MIKE GOODMAN
 (706)549-7555

THANK YOU
 (706)549-7578

TOTAL LABOR.....	0.00
TOTAL PARTS.....	0.00
TOTAL SUBLET.....	0.00
TOTAL G.O.G.....	0.00
TOTAL MISC CHG.....	0.00
TOTAL MISC DISC.....	0.00
TOTAL TAX.....	0.00
TOTAL INVOICE \$	0.00

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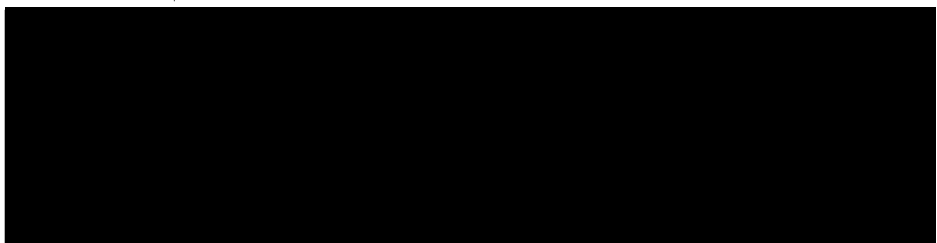
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CUSTOMER SIGNATURE

 DUPLICATE INVOICE *****

Athens
DODGE
CHRYSLER Jeep
 A Landmark Company.
 145 Atlanta Hwy
 Bogart, GA 30622

UNITED STATES POSTAGE
 02 1P \$ 000.44
 0003076527 DEC 21 2011
 MAILED FROM ZIP CODE 30622



Madison, GA

30650435811



MADISON, GEORGIA

NOTICE READING CA 301

29 DEC 2011 PM 5 L



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

20590

20590

