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MADISON, GEORGIA

[Redacted]

December 20, 2011

Chrysler Group, LLC  
**Attention: Beverly-T5392BB**  
CIMS 431-00-00  
P. O. Box 21-8004  
Auburn Hills, MI USA  
48321-8004

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

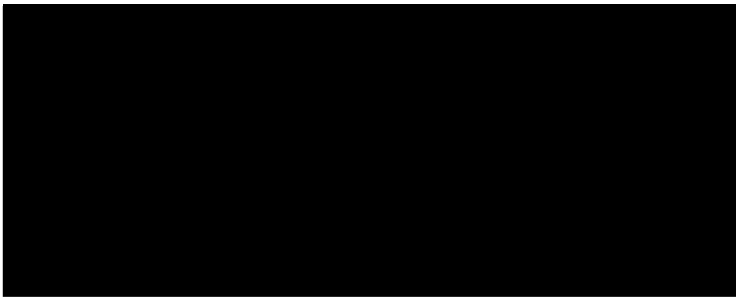
This correspondence is intended to memorialize our telephone conversation of this date and to express our appreciation for your calling. Accordingly you have now reviewed a documentary file Chrysler is maintaining regarding our prior inquiries and requests. That you are now well aware we have great concerns regarding the operational aspects of our new motor vehicle, therefore, we won't go into great detail once again only to say that for some reason, **(quoted to us by Chrysler as legal reasons)** we can't be more fully informed. As you can tell we brought our concerns to the attention of Chrysler in several prior letters of inquiry. That due to our inability to receive satisfactory answers of safety concerns we are presently being restricted in the operations of this vehicle until we have satisfactory answers such as to why the vehicle could suddenly catch on fire due to a radiator problem. Why a possibility exists or existed in a safety hazard operation situation necessitating the replacement of the computer system and if in fact the replacement fully corrected the situation. Also within the same few days after our purchase the fuel pump system had to be replaced when the engine check light engaged.

You suggested we discuss this with the local dealership. We previously did and were advised all warranty is the obligation of Chrysler. Therefore the reason of our inquiry to Chrysler LLC.

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1-3-12  
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You further advised you would contact our local dealership, obtain the name identity of your district manager and have him contact us. At this time I did in fact advise I would be glad to converse with him or her, however, of more importance is the factual situation concerns the safety operational aspects. Again, we want to know, with specificity, what we should have expected to potentially cause the hazards and if in fact they have been mechanically corrected. How and by what? Substance not fluff. Additionally we would like to know by what basis Chrysler would have withheld and continues to withhold, for legal reasons, answers that could possibly prevent us from being injured or killed as a result of the related defects.

Thank you for your call and we now look forward to finally being informed. As such, hopefully, we will soon be able to enjoy this vehicle.



Copy: File  
Hwy-Safety

MADISON, GEORGIA

NORTH METRO GA 301

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OFFICE OF ADMINISTRATOR  
NATIONAL HIGHWAY SAFETY ADMINISTRATOR  
1200 NEW JERSEY AVENUE, S.E.  
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