

APR 20 2012

CL-10442979-9768

[REDACTED]
MADISON, GEORGIA
[REDACTED]

April 14, 2012

Mr. Randy Reid, (Personal) (CERTIFIED MAIL)
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

Chief Executive Officer, (Personal) (REGULAR MAIL)
Chrysler Dodge LLC
P. O. Box 218008
Auburn Hills, Michigan
48321-9959

RE: 1911 Dodge Charger Automobile
VIN: 2B3CL3CG7BH [REDACTED]
CERTIFIED MAIL: 7001-0360-0001-6445-7860

NVS-216-nlm
Ref: No. 10442979

Dear Sirs:

In early July 2011 we purchased the above described motor vehicle from a Chrysler-Dodge dealership located near Athens, Georgia. With less than five hundred miles this vehicle required the replacement of a fuel pump system. Also, within the same mileage this vehicle was the subject of a recall involving the cooling system. That a failure of inspection or replacement the

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vehicle could actually overheat potentially causing an engine compartment fire. Additionally, a failure could restrict proper heating or cooling of the vehicle interior. When we returned the vehicle to the dealership for the inspection or replacement of the cooler system flow apparatus we were informed Chrysler-Dodge had informed the dealership, while not yet announcing a recall, of the need for the replacement of the computer system to also prevent a possibly severe safety operations problem. On requesting the identity of the problem we were informed only that it was being replaced at the direction of Chrysler-Dodge. Numerous attempts were and have subsequently been made of the dealership and in particular Chrysler-Dodge to more fully identify the problems. Chrysler-Dodge and the dealership continue to place responsibility on the other. As such the only information we have been able to obtain was in telephone conversation with Chrysler-Dodge informing us **they could not disclose** the particular safety reason or recognized problem requiring the replacement. Dodge would only advise us they could not disclose such information due to legal reasons.

Could "legal reasons" be a cover for safety problem of which the public should not be informed?

As you will recall we have discussed this situation in several items of correspondence on which you have prepared a file while conducting further inquiry.

Now, today, April 14, 2012 and subsequent to our latest notification of concern to your agency and in particular with Chrysler, we received yet another recall notification. It seems Chrysler-Dodge now has a problem with the passive door system of this vehicle. Again, they fail to reveal the specific problem. Only that a replacement of the doors entry/exit system, be it mechanical or electrical, (as yet unknown to us), is necessary. Needless to say we are now more concerned than ever before. It certainly is not our desire to be trapped inside a burning vehicle without a safe way of exiting. It was during a previous trip for a recall we experienced the failings and problems with the fuel system. We are both more than seventy years of age and our youthful action movements departed us long ago. Because of the non-fully disclosed potential safety operative concerns we are being further restricted in the enjoyment, use and operation of this vehicle.

We purchased this vehicle, after long term savings, believing it would be the last of our vehicles. We just didn't know it would safely last for only such a short period of time.

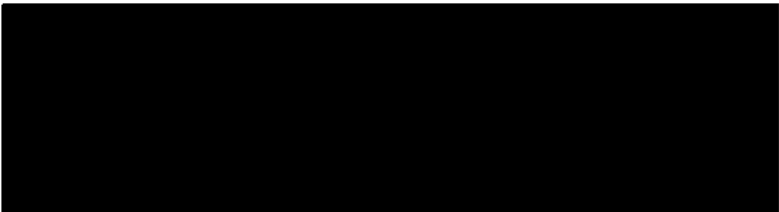
To date we have been able to place considerably less than two thousand five hundred miles on this unit due to strong concerns for our safety. Unfortunately, because of Chrysler Dodge's failure to be cooperative and as a last cause of action, on March 31, 2012 we notified Chrysler-Dodge, by certified mail: 7001-03600-0001-6445-7853, of our present intent. As a last cause of action, we now intend on preparing a historical account of our most intense problems in learning specifically the hazardous causes of the defective equipment and of Chrysler-Dodge assurance this vehicle is in fact safe for us to operate. We are now in the process of preparing this booklet for advertisement in the news media and over the internet at modest cost. We believe there is an old Latin legal term, **Caveat Emptor, or (let the buyer beware)** and as such this brochure will be offered for sale, in the news media and on the internet to the motoring public at modest cost.

Again regarding this latest recall notification we will treat it as an addendum to our file and the planned brochure. A copy of the latest recall notification is enclosed as an exhibit hereto.

As previously communicated please add this latest concern to your file and if possible, if your agency has identifiable information regarding this or the other specific safety problems we request you notify us accordingly.

Thank you very much for your interest and concerns to date.

Sincerely,



P.S. While discussing our Dodge safety problems with our neighbors and friends a particular neighbor advised having observe the chief operations officer of Chrysler-Dodge on a recent televised event. That "safety and quality" of operations were stressed. I replied, Yeah! And so much for Obama assistance.

Copy: File

CHRYSLER GROUP LLC

CIMS 482-00-85
PO Box 218008
Auburn Hills MI USA 48321-8008
Electronic Service Requested

STANDARD
U.S. POSTAGE
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PERMIT #2655
DETROIT, MI

IMPORTANT!

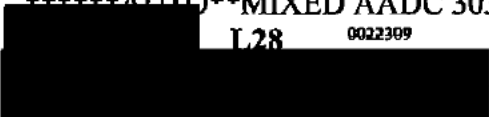
MOTOR VEHICLE NOTIFICATION

2371

*Received
4/14/12*



*****ALTO**MIXED AADC 303 1/91



L28 0022309

MADISON, GA



0022309#52929 / L28



2371

PROCESSED OFFICE



CUSTOMER SATISFACTION NOTIFICATION L28 FRONT EXTERIOR DOOR HANDLES

Dear [REDACTED]

At Chrysler Group LLC, you can be assured that we are changing the way we look at quality. To prove our commitment to quality, the company is investing in and prioritizing improvements for every vehicle that we build. As part of that commitment, we are also targeting existing vehicles on the road today and contacting our customers to provide these quality improvements, at no charge, that will help to improve your ownership satisfaction.

We are recommending the following improvements be performed on some 2011 model year Dodge Challenger and Charger vehicles equipped with passive entry system.

Recommended Service: The front exterior door handles on your vehicle (VIN: 2B3CL3CG7BH[REDACTED]) may cause intermittent operation of the passive entry feature.

What your dealer will do: Chrysler will service your vehicle free of charge (parts and labor). To do this, your dealer will replace both front exterior door handles. The work will take about 1/2 hour to complete. We recommend that you make an appointment with your dealer to minimize your inconvenience.

What you should do: Simply contact your Chrysler, Jeep, or Dodge dealer, at your convenience, to schedule a service appointment. Your dealer will collect the necessary information to ensure that the appropriate parts are available so your service can be completed in a timely manner. Although not required, we recommend bringing this letter with you to your dealer, when you bring your vehicle in for this service.

If you need help: Please contact the Chrysler Customer Assistance Center at 1-800-853-1403.

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.

Please help us update our records by filling out the attached prepaid postcard, if any of the conditions listed on the card apply to your vehicle. You may also update this information on the web at www.dodge.com/ownersreg.

We apologize for any inconvenience this service may cause to your schedule. Moving forward we are committed to providing our customers with world class quality products, ensuring that you have a positive dealership experience and following up on any issues and concerns that you may have in a timely manner through our Customer Assistance Center.

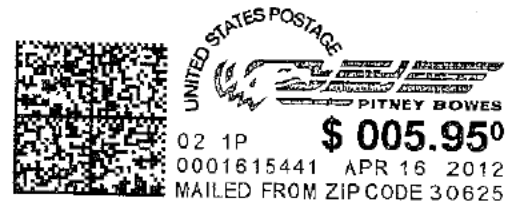
Sincerely,
Customer Service / Field Operations
Chrysler Group LLC
Notification Code L28



CERTIFIED MAIL



7001 0360 0001 6445 7860



CERTIFIED MAIL
RETURN RECEIPT REQUESTED

MR. RANDY REID -
CHIEF, CORRESPONDENCE RESEARCH DIVISION
OFFICE OF DEPT. INVESTIGATION
U.S. DEPARTMENT OF TRANSPORTATION
NATIONAL HIGHWAY TRAFFIC SAFETY ADMINISTRATION
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