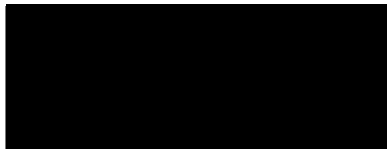


C1-10453079-9594

MAR 23 2012



TACOMA, WA



March 15, 2012

Chrysler Group LLC
Attn: Legal Department/Risk Management
P.O.Box 21-8007
Auburn Hills, MI 48321-8007

RE: 2010 Sebring Convertible Defect Notice

Dear Sir:

I have been a loyal Chrysler customer for over 40 years. When I took possession of my 2010 Chrysler Sebring convertible from the dealer, I asked if I could get a key without all the remote controls. I was told that was not possible due to the on-board computer.

Repeatedly the car has inadvertently activated one or more of the remote features. Most recently it started while closed in our garage. Fortunately, my son heard the sound and we shut off the car before anyone was injured by the carbon monoxide. I asked the dealer to disable at least the remote start feature, but after charging for the labor discovered it could not deactivate the remote feature.

I have noticed 4 deaths reported in the press from this remote start feature. I have some knowledge of the problems with the Siemen's computer system in modern vehicles. Please file this Notice of Defect in your Risk Management file whether you take action to remove this defect from your vehicles or not so there is no question that you were on Notice of this Defect at least at this date.

The State of Washington, in order to minimize thefts of vehicles which had their engines warming up but unattended eliminates the purpose of the remote start feature:

RCW 46.61.600
Unattended motor vehicle.

(1) No person driving or in charge of a motor vehicle shall permit it to stand unattended without first stopping the engine, locking the ignition, removing the key and effectively setting the brake thereon and, when standing upon any perceptible grade, turning the front wheels to the curb or side of the highway.

(2) The most recent driver of a motor vehicle which the driver has left standing unattended, who learns that the vehicle has become set in motion and has struck another vehicle or property, or has caused injury to any person, shall comply with the requirements of:

(a) RCW 46.52.010 if his or her vehicle strikes an unattended vehicle or property

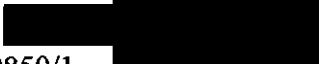

NH
032012
TW

adjacent to a public highway; or

(b) RCW 46.52.020 if his or her vehicle causes damage to an attended vehicle or other property or injury to any person.

(3) Any person failing to comply with subsection (2)(b) of this section shall be subject to the sanctions set forth in RCW 46.52.020.

[2010 c 8 § ~~9072~~; 1980 c 97 § 2; 1965 ex.s. c 155 § 68.]



Encl: Invoice 6050850/1
Cpyto:NHTSA
Headquarters
1200 NewJersey Avenue,
SEWestBuilding
Washington, DC 20590

TACOMA DODGE CHRYSLER
4101 SOUTH TACOMA WAY
TACOMA, WA 98409-4620
253-475-7300



SERVICE DEPARTMENT HOURS
7:00 a.m. to 6:00 p.m.
Monday - Friday
8:00 a.m. - 3:00 p.m. Saturday

R/O Open Date	R/O Number
3/15/12	6050850/1
R/O Close Date	Status
3/15/12	Pre-Invoice
Mileage In	Mileage Out
9069	9070
Service Advisor Tag #	
RACHEL WHITE/3089	
Vehicle Identification Number	
1C3BC4EB5AN	
Delivery Date	In-Service Date
10/04/10	10/04/10
Color	License Number
WHITE	

COPY
03/15/2012 09:19:49
Sale:

Transaction # 4
Card Type: VISA
Acc: *****
Entry: Swiped
Total: 167.07

Device ID: 2007
Reference No.: 162075624211516
Auth.Code: 66867A
Respon. AUTH/TKT 66867A
Merchant number ***72295

CUSTOMER COPY

DESCRIPTION	AMOUNT
AD PARTS	
FILTER	
by GREG STRIL (764)	
890AA :OIL: 5W20	12.26
39AA :FILTER: ENGINE OIL	11.95
SING 5 QTS 5W 20	4.74
.95	

VEHICLE INSPECTION - PERFORM MULTI-POINTINS
SEE SERVICE ADVISOR FOR RESULTS
ION
BY GREG STRIL (764)

COMPLETED
Sub Total: .00

#3 - 08CHZ: ELECTRICAL REPAIRS
DEACTIVATE REMOTE START FEATURE.
Work performed by GREG STRIL (764)
VERIFIED CAR HAS FACTORY REMOTE START. TRIED TO
DISABLE REMOTE START BUT IT WILL NOT ALLOW PERM
DISABLE JUST TEMPORARY DISABLE. CAN UNPLUG HOOD
SWITCH BUT THEN HOOD OPEN MESSAGE STAYS ON. WITH
CUSTOMERS PERMISSION TRIED TO DISABLE AT WCM BUT
ALL ATTEMPTS CAUSE SECONDARY ISSUES LIKE NO START
AT ALL AND CEL. REPLACED ALL ATTEMPTS BACK TO STOCK
OPERATION. ONE OPTION IS TO OPEN THE HOOD IT WILL
KEEP CAR FROM REMOTE STARTING. OTHER OPTION WOULD
BE TO GET A FOB WITH NO BUTTON FOR REMOTE START
AND PROGRAM AS NEEDED.
Sub Total: 115.00

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. "I hereby authorize the repair work hereinafter to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in the vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you or your employees permission to operate the vehicle herein described on streets, highways, or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto."

DISCLAIMER OF WARRANTIES: Any warranties on the products sold hereby are those made by the manufacturer. 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 said products. Any limitation contained herein does not apply where prohibited by law.

SHOP SUPPLIES: Charge on all repairs based on 12% of labor charge.
HAZARDOUS WASTE: EPA Reclamation is an additional charge. Oil, oil filter, coolant flushes or other repairs involving hazardous material disposal. Maximum Charge \$35.00

A daily storage fee will be charged three (3) working days after you have been notified work on your vehicle has been completed. A minimum of \$15.00 per day will be charged.

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

LABOR	127.26
PARTS	16.69
DEDUCTIBLE	.00
SUBLET	.00
SHOP SUPPLIES	8.90
HAZARDOUS MATERIALS	.00
SALES TAX OR TAX I.D.	14.22
SPECIAL ORDER DEPOSIT	.00
DISCOUNTS	.00
TOTAL DUE	167.07

X

TACOMA

DODGE • CHRYSLER • JEEP

4101 S. TACOMA WAY

TACOMA, WA 98409

(253) 475-7300

PARTS DIRECT: (253) 475-7971

WASH.: 1-800-562-3688 • USA: 1-800-426-5337

FAX: (253) 473-3276



SHIPPED TO

SHIPPED TO

TACOMA, WA

RETURN POLICY: No returns on electrical or special order items. A restocking charge will be applied on all merchandise returned for credit. No returns after 15 days.

DISCLAIMER OF WARRANTIES: All warranties on the products sold hereby are those made by the manufacturer. The seller, Tacoma Dodge Chrysler Jeep, hereby expressly disclaims all warranties, either expressed or implied, including any implied warranty of merchantability or fitness for a particular purpose, and Tacoma Dodge Chrysler Jeep, neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.

YOUR PURCHASE ORDER		TERMS		INVOICE DATE		INVOICE NUMBER / PG.		
Verbal		Payment Due Upon Receipt		3/15/12		Quote 1		
SHIP VIA				SALESPERSONS NAME				
DELIVER				VANCE CARROLL				
QTY.	DESCRIPTION	SOURCE	LIST	NET	AMOUNT			
2	68025034AB : KEY: BLANK WITH TRAN RO6050850---GREG	EP <i>Part</i>	189.74	189.74	379.48			
DATE PRINTED		TIME	SERVICES OR EQUIPMENT					
3/15/12		9:20:21	379.48					
PARTS DEPARTMENT HOURS 7:00 a.m. to 6:00 p.m. Mon - Fri 8:00 a.m. to 3:00 p.m. Sat Thank You!		SHIPPING						
		C.O.D. CHARGE						
		SALES TAX OR TAX I.D.					35.30	
		DEPOSIT ON CONTRACT						
		TOTAL					414.78	
NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.								
X								

Tacoma, WA

TACOMA WA 983
OLYMPIA WA
15 MAR 2012 PM 3 T

LOVE YOUR NEIGHBOR
WORK OUT



NHTSA
Headquarters
1200 New Jersey Avenue,
SE West Building
Washington, DC 20590

