

C1-10455156-7853

INFORMATION Redacted PURSUANT TO THE FREEDOM OF
INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)

APR - 6 2012

[REDACTED]
Council Bluffs, IA [REDACTED]

March 28, 2012

Chrysler LLC Customer Center
P O Box 21-8004
Auburn Hills, MI 48321-8004

Chrysler Canada, Inc.
Customer Center
P O Box 1621
Windsor, Ontario N9A 4H6

Dear Ladies and Gentlemen:

Re: 2008 Dodge Ram Pickup
VIN 1D7HA16KX8J [REDACTED]

2009 Chrysler 300
VIN 2C3KA43D59H [REDACTED]

The above vehicles are the fourth Chrysler products we have purchased from Chrysler. For the most part we have been very happy with our vehicles. Prior to these two purchases we had a 2001 Dodge Intrepid and before that a 1995 Dodge Intrepid -- I am sorry that you no longer manufacturer the Dodge Intrepid because we found them to be great cars.

Our 2008 Dodge Ram Pickup with only 14,083 miles is the primary vehicle we are writing about -- the three year warranty ended October 31, 2011. We have continually had to put air in the tires over the last three months. A few days ago my husband was driving the truck and one tire went completely flat and he had to walk to get help. We are seniors -- he is 73 and I am 68. We cannot be stranded like this. He got the tire changed and then took it to Firestone but they said there was nothing wrong with the tire only the valve stem. They did not have the necessary parts. So he drove to Performance Chrysler-Dodge-Jeep in Omaha (about 40 miles round trip) the next day March 26 and asked them for four new valve stems. They did not have them either but managed to get two of them from Baxter Motors and sold them to him. Total cost for the parts was \$72.12. The other two are bad as well but they did not have them. I am very upset about him having to do this and keep thinking how much worse this could have been if it had happened on the interstate or while driving out in the country. The staff at Performance-Chrysler-Dodge-Jeep told him that the valve stems that came on the original truck have not performed well and are no longer being used. They sold him two of the newer model valve stems - I ask you if Chrysler knew these were bad why have they not been recalled?

MC
040912
TW

Letter to Chrysler
March 28, 2012
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I feel this is very dangerous in that folks can be stranded places like the interstate and cause wrecks if they have a similar situation. I am asking you to reimburse us for the cost of these two new valve stems \$72.12 plus the installation charge of \$45.16 – I feel that you should also send us two more of these valve stems for the other side of his truck and another \$45.16 for installation of those as well.

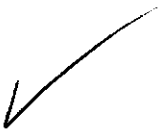
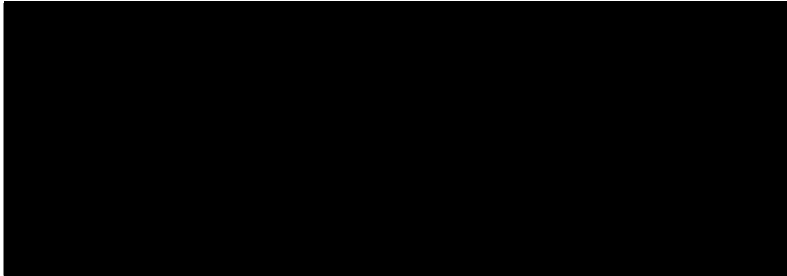
Now of course I am wondering if the valve stems on my 2009 Chrysler 300 are the same as the original ones on his truck. If so have you had a recall on these? If you have I wonder why we have not been notified as we have never moved and lived at this address when both vehicles were purchased. I do have a lifetime warranty through Chrysler on my Chrysler 300 – so will this warranty cover this should I have problems as well? We are now concerned however that this will happen when we are traveling or out late at night with the car and even worse should it happen on the interstate where it could cause wrecks for others. I would appreciate receiving four of the valve stems and labor costs to have those installed on my car as well. The mileage on my car is just less than 40,000 miles. When you are seniors you need dependable transportation which is why we bought Chrysler vehicles.

I am attaching all the paperwork pertaining to this incident and ask for reimbursement of the expenses already paid as well as the remaining replacement valve stems and installation expenses for those as well for the truck. Since these are difficult to find I hope that you will send them to us. If I have the same defective valve stems on my car – I would appreciate receiving four new ones for the car as well.

We have been very loyal Chrysler customers so I hope you will treat us accordingly by making sure our vehicles are safe for us to drive. I also have to ask again, have these valve stems been recalled and if so why weren't we notified – and if they have not been recalled – why haven't they if you and your dealerships know they are defective? This puts folks in dangerous situations.

Thank you for your time and consideration, I look forward to hearing from you... I am also sending a copy to your Canada office as my car, which was purchased at Woodhouse in Blair, Nebraska was actually made in Canada according to a sticker on the inside of the door.

C: Administrator, NHTSA
400 Seventh Street – SW
Washington, DC 20590



CHRYSLER • DODGE • JEEP

7010 S. 124TH CIRCLE
LA VISTA, NE 68128
PHONE: 402-339-3131 * FAX: 402-339-5030

ALL CLAIMS AND RETURNED GOODS MUST BE ACCOMPANIED BY THIS INVOICE.
NO RETURNS ON ELECTRICAL OR SPECIAL ORDER PARTS.
NO RETURNS AFTER 20 DAYS. 15% RE-STOCK CHARGE ON ALL RETURNED PARTS.

THE SELLER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ALL IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR THE PARTICULAR PURPOSE, AND THE SELLER NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THESE PARTS.

DATE ENTERED	YOUR ORDER NO.	DATE SHIPPED	INVOICE DATE	THESE PARTS.
26 MAR 12		26 MAR 12	26 MAR 12	INVOICE NUMBER 69296

PAGE 1 OF 1

SOLD TO

ACCOUNT NO.

SHIPTO

[illegible]

PARTS FILE COPY

434417854883
PERFORMANCE CHRYSLER
7010 S 124TH CIR
LAVISTA, NE 68128
402-339-3131

Term ID: 002

Ref #: 003

Sale

VISA

Entry Method: Swiped

03/26/12

11:22:38

Inv #: 000003

Appr Code: 009113

Apprvd: Online

Batch#: 086001

Product

Qty

Account

Unit Price

PARTS

1

72.12

72.12

Total:

\$

72.12

Customer Copy

Customer Invoice195067
03/27/2012**FIRESTONE COMPLETE AUTO CARE
COUNCIL BLUFFS
701 W BROADWAY****COUNCIL BLUFFS, IA. 51501-4103****Service Advisor:**05 BRIAN
712.322.4071

2008 DODGE PICKUP R1500 [RED]

V6-226 3.7L SOHC

Lic #: [REDACTED] IA Vin #: [REDACTED]

In: 03/25/12 12:15PM Mileage: 14,083

Out: 03/27/12 10:36AM

COUNCIL BLUFFS, IA [REDACTED]

Store # 650102

RETAIL SALE

Description	Rev Hist /Article # ID	Qty	Unit Price	Extended Price	Job Total
TPMS SENSOR REPLACEMENT	1 05				39.98
TPMS SENSOR LABOR	7007263 03TS	2	19.99	39.98	

ORDER NOTES

INSTALL TPMS SENSORS

REPLACE TPMS SENSOR ON RF & TIRE IN BACK PUT ON RIGHT REAR

Technician(s):

03 KEVIN LEAR

Payment History

Visa 9081 1926 45.18 062063

Total Tendered 45.18

Summary:

Parts	0.00
Labor	39.98
Shop Supplies	2.40
Sub-Total	42.38
Tax (7.00%)	2.80

Total \$45.18

All CFNA purchase(s) through June 30, 2012 of \$249 or more receive 6 month deferred interest, see www.CFNA.com for more details.

I have received the above goods and/or services. If this is a credit card purchase, I agree to pay and comply with my cardholder agreement with the issuer.

Revision History:Rev
Amt

Init

Customer Signature

1) 03/27/2012 10:35AM

13.10

IN PERSON

All parts are new unless otherwise specified.**I acknowledge notice and oral approval of
an increase in the original estimated price.**

Signature or Initials

TELL US ABOUT YOUR EXPERIENCE AND RECEIVE \$5 OFF YOUR NEXT PURCHASE OF \$25 OR MORE!

To complete a short survey Call 1-800-859-9203 or go to www.FirestoneSurvey.com; Enter code 650102-195067

Write redemption code: [REDACTED] Only ONE (1) redemption allowed per invoice. Offer expires 6 months from date of invoice.

Good at participating locations. Must have valid redemption code. May not be used to reduce existing debt. No copies accepted.

www.FirestoneCompleteAutoCare.com

STD FCAC LASER 7008335 - 48110392 REV 11/11

See reverse side for Warranty Information

Inv# 111110.401001

Wgt: 8.1 / 8.1 lb

1582-3484 2012-02-20-17.02.51

PICK **A**

DDSRTEF - **F-05**

Loc: **A2930-E2**

DLRSTOCK **F 005**

68137699AA



1191VTSW
SENSOR

Qty: **1**
Order: ARJ7LL

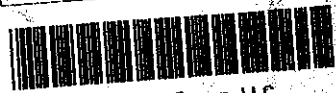
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A73F5

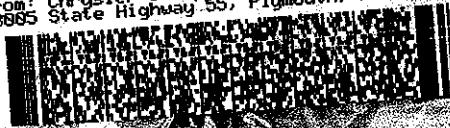
(61210000)

BOXTER CHRYSLER JEEP DODGE
17850 BOURT ST

OMAHA, NE 68118-0916



From: Chrysler Group LLC
13885 State Highway 55, Plymouth, MN 55441



Toks:

215

91

N11



137699AA

IRELAND

02/09/12 07:49

PRINTED IN USA



60137699AA



ARM TO U.S. FEDERAL MOTOR VEHICLE
STANDARDS, IF ANY ARE APPLICABLE

Wgt: 0.1 / 0.1 lb

2230-7899 2012-03-05-15.40.01

PICK **A**

DDSRTEF - **F-05**

Loc: **A2930-E2**

DLRSTOCK **F 005**

68137699AA



1191V180Q

SENSOR

Qty: **1**
Order: **AR1730**

DOC **5829286-129**

A73F5

(61210000)

BAXTER CHRYSLER JEEP DODGE
17950 BURT ST

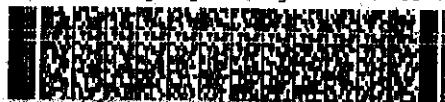
OMAHA, NE 681183316



From: Chrysler Group LLC
13605 State Highway 55, Plymouth, MN 55441

Tcks:

125



91

N11

1-68137699AA

MADE IN IRELAND

3118- 629 05/19/11 05:53



MOPAR®

PRINTED IN USA



68137699AA



**CONTENTS CONFORM TO U.S. FEDERAL MOTOR VEHICLE
SAFETY STANDARDS, IF ANY ARE APPLICABLE**

[REDACTED]
Council Bluffs, IA [REDACTED]



1000



20590

U.S. POSTAGE
PAID
COUNCIL BLUFFS
51501
MAR 28, 12
AMOUNT

\$1.1
0003937

ADMINISTRATOR, NHTSA

400 SEVENTH STREET - SW

WASHINGTON, DC 20590

