

KENNEDY
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MARK A. KENNEDY*

DOUGLAS R. KENNEDY*

SCOTT A. ROBBINS*

CHRISTOPHER L. YARBRO*

SAMANTHA D. PENNINGTON*

JENNIFER R. WILLIAMS

*Also Licensed in Arkansas

*Also Licensed in Illinois

Writer's Direct E-mail: mark@kkrylawfirm.com

July 16, 2012

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COPY

Chrysler Group LLC Customer Center
PO Box 21-8004
Auburn Hills, MI 48321-8004

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

Customers: [REDACTED]
Vehicle: 2011 Chrysler Sedan
VIN: 1C3BC1FG0BN [REDACTED]
Date of Purchase: 09/28/2011
Servicing Dealer: Blackwell-Baldwin Dodge, Inc. of
Dexter, Missouri

TO WHOM IT MAY CONCERN:

I have been contacted by [REDACTED] to try to help them obtain suitable repairs or a trade-in for their 2011 Chrysler Sedan which has had a continuing problem from the date they purchased the vehicle. They have complained to me of the following:

1. The car dies randomly. It doesn't matter whether the engine is cold or hot, warmed up or not. The engine completely stops (or dies) and the operator has to put the vehicle in park and restart the engine with the key.
2. This has happened at least 15 different times since they purchased the vehicle and usually happens when a stop is made in traffic, at a stop sign, or in slow stop and go traffic. On occasion this happens after acceleration from a stop sign and the vehicle died out in the intersection with oncoming traffic, which is the primary worry to the consumer.
3. This vehicle has been in the shop at least five times for this problem and was in the shop two times with transmission problems and the dealer has failed to identify or fix the problem.

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July 16, 2012

██████████ has persisted with complaints of these problems to the point she is now being treated rudely by employees and cannot understand why they have been rude to her when all she wants is to have her car fixed.

This vehicle was purchased by a husband and wife together and has approximately 15,000 miles on it now and they are concerned that it is a death trap.

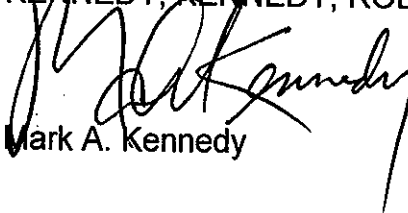
██████████ has requested service invoices from the dealer to bring to me but has been put off or promises have been made to her, but nothing has been done.

This customer simply wants her vehicle fixed or a suitable trade arranged so that she can get rid of the vehicle because she is very uncomfortable transporting her four children in such an unreliable vehicle.

Please reply to this letter as soon as possible because, like my client, I feel that it is dangerous for her to be driving the vehicle with children in a car that dies in traffic without warning.

Sincerely,

KENNEDY, KENNEDY, ROBBINS & YARBRO, LC



Mark A. Kennedy

MAK:slh

pc: ██████████

Blackwell-Baldwin Dodge, Inc.
National Highway Traffic Safety Administration

Kennedy, Kennedy, Robbins & Yarbrow, LC
Attorneys & Counselors at Law
1165 Cherry Street
P.O. Box 696
Poplar Bluff, MO 63902



Administrator
National Highway Traffic Safety Administration
West Building
1200 New Jersey Avenue SE
Washington DC 20590

