

OCT 10 2012

[REDACTED]
COLUMBIA, SC [REDACTED]

EXECUTIVE SECRETARIAT

2012 OCT -9 P 2:26

RECEIVED - INTERNAL

OCTOBER 1, 2012

ADMINISTRATOR, NHTSA
1200 NEW JERSEY AVENUE, SE
WEST BUILDING
WASHINGTON, DC 20590

DEAR ADMINISTRATOR:

PLEASE ACCEPT MY ATTACHED TWO-PAGE MEMORANDUM TO CHRYSLER GROUP LLC ON AUGUST 31, 2012, AS MY REPORT TO YOUR COMPANY OF SAFETY DEFECTS IN MY 2011 CHRYSLER 200. I PURCHASED THE CAR NEW FROM A LOCAL DEALERSHIP, GALEANA, HERE IN COLUMBIA, SC. THE CAR IS UNSAFE, AND COULD CAUSE A COLLISION, INJURY OR DEATH TO ME OR SOMEONE ELSE. I AM AFRAID TO DRIVE THE CAR. THERE HAS TO BE SOME ISSUES WITH THE SUSPENSIONS OR SOMETHING UNDER THE CAR. I AM NOT A MECHANIC BUT THERE IS A DEFECTIVE PROBLEM WITH THIS CAR. IT HAS BEEN PARKED INSIDE MY GARAGE SINCE AUGUST 28, 2012. I HAVE NO TRANSPORTATION, HAVE TO MAKE CAR PAYMENTS, AND CANNOT AFFORD A RENTAL CAR.

MY CASE FILE NUMBER WITH CHRYSLER CUSTOMER SERVICE IS #22546493, PER DEBRA (LNU), CUSTOMER SERVICE REPRES. WITH CHRYSLER MANUFACTURER.

PLEASE ADVISE ME WHAT I CAN DO WITH OR ABOUT THIS DEFECTIVE CAR.

[REDACTED]

ATTACHMENT (1)

NH
101012
TW

**TO: CHRYSLER GROUP LLC
CUSTOMER CENTER
P. O. BOX 21-8004
AUBURN HILLS, MI 48321-8004**

FROM:

COLUMBIA, SC

**RE: DANGEROUSLY UNSAFE AND UNREPAIRED 2011, 200
CHRYSLER (VIN #IC3BC2FG8BN)**

DATE: AUGUST 31, 2012

I PURCHASED THE ABOVE 2011 CHRYSLER 200, 6-CYLINDER NEW, WITH 5,638 MILES, FROM GALEANA CHRYSLER ON SEPTEMBER 3, 2011. I HAD TO RETURN THE CAR TO THE DEALER ON SEPTEMBER 19, 2011 WITH 6,969 MILES, BECAUSE THIS CAR IS NOT SAFE, AND I AM AFRAID TO DRIVE IT. THE CAR WOBBLES, BOUNCES FROM SIDE-TO-SIDE WHILE DRIVING ON HIGHWAYS IN AREAS WHERE THERE ARE ROUGH RIDGES IN THE ROAD, AND WHEN YOU CROSS BRIDGES AT 65-70 MPH. OCCASIONALLY, IT MAKES A RATTLING NOISE AT CRANKING. TIRES WILL NOT STAY CORRECTLY INFLATED WHILE DRIVING. RETURNED THE CAR FOR SAME PROBLEMS ON JUNE 28, 2012. STILL NOT FIXED. ON AUGUST 7, 2012, I NOTICED THE SUNROOF LEAKS OVER THE DRIVER'S SIDE OF THE CAR. I ALSO REPORTED THIS TO ROBERT MANGANELLO, SERVICE DIRECTOR, ON AUGUST 8, 2012, WHEN I RETURNED FOR A ROAD TEST DRIVE OF THE CAR, AND TO POINT OUT SOME THINGS THAT WERE CHECKED OFF AS HAVING BEEN DONE ON MY LAST APPOINTMENT, BUT ACTUALLY HAD NOT BEEN DONE. I WAS GIVEN ANOTHER APPOINTMENT TO BRING MY CAR BACK AND LEAVE TO BE FIXED AND ROAD TESTED ON AUGUST 13, 2012. I WAS CALLED TO COME OUT AUGUST 14, 2012. I WENT OUT. THE CAR STILL WAS NOT FIXED, HAD TO LEAVE IT AGAIN, AND IT WAS AT GALEANA FOR 16 DAYS (08/13-28/2012) AND THE CAR REPAIRS ARE STILL NOT FIXED, AFTER GALEANA PUT SOME 150 MILES ON MY CAR. IN ADDITION, THE TRUNK LINING WAS PULLED OUT OF PLACE AND NOT REPLACED TO ITS ORIGINAL PLACE/CONDITION. NOW I DO NOT HAVE FULL ACCESS TO THE TRUNK AREA. WHEN I PICKED UP THE CAR ON AUGUST 28, 2012, AND WAS ABLE TO TEST DRIVE IT, THE CAR OPERATES WORST THAN IT DID

BEFORE TAKING IT IN THE LAST TIME. IT NOT ONLY WOBBLER, BOUNCES SIDE-TO-SIDE, TIRES WILL NOT STAY INFLATED CORRECTLY, IT NOW PULLS TO THE RIGHT. WHILE MY CAR WAS AT GALEANA CHRYSLER WITH ROBERT MANGANELLO FOR THE 16 DAYS, I WAS WITHOUT TRANSPORTATION, AND NOT OFFERED A COURTESY OR RENTAL CAR UNTIL THE LAST FOUR (4) DAYS. I WAS TOLD THEN THAT I COULD NOT DRIVE OVER 150 MILES PER DAY OR I WOULD BE CHARGED 33 CENTS PER MILE, AND IF NOT RETURNED WITH A FULL TANK, I WOULD BE CHARGED \$4.00 PER GALLON. WHEN I WAS CALLED TO PICK UP MY CAR, I ASKED IF IT WAS NOW FIXED, AND WAS TOLD BY ROBERT MANGANELLO THAT THAT'S THE WAY THE CAR IS DESIGNED AND SUPPOSE TO OPERATE LIKE THAT DUE TO THE HEAVY-DUTY SPORT SUSPENSION.

WHEN I LAST SPOKE WITH CHRYSLER MANUFACTURING CUSTOMER REPRESENTATIVE, DEBRA (LNU), ON AUGUST 29, 2012 AT 12:28 P.M. AT 855-525-5085, EXT. 4720342, THE SAME SCENARIO WAS GIVEN- THAT THAT'S THE DESIGN OF THE CAR, AND IT IS MADE TO PERFORM THAT WAY. WHEN I TOLD HER THAT I WAS SHOCKED TO LEARN THAT CHRYSLER MAKES UNSAFE CARS. SHE TOLD ME I COULD TAKE MY CAR TO ANOTHER DEALER. I ASKED FOR OTHER DEALERS IN SOUTH CAROLINA NEAR COLUMBIA. SHE GAVE ME THE NAMES OF TWO OTHER DEALERS, BUT WHY SHOULD I TAKE MY CAR TO ANOTHER DEALER, WHEN THE DEALER I BOUGHT IT FROM CANNOT FIX OR STAND BEHIND ITS UNSAFE DRIVING CARS. SHE ASKED IF SHE COULD CLOSE MY CASE. I TOLD HER NO. I ALSO LEFT A MESSAGE ON ROBERT MANGANELLO'S TELEPHONE ON AUGUST 29, 2012, AND I HAVE NOT GOTTEN A RETURN CALL FROM HIM YET.

I AM NOW NOTIFYING YOU OF THE PROBLEMS I HAVE HAD, AND IS STILL HAVING WITH MY VEHICLE BECAUSE NO CORRECTIVE ACTIONS HAVE BEEN MADE. IS THIS CAR DESIGNED LIKE THIS AND SUPPOSE TO PERFORM LIKE THIS ON THE HIGHWAY? THE CAR IS CURRENTLY PARKED IN MY GARAGE BECAUSE IT IS UNSAFE, AND I AM AFRAID TO DRIVE IT. YET, I HAVE TO MAKE MONTHLY CAR PAYMENTS.

PLEASE ADVISE.

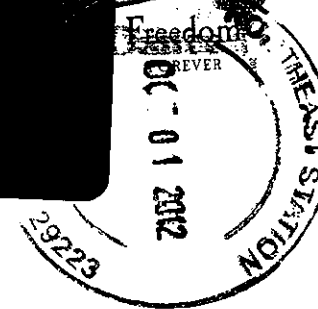


COLUMBIA, SC

CERTIFIED MAIL™



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RETURN RECEIPT
REQUESTED

ADMINISTRATOR, NHTSA
1200 NEW JERSEY AVENUE, SE
WEST BUILDING
WASHINGTON, DC 20590

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REQUESTED

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