

AUG - 6 2013

CL-10534584-9101

THOMAS J. MILLER
ATTORNEY GENERAL



CONSUMER PROTECTION DIVISION

Address Reply To:
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www.iowaAttorneyGeneral.org

Department of Justice

July 29, 2013

[REDACTED]
Des Moines, IA [REDACTED]

RE: Chrysler Group LLC - General

File # 2013-149837

(Please refer to the above file number when communicating with our office.)

Dear [REDACTED]

We have received and reviewed your letter about the above-referenced matter. From the information you provided, it appears your inquiry may more appropriately be reviewed for possible action by the agency listed below. Therefore, by copy of this letter, your information was forwarded to that agency for review. We anticipate the agency will respond to you after reviewing the information.

The agency may or may not take action based on your complaint. If the agency decides not to take action, you may wish to consult with a private attorney of your choice or consider filing a small claims court lawsuit. A lawsuit may be pursued in small claims court without the assistance of a private attorney if your claim is within the monetary limit for small claims court jurisdiction. In Iowa that limit is \$5,000.00. If your small claims lawsuit is to be filed in another state, you may wish to consult the appropriate clerk of court in that state.

If your search for an attorney is difficult, you may wish to ask friends for recommendations. In addition, the Iowa State Bar Association operates a Lawyer Referral Service. You may call that service at 800-532-1108 (Iowa only) or 515-280-7429 for more information. As another option, telephone directories typically have listings for lawyers in the yellow pages section under "Attorneys."

In addition to filing a complaint with our office for possible assistance, you may be able to use a new state law, effective July 1, 2009, that gives consumer fraud victims the right to file lawsuits against the companies or individuals who allegedly defrauded them. This new law is known as the Private Right of Action for Consumer Frauds Act. You may wish to consult a private attorney about whether you have a right to pursue a lawsuit based on the facts in your case. One of the key features of this new law is that the defendant will have to pay your attorney fees if you win. Please understand that you may contact a private attorney at anytime, even while your complaint is pending with our office. If you do not know the names of any attorneys, you might wish to look in your local Yellow Pages telephone directory under "attorneys" or contact the Lawyer Referral Service of the Iowa State Bar Association at www.iowabar.org. For more information about the new Iowa law, go to our website: www.iowaAttorneyGeneral.gov.

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Thank you for contacting us regarding this matter.

Sincerely,

A handwritten signature in cursive script that reads "Stephen Switzer".

STEPHEN SWITZER
Investigator

cc: National Highway Traffic Safety Administration
Department of Transportation
400 7th Street, SW, Room 2318
Washington, DC 20590

AG CONSUMER [AG]

From: [REDACTED]
Sent: Wednesday, July 17, 2013 11:42 AM
To: AG CONSUMER [AG]
Subject: AG Office Consumer Complaint Form

Below is the result of your feedback form. It was submitted by
[REDACTED] on Wednesday, July 17, 2013 at 11:41:56

name: [REDACTED]
address: [REDACTED]
city: Des Moines
state: IA
zipcode: [REDACTED]
homephone: [REDACTED]
workphone: [REDACTED]
age: 28
respname: Chrysler Corp
vin: 1j8gw58nx2c [REDACTED]
product: 2002 Jeep Grand Cherokee
newused: Used
contbus: Yes
contatty: No

comments: I received a note about a safety recall M35 in January. It has to do with "a damaged computer chip could cause the airbag light to illuminate, followed by an inadvertent deployment of the front airbags". This is obviously a huge safety concern of mine. My airbag light recently came on while I was driving. I contacted Chrysler today to see why there is no resolution to this problem, and was told that they "are working with the supplier". I think that is completely out of line- especially with a safety issue like this. The recall was originally sent out 1/3/2013. I drive my 8 month old son to day care every day, and don't feel safe driving any more knowing that my airbag might possibly deploy at any time. I contacted the NHTSA, and was told to contact the FTC to file a formal complaint. I did talk to the FTC, and they suggested that I contact you as well. The reference number with the FTC is 47158014 I don't understand how they know that there is a huge safety issue with these vehicles and nothing is being done in a timely manner.

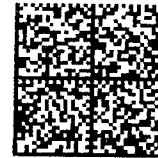
submit: Send in the complaint

HTTP_USER_AGENT: Mozilla/5.0 (compatible; MSIE 9.0; Windows NT 6.1; Win64; x64; Trident/5.0)

STATE OF IOWA
DEPARTMENT OF JUSTICE
CONSUMER PROTECTION DIVISION
HOOVER BUILDING
DES MOINES, IOWA 50319

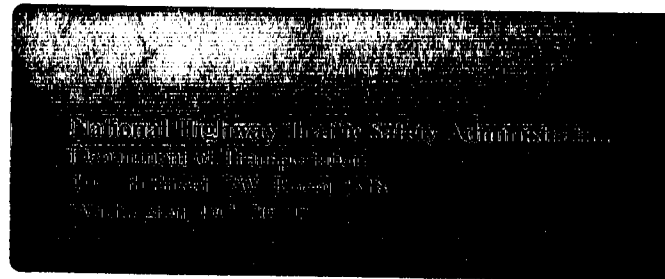
Address Service Requested

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FIRST CLASS



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