

CL-10593043-8228

April 30-2014

To: Courtesy Chrysler
Jeep - Dodge - Ram
231 W. Main St.
DANVILLE, ILL. 61832
(Phone 217-709-1200)

MAY - 9 2014

BRETT T. SMITH
SALES CONSULTANT

To: Administrator,
NHTSA
1200 New Jersey Avenue, SE
West Building
Washington, DC 20590

Dear Ladies & Gentlemen,
I recently purchased a
2013 Chrysler 200 from Courtesy
Dealership in Danville, Ill.

Serial # 1C3CCBAB5DN [REDACTED]
4-cylinder / white in color.

On April 29th I had just gone
into Ace Hardware in Gibson City & I
picked up a few items. I got into my
Chrysler. Started it & started to
back up. The engine was accelerating -
(like an airplane) - I stepped on the
brakes & the pedal went clear to the
floor. No brakes. There were a few
cars on Sangamon Ave. & a pick up
truck.

NM
51914
SMD

I threw my hands up to let people know - the car was out of control. I turned off the ignition & jerked the emergency brake on. I finally got the Chrysler stopped & thank God I didn't run into anyone - nor did I damage any other vehicle - for which I am grateful.

I'm bringing this to your attention so that my car can be fixed - so that is safe. The computer is defective & it definitely has a problem - is not functioning properly.

This incident scared the " !@# \$" out of me. I'm glad I didn't hurt anyone.

I am not trying to be hurtful - neither to Chrysler / Dodge in Danville or the NHTSA - Administration.

I humbly submit this report to you. - For my protection as a consumer. Thank you!

Sincerely

Note / I have
② cell phones

Call
First

Call Second



5/2/2014

ADMINISTRATOR
NHTSA
1200 New Jersey Ave, SE
West Bldg.
WASHINGTON, D.C.

20590

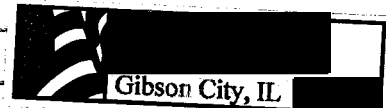
I'm sending you another letter
concerning my problem with Countess
Chrysler / Dodge & Ram in Danville,
Ill.

I + my son-in-law + my daughter
[REDACTED] drove to Danville yesterday.
We had an appointment to have their
mechanics to check out the computer.

The head mechanic drove the car
+ he said, it probably won't happen
again. That there was nothing wrong
with the car.

Sincerely

2 cell phones



MAY 1 - 2014

10:10 AM

Re: The Apt. I had set up with
COURTESY / to check my computer
on my Chrysler / 200. [REDACTED] &

[REDACTED] & I got to Courtney & Brad
Smith (the Salesman) & Leland
Groves (the Sales Manager) were
all smiles. / They were playing
the part of "Good Cop". & the guy
over the mechanics was playing the
part of "The Bad Cop".

The salesman "Brad Smith"
took me back to the Boss over the
mechanics. / He just sat there in
his chair - staring at me & definitely
was not interested in checking the
Chrysler out. Brad Smith acted as
though. - Their head mechanic was
'God Almighty' & by God this guy
was going to be the spokesman for
the day. The apt was from 1 PM up.
We were there at 12:30. Brad Smith asked
the maintenance man - what time
they could check the car. "And he said
I really don't think it will do any
good to check the car. So the head
mechanic was telling me - so to
speak. "I don't believe you!" -
So Courtney Chrysler - is saying
to me " !@# \$" , / We said you the
"!@# \$" car, - Now pay for it &
get out & don't bother us with your
-1-

complaints.

So this is the way that Courtesy Chrysler / Dodge / Jeep / Ram deals with people who have problems with a vehicle that they have sold. They don't deal with the problem, they ignore a legitimate complaint.

So I humbly submit this report to you - so that the truth can be told.

Copy of this report to:

ADMINISTRATOR
NHTSA

1200 New Jersey Avenue, SE
West Building
WASHINGTON, DC 20590

Note / to the Administrator
NHTSA, From



Gibson City IL

It is quite obvious to me that Courtesy Chrysler / Dodge / Jeep & Ram officials / choose not to help me with this complaint.

I am very patient, I'm wondering will the NHTSA do anything to help me.

So, I would like for you to let
me know / what if anything will you
do to help me! - Thank you very
much!

Sincerely



Gibson City, IL



c/c

- (1) Jile
- (2) Brian Schurten
Attorney at Law.

I have (2) cell phone Numbers

cell @ 411 1st

cell @ 411 2nd

STATE OF ILLINOIS

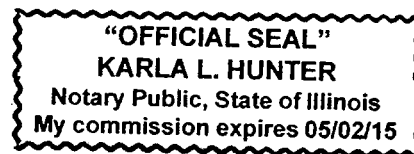
COUNTY OF FORD

The undersigned, a Notary Public in and for the above County and State, certifies that [REDACTED] is personally known to me to be the same person whose name is subscribed to the foregoing instrument appeared before me in person and acknowledged the foregoing report as their free and voluntary act, for the uses and purposes therein set forth.

DATED this 2nd day of May, 2014.

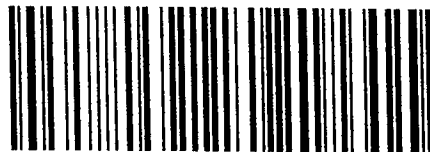
My commission expires May 2, 2015.

Karla L. Hunter
Notary Public





PLACE STICKER AT TOP OF ENVELOPE TO THE RIGHT
OF THE RETURN ADDRESS, FOLD AT DOTTED LINE
CERTIFIED MAIL™



7011 0470 0000 7430 2871

DOT Mailroom

TO: W40- 304

Building: DOT

Mailstop: 4 West

Route Sym: NOA-010

External carrier: Certified

Sender:

Manufacturer:

Purchase Order:

Item 1 of 1

W40-304

Adm

NHT

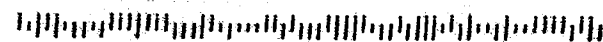
1200

West

WASH



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5/7/2014 10:56:37 AM

CHAMPAIGN IL 618

02 MAY 2014 PM 2 L



Bank Swallow

Administrator
NHTSA
1200 New Jersey Ave. SE
West Bldg.
Washington, D.C. 20590

Gibson City, Ill.