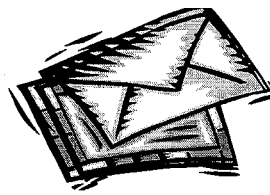


NHTSA ccmMercury Routing Slip



CL-10605742-9533

Printed: 1/23/2015

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

NHTSA #: ES15-000305	Rec'd Date: 1/22/2015	Referred By: NPO-011
XREF #:	Doc Type: CNG	Doc Date: 1/8/2015
Delivery: REG	Address To:	Due Date: 2/20/2015
S10 #:	DOT/I #:	RMP #:
Subject: LETTER FROM SENATOR DEFAZIO ON BEHALF OF CONSTITUENT [REDACTED] RE 6TH RECALL NOTICE ON 2014 DODGE PROMASTER VAN		
Ack Date:	Ack By:	Signed For:
Sign Office: DIR. GOVT. AFFAIRS	Signature: ALISON PASCALE	
Cleared Date:	Cleared By:	Cleared For:
File Loc:	XREF File:	Closed Date:
Added By: CBUTLER x60180	Modified By: Chris.Butler	
Most Recent Comment:		

Author:

THE HONORABLE PETER A DEFAZIO
U.S. HOUSE OF REPRESENTATIVES
612 SE JACKSON ST #9

ROSEBURG, OR 97470

Tel: 541-440-3523 Fax: E-mail: www.house.gov/defazio/

JAN 23 2015

Assigned To	Task	Asgn Date	Deadline	Returned Date
NVS-200	REPLY	1/22/2015	2/20/2015	
NVS-010	INFORMATION	1/22/2015		1/22/2015
NGA-110	SIGN	1/22/2015		

RR
12315
SMD

PETER A. DeFAZIO
4TH DISTRICT, OREGON

NATURAL RESOURCES
RANKING MEMBER

TRANSPORTATION AND
INFRASTRUCTURE
SUBCOMMITTEES:
AVIATION

HIGHWAYS AND TRANSIT
RAILROADS



Congress of the United States
House of Representatives

January 8, 2015

PLEASE RESPOND TO:

- 2134 RAYBURN HOUSE OFFICE BUILDING
WASHINGTON, DC 20515-3704
(202) 225-6416
- 405 EAST 8TH AVENUE, #2030
EUGENE, OR 97401
(541) 465-6732
1-800-944-9603
- 125 CENTRAL AVENUE, #350
COOS BAY, OR 97420
(541) 269-2609
- 612 SE JACKSON STREET, #9
ROSEBURG, OR 97470
(541) 440-3523
- defazio.house.gov

Chan Lieu, Government Affairs Director
National Highway Traffic Safety Administration
1200 New Jersey Avenue SE
Washington DC 20290

Dear Mr. Lieu:

I have enclosed a copy of a letter from my constituent, [REDACTED], for your review and response.

Thank you for your help. Please call my aide, Chris Conroy, if you have any questions.

Sincerely,

PETER DeFAZIO
Member of Congress

PAD:cjc
Enclosure

December 22, 2014

to: Rep. Peter DeFazio
405 East 8th Ave.
#2030
Eugene, OR 97401

from:

[REDACTED]
Florence, OR [REDACTED]
[REDACTED]

RE: CHRYSLER/DODGE RECALL SERVICE consumer problem
VIN: 36CTRVAG2EE [REDACTED]

Dear Rep. DeFazio

I have just received the 6th recall notice on my new 2014 Dodge Promaster Van with only 7,000 current miles on it. Recalls have included possible failure of brake hoses, air bag failures, improper head restraints, flooded battery and now the most recent faulty tire air pressure indicators. Most of these are severe safety issues and I am concerned for my personal safety.

Dodge/Chrysler only allows these recalls to be performed by Withnell Dodge in Salem, Oregon. Florence, Oregon to Salem, Oregon is a 5 hour and almost 400 mile round trip. I have contacted Dodge/Chrysler on numerous occasions to request that Lithia Dodge in Eugene be allowed to perform the recalls – which in most cases is a simple visual inspection. But Dodge/Chrysler has not replied to any of my requests. I also contacted the National Highway Traffic Safety Administration and they have also never replied to my complaints.

Since I am very concerned about my safety I decided to make a special 3-day trip to Salem to have the recalls #1-5 done by Withnell Dodge. I did this November 3-6. The trip cost me over \$500 for gas, travel and hotel, etc. I am [REDACTED] years old and have glaucoma in both eyes – this trip was very hard on my eyesight and very difficult overall to my health which is not good.

Now with the latest 6th recall on my vehicle I again called Dodge/Chrysler by phone. The representative I talked to ignored my problem and rudely told me I had to again go to Salem to get the latest recall done. I am seeking your assistance to have these recalls approved for service in Eugene. A copy of the latest recall is enclosed for reference.

[REDACTED]

RECEIVED

DEC 24 2014

Peter A. DeFazio M.C.
Eugene, OR



Rec 12/18/14

Another 11
RECALL 11

REPROGRAM TIRE PRESSURE
MONITOR CONTROL MODULE

IMPORTANT SAFETY RECALL

Low Tire Pressure Indicator
P62/NHTSA 14V-633
NOT WORKING?

This notice applies to your vehicle (VIN: 3C6TRVAG2EE [redacted]).

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

Dear [redacted]

Chrysler has decided that certain 2014 model year RAM ProMaster vehicles fail to conform to Federal Motor Vehicle Safety Standard (FMVSS) No. 138 – Tire Pressure Monitoring Systems.

The problem is... The Controller Area Network (CAN) bus cable to the Tire Pressure Monitor (TPM) control module on your vehicle may act as an antenna resulting in an incorrect tire pressure indication. The TPM system is not performing in the manner designed to meet Federal Motor Vehicle Safety Standard (FMVSS) 138 - Tire Pressure Monitoring System (TPMS). Incorrect tire pressure monitoring could cause the vehicle operator to drive the vehicle without knowing of a low tire pressure condition. Driving a vehicle with a low tire pressure condition could cause tire failure and/or a crash without warning.

What your dealer will do... Chrysler will repair your vehicle free of charge (parts and labor). To do this, your dealer will reprogram the Tire Pressure Monitor (TPM) control module. The work will take about ½ hour to complete. However, additional time may be necessary depending on service schedules.

What you must do to ensure your safety... Simply contact your Authorized Business Link dealer right away to schedule a service appointment. Please bring this letter with you to your dealer.

If you need help... If you have questions or concerns which your dealer is unable to resolve, please contact the Chrysler Group Recall Assistance Center at 1-800-853-1403.

call:
called 12-22-14
Rund 11 me 1 off

Please help us update our records by filling out the attached prepaid postcard if any of the conditions listed on the card apply to you or your vehicle. You may also update this information on the web at www.chrysler.com/ownersreg.

If you have already experienced this condition and have paid to have it repaired, please send your original receipts and/or other adequate proof of payment to the following address for reimbursement: Chrysler Customer Assistance, P.O. Box 21-8007, Auburn Hills, MI 48321-8007, Attention: Reimbursement. Once we receive and verify the required documents, reimbursement will be sent to you within 60 days.

If your dealer fails or is unable to remedy this defect without charge and within a reasonable time, you may submit a written complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Ave., S.E., Washington, DC 20590, or call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153), or go to <http://www.safercar.gov>.

We're sorry for any inconvenience, but we are sincerely concerned about your safety. Thank you for your attention to this important matter.

Ask your dealer about the following notification(s). Our records indicate that your vehicle also requires repair for notification(s): P53

Customer Services / Field Operations
Chrysler Group LLC

Note to lessors receiving this recall. Federal regulation requires that you forward this recall notice to the lessee within 10 days.



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copy - Florence, OR

U.S. HOUSE OF REPRESENTATIVES
WASHINGTON, DC 20515-3704

PUBLIC DOCUMENT

OFFICIAL BUSINESS

Return Service Requested

EUGENE OR 974

09 JAN 2011 11 L

Pete DeFazio

M.C.



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