

6/27/14

CL-10617528-6548

JUL 18 2014

This letter is being referred to you, as I want both headlamps done at the same time. I want 4 fuel pipes with one new repair and one old. I may find as did have 2 faulty ones. In all fairness we will replace both at the same time. I thank you for your cooperation and consideration

Sincerely

[Redacted signature block]

Cell #

[Redacted cell number]

Home #

[Redacted home number]

ET
72814
SMD



IMPORTANT SAFETY RECALL

P08 / NHTSA 14V-101

This notice applies to your vehicle: (VIN: 2B3CL3CG0BH [redacted]).

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

Dear [redacted]

See attached photo

Chrysler has decided that a defect, which relates to motor vehicle safety, exists in some 2011 and 2012 model year Dodge Charger vehicles equipped with halogen headlamps.

The problem is... The headlight wiring harness connectors on your vehicle may overheat. This could cause a loss of low beam headlight function without warning. A loss of headlight(s) during nighttime driving could cause 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 inspect the headlamp wire harnesses and replace them if required. The wiring harness inspection will take about 1/2 hour to complete. If the headlamp harness and/or headlamp assembly requires replacement an additional three hours will be required. However, additional time may be necessary depending on service schedules.

What you must do to ensure your safety... Simply contact your Chrysler, Jeep, or Dodge dealer starting May 9, 2014 to schedule a service appointment. Ask the dealer to hold the parts for your vehicle or to order them before your 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.

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.dodge.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.

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.



Repair Order Detail - Customer Copy

RO Number: 73189

RO Status: CLOSED

Customer: [REDACTED]
 Phone(s): Contact: [REDACTED]
 Vehicle: 2B3CL3CG0BH [REDACTED]

Main: [REDACTED]
 2011 CHARO BRILL-BLK-CP

Mileage: 44,605
 Service advisor: 31938
 Tag number: T330

Payment type: CHG
 Promised date: 09/03/2013

Waiter: Yes
 Estimate: 0.00

A 23 POINT INSPECTION
 90 CP COMPLETED 23 POINT INSPECTION. 0.00

Tech(s): 30404
 Pts: 0.00 Lbr: 0.00 Other: 0.00 Total Line A: 0.00

B CUSTOMER STATES THAT THE DRIVER'S SIDE HEAD LIGHT WILL GO ON/OFF WHILE DRIVING. CHECK AND ADVISE.
 ELEC CP REMOVED AND REPLACED THE DRIVER'S SIDE HEADLAMP ASSEMBLY. 237.50

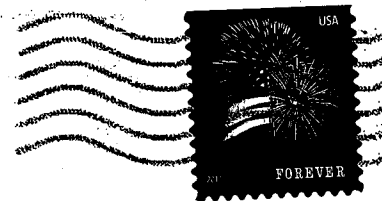
Tech(s): 30404
 57010411AE 1 HEADLAMP 274.17
 Pts: 274.17 Lbr: 237.50 Other: 0.00 Total Line B: 511.67

Story: 44605 REMOVED AND REPLACED THE DRIVER'S SIDE HEAD LAMP ASSEMBLY. TEST DROVE THE VEHICLE TO VERIFY THE REPAIR AND ALL OK AT THIS TIME.

Customer Pay	
Labor	237.50
Parts	274.17
Lube	0.00
Sublet	0.00
Miscellaneous/Shop Charge	17.81
Deductible	0.00
Total Charges	529.48
Less Insurance/Adjustment	0.00
Sales Tax	22.62
Total	552.10

1) I am asking for a refund. James Dodge states they weren't aware of the recall. I am also requesting that my 2011 Dodge be properly done putting in replacement both headlights at the same time. I don't think changing me @ a time is effective work

NORTH TEXAS TX P&DC
DALLAS TX 750
01 JUL 2014 PM 14 1



Clarksville TX

Administrative National Highway Traffic
Safety Administration
1200 New Jersey Ave SE
Washington DC 20590

