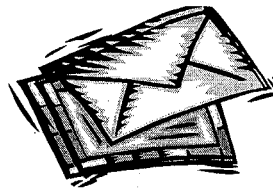


NHTSA ccmMercury Routing Slip



CL- 10639320-5337

Printed: 10/1/2015

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

NHTSA #: ES15-005140

XREF #:

Delivery: EML

Rec'd Date: 10/1/2015

Doc Type: CNG

Address To:

Referred By: NPO-011

Doc Date: 10/1/2015

Due Date: 10/30/2015

S10 #:

DOT/I #:

RMP #:

Subject: LETTER FROM SENATOR NELSON ON BEHALF OF CONSTITUENT [REDACTED] RE
RECALL ON HIS 2009 CHRYSLER TOWN AND COUNTY LX VAN

Ack Date:

Sign Office: DIR. GOVT.

AFFAIRS

Cleared Date:

File Loc:

Added By: CBUTLER x60180

Ack By:

Signature: ALISON PASCALE

Cleared By:

XREF File:

Modified By: Chris.Butler

Signed For:

Cleared For:

Closed Date:

Most Recent Comment:

Author:

THE HONORABLE BILL NELSON
UNITED STATES SENATOR
LANDMARK TWO
225 EAST ROBINSON STREET, SUITE 410
ORLANDO, FL 32801
Tel: 407-872-7161 Fax: 407-872-7165 E-mail:

OCT -2 2015

Assigned To	Task	Asgn Date	Deadline	Returned Date
NGA-110	SIGN	10/1/2015		
NVS-200	REPLY	10/1/2015	10/30/2015	

RR
10/2/15
SMD



Correspondence Tracking Sheet

Tracking # [REDACTED]

Constituent

[REDACTED]
Brooksville, FL [REDACTED]
Hernando County

Phone: [REDACTED]
Email: [REDACTED]

Web Mail Message

Web Mail Subject: Vehicle safety deception

October 25, 2014

[REDACTED], Brooksville, FL [REDACTED]

RE: Cover with attachments

To whom it may concern,

- On December 27, 2013 I purchased a 2009 Chrysler Town and Country LX Van. Note: this van was actually seen three weeks earlier and in lieu of a deposit I was asked to sign a blank contract as requested by them.
- This van was sold as certified, 3months or 3000 miles bumper to bumper warranty Dec 27, 2013.
- Unknown to us at the time of purchase there was a safety recall issued well before we bought the van. L25 /NHTSA 14V- 373. This was not disclosed to us as required by Florida law at the time of the purchase. I understand this must be in writing and given to the purchaser.

I believe this is in violation of Florida statue as deceptive sales practice and certainly as a lay person they did not enter into the contract with full disclosure. [Since changed] Also as a Senior citizen of Florida I am allegedly protected by state laws. Sadly in my contacts with multiple agencies nothing has come of it because these agencies in my opinion are mere data collection, arbitration entities with no real legal authority- as confirmed by them themselves.

Now understand- upon being notified by my insurance carried there was a safety recall I immediately called my dealer and made an appointment. I asked if they had the part and they said "yes." I arrived at my appointment only to find out they did not have the part and they would have to order it. It would take two weeks. I returned in two weeks only to find out "Chrysler does not issue but one part every two weeks." I asked when I can expect my part and they said your best bet call Chrysler. They do not see them that often. So, I did and was placed on a list but advised they had no time for when I would get this part. I then reached out to the dealership own who put me in touch with their regional service manager stated he would follow up. He never called back. I continued follow-up only to be eventually advised by Mr. Elpero - who defined himself as service manager - "that Chrysler is not making the part for the 2008 / 2009 Town and Country and it would be at least a year or longer if ever." Another attempt to reach Mr. Lamb the owner through his secretary proved empty. I then contacted my salesman, who could do nothing. He gave me his manager who could do nothing. I asked for an equal trade but they insisted they could not. They would pay me only wholesale. The Attorney General but have no expectations of any action by the state. They advised I contact the department of Transportation since the violations were severe. They could do nothing.

The van was traded to the same dealer- a Nissan store- and needless to say in my opinion rape would be soft description. The government has won a major lawsuit against Fiat/Chrysler for this very same safety problem but where does that leave us? That is the issue we write to you about. We would like the contract bought back!

Respectfully

October 25, 2014
[REDACTED]

Brooksville, Fl.

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[REDACTED]

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Respectfully

Butler, Chris CTR (NHTSA)

From: Korkor, Julie (NHTSA)
Sent: Thursday, October 01, 2015 9:07 AM
To: Butler, Chris CTR (NHTSA)
Subject: FW: Congressional Inquiry - [REDACTED]
Attachments: [REDACTED]

EXECUTIVE SECRETARIAT
RECEIVED-NHTSA
2015 OCT -1 A 9:33

Hello Chris,

Please control and notify me.

Thank you!

Julie

From: Caldwell, Megan (NHTSA)
Sent: Thursday, October 01, 2015 9:00 AM
To: Korkor, Julie (NHTSA)
Cc: Reid, Randy (NHTSA); Pascale, Alison (NHTSA)
Subject: FW: Congressional Inquiry - [REDACTED]

Hi Julie,

Please control.

Thanks,

Megan

From: Cully, Michael (Bill Nelson)
Sent: Thursday, October 01, 2015 8:56:11 AM
To: Caldwell, Megan (NHTSA)
Cc: Bunce, Scott (Bill Nelson)
Subject: Congressional Inquiry - [REDACTED]

Good morning,

We received the attached request from [REDACTED] regarding the recall on his 2009 Chrysler Town. Your help with this matter is much appreciated.

If you could please address the issues raised and respond to Scott Bunce at Scott_Bunce@billnelson.senate.gov or 407-872-7161.

Thanks in advance.

Scott Bunce

Constituent Advocate

U.S. Senator Bill Nelson

225 East Robinson Street, Suite 410

Orlando, Florida 32801

(407) 872-7164 direct

(407) 872-7165 fax

Connect with Bill:

