

Attention: Dennis Miller, Service Director
Service Department
Stevens Creek Chrysler Jeep/Dodge
4100 Stevens Creek Blvd
San Jose, CA 95129

October 1, 2014

CC: Administrator
National Highway Traffic Safety Administration
1200 New Jersey Ave. S.E.
Washington, DC 20590

CL-10648123-5343
OCT - 8 2014

Dear Mr. Miller,

This letter is regarding Dodge dealership's ongoing lack of response and repair of our 2012 Dodge Durango Citadel (VIN #1C4RDJEG1CC [REDACTED]), which we began leasing in June of 2012. We received the recall notice (P14/NHTSA 14V-154) regarding the BRAKE BOOSTER from the Chrysler Group LLC in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act of this particular model in the Spring, of 2014. We have made multiple attempts over the past 5 months to have our vehicle repaired, although Dodge has failed to remedy this defect within a reasonable time frame.

Initially, we made attempts to get the BRAKE BOOSTER recall repaired through our local dealership in Gilroy, although the response we received was unprofessional and not helpful. We were told they did not have any parts for the repair, did not know when they would receive any parts, and did not provide any guidance. On 07/08/14, we then contacted the next closest dealership which was Normandin Chrysler Jeep Dodge Ram in San Jose. We spoke with Jadda, at (408)-266-9500, who was friendly and more knowledgeable. She informed us that the wait time for the repair was going to be 2 months due to a lack of parts being shipped out and that she would place us on a wait list and call us when the part came in. On 8/19/14, we called Normandin Chrysler Jeep Dodge Ram in San Jose again, to check on the status of the part and the remaining wait time. This time we spoke to Bob, who again informed us of the lack of parts and stated we were in a "File of 300 others waiting" and that it would still be another 2 months, and possibly longer. To date, we have not received any update about when the part will arrive so that our Dodge Citadel can be repaired.

More recently, on 9/26/14, we contacted the Chrysler Group Recall Assistance Center at 1-800-853-1403, and spoke with Gary. From this phone call, we learned that every 2012 Dodge Citadel requires a shield to be installed for the recall to be repaired, and that the booster may or may not need to be repaired. Gary stated that the only way to find this out is to have a service department assess the vehicle. However, to date, no dealership at any time has ever offered to assess or diagnose our vehicle for brake corrosion. Even more disappointing, is the fact that Gary recommended we request Dodge place us on another waiting list for the repair and recommend we continue to drive our family in this vehicle throughout the winter months because there was no other alternative at this time, and offered no further assistance.

As first time customers of Dodge in 2012, we are disappointed in the way Dodge has handled the repair of our leased vehicle. After having dealt with the many problems of other mid-size SUV's models on the market in 2012, we had decided to lease this vehicle in June of 2012 because we felt we made a decision based on safety and proceeded with the lease. We made our decision based on the information the Dodge Salesmen reported to us in regards to the Dodge

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Durango's safety and our own research about the Dodge Durango. As parents, we entered this lease agreement with the understanding that this was a safe vehicle to transport our two children in for the next 3 years. However, it now appears that isn't the case. We currently feel unsafe in a vehicle that may very well have compromised brake function and choose to no longer "wait for the part to come in" as we enter the rainy season that began on 9/25/14. We are extremely concerned about using this vehicle to transport our children as the Winter season approaches. It is causing emotional anxiety because we feel we will not be able to participate in family gatherings in the colder and wetter climates throughout the Holiday season as we normally would because we do not have a reliable means of transportation to put our children in. We currently have two children, a [REDACTED] years-old and [REDACTED] years-old, and a newborn who is due in October of this year. **We are demanding an immediate temporary vehicle replacement equivalent to the one we are currently leasing in order to safely transport our 3 children during the Fall and Winter months while our vehicle's recalls are repaired.** We feel at this point, after having been patient for 5 months, that it is Dodge's turn to "wait for the part to come in". **We will accept our leased vehicle back when all recalls have been properly repaired, including the most recent recall (P14/NHTSA 14V-391) regarding the SUN VISOR WIRING that can potentially result in a fire.**

As parents who strongly value safety in the vehicle we transport our children in, we came to the Stevens Creek Chrysler Jeep/Dodge dealership in 2012 after reviewing consumer reports about safety standards held by Jeep and Dodge. At this time, we know longer feel Dodge has our family's best interest in mind and feel we have no other choice but to **demand a replacement vehicle while our leased vehicle is repaired given the fact it is only a matter of days until the arrival of our third child.** You should also be aware that we have spent over \$100,000 dollars on fertility treatments over the past ten years in order to conceive the now two, and soon 3rd child, we have today and are able to provide Physician letters proving this fact if matters require this. As a Certified Legal Nurse Consultant having worked for a defense firm in San Francisco [REDACTED] for numerous years, I have reviewed numerous cases in which manufacture defects have led to injuries and death in children, and I am fully aware of our rights as a consumer and would not hesitate to take this neglected issue to our Attorney, should this issue continue to be neglected. We are only allowing 10 business days for Dodge to respond to our request and then we will go public with the above described neglect, will stop paying our lease payments, pursue Arbitration and take our issue to the higher courts as necessary.

Again, we consider our children's safety to be of utmost importance when it comes to purchasing a vehicle and expect Dodge to feel the same according to their claimed message to consumers and expect immediate resolution. **Our leased vehicle can be picked up and a vehicle replacement can be delivered to [REDACTED] Gilroy CA, [REDACTED] upon receiving this letter.**

Records



IMPORTANT SAFETY RECALL**P14 / NHTSA 14V-154**

This notice applies to your vehicle (VIN: 1C4RDJEG1CC [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 a defect, which relates to motor vehicle safety, exists in some **2011 through 2014 model year Dodge Durango and Jeep® Grand Cherokee vehicles.**

The problem is... The brake booster on your vehicle may prematurely corrode. If perforation of the brake booster shell (due to corrosion) occurs, the brake booster may ingest water during vehicle operation in wet weather conditions.

A brake booster that has experienced water ingestion may have the brake function compromised if the water inside the brake booster freezes. The driver may be required to apply additional application force to apply the brakes during sub-freezing driving conditions. An unexpected additional brake pedal application force requirement could slow the driver's brake application reaction time and 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 test the brake booster, install a protective brake booster shield and/or replace the brake booster if required. The work will take about one hour to complete. 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 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.

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.

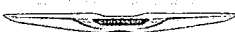
If you have already experienced this condition and have paid to have it repaired, please send your original receipts and/or other adequate proof of payment to the following address for reimbursement: Chrysler Customer Assistance, P.O. Box 21-8007, Auburn Hills, MI 48321-8007, Attention: Reimbursement. 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.

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.

**DODGE****Jeep**



IMPORTANT SAFETY RECALL

P36 / NHTSA 14V-391

This notice applies to your vehicle (VIN: 1C4RDJEG1CC [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 a defect, which relates to motor vehicle safety, exists in certain **2011 through 2014 model year Dodge Durango and Jeep® Grand Cherokee vehicles.**

The problem is... The sun visor vanity lamp wiring on your vehicle may experience a high resistance short after a service repair to the sun visor, headliner or while gaining access above the headliner. This may result in an inoperative vanity lamp and increase risk of fire.

What your dealer will do... Chrysler will repair your vehicle free of charge (parts and labor). To do this, your dealer will inspect all involved vehicles to find those that may have had an improper service procedure. Any damaged sun visor wiring found during the inspection will be repaired. Also, sun visor wiring spacers will be installed on all vehicles to reroute sun visor wiring to prevent wiring damage during any future service procedures. The work will take about 1.6 hours to complete. 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 after September 15, 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.chrysler.com/ownersreg.

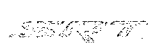
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We're sorry for any inconvenience, but we are sincerely concerned about your safety. Thank you for your attention to this important matter.

Ask your dealer about the following notification(s). Our records indicate that Customer Services / Field Operations
your vehicle also requires repair for notification(s): P14 Chrysler Group LLC

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



CERTIFIED MAIL™



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Gilroy CA, [Redacted]



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Attention: Administrator
National Highway Traffic Safety Administration
1200 New Jersey Ave. S.E.
Washington, DC 20590

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****Time sensitive materials included****

