CL-10734155.3668

Name: [redacted]

Address: [redacted], Pickens, MS [redacted]

Account Number: [redacted]

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

JUL - 6 2015

[redacted]

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71015
SMD

6-24-15

To Whom It May Concern:

JUL - 6 2015

I [redacted] purchased a 2013 Dodge Charger on March 2, 2013. I was the first owner of this vehicle. When I purchased this vehicle there was only 76 miles on the dashboard. I went into a purchase agreement where I was responsible for $599.99 per month. The total cost for my vehicle was $30,626.33. I also purchased GAP and Secure Etch Agreement along with my Dodge Charger contract. One year later I started to have problems with my electrical system. I thought it was a minor malfunction so, I continued on with my day as normal. I would have problems with my radio, lights and my dashboard information. I would have just cut the car off then cut it back on and everything would be working like normal. On this one particular day I was on my way to work and the malfunction started to get worst. I was driving and all of sudden my lights, windshield wipers, and horn started to malfunction. My car started to lose power so, I pulled over to the side of the road. As I stepped out of the car I observed smoke coming from the trunk. I opened the trunk and I observed an extremely large fire. I tried to put out the fire by hitting it with a coat. I experienced first degree burns on my hand and I lost all my property that was located in my trunk and on my back seat. Since the accident on 4/8/15 I have not been reimbursed for anything. The police department and the fire department was called to the scene and I did get reports. I received a called several days later from an inspector that stated to me that the fire was in a result of my electrical system going bad.

In 2014, I received a letter on an important safety recall on my vehicle. My VIN number for my vehicle was 2C3CDXBG3DHH[redacted]. The recall letter informed me that there was a problem with my alternator. It also stated that depending on the alternator failure mode and timing the vehicle electrical system voltage may drop to critical levels, disabling systems. The driver will have limited or no detection of the alternator failing, which can result in vehicle shutdown while driving and/or an under hood electrical fire. Since the incident Dodge have picked up my vehicle and sold for 7,300.00 on 8/20/14. I was not informed on the sale until after it was sold. I was not behind on my payments so I should have been informed before they sold my vehicle.

The exact problems on this recall letter is what happened to me while I was driving up Interstate 55 on my way to work. I have contacted several companies but, yet I have not heard from anyone. I did not have auto insurance at the time of the incident but, this was a safety hazard that was already known because I received a recall notice about it. I understand that I did not have auto insurance at the time of the incident but, I also understand that the damages was not in result to my neglect. It was a recall on my automobile. I had to miss work for a month and ½ due to the 1st degree burns. I also lost personal property. Could you imagine riding up the highway and your car starts to shutdown then all of a sudden you see smoke and a fire? This was a very devastating incident that I should not be help countable for the damages and the losses I experienced.

I am writing this letter asking for some type of help with the situation before I seek legal actions.

[redacted]
Pickens MS [redacted]

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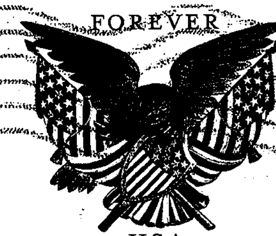

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