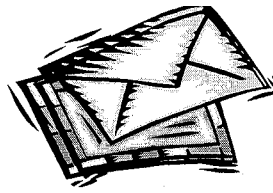


NHTSA ccmMercury Routing Slip



CL-107 46380-2744

Printed: 8/11/2015

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

NHTSA #: ES15-004160

XREF #:

Delivery: EML

Rec'd Date: 8/11/2015

Doc Type: CNG

Address To:

Referred By: NPO-011

Doc Date: 8/7/2015

Due Date: 9/9/2015

S10 #:

DOT/I #:

RMP #:

**Subject: LETTER FROM SENATOR DURBIN ON BEHALF OF CONSTITUENT [REDACTED] RE
CHRYSLER JEEP COMMANDER RECALL**

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 RICHARD "DICK" J DURBIN
UNITED STATES SENATOR
525 S. 8TH STREET
SPRINGFIELD, IL 62703
Tel: 217-492-4062 Fax: 217-492-4382 E-mail:

AUG 12 2015

Assigned To	Task	Asgn Date	Deadline	Returned Date
NGA-110	SIGN	8/11/2015		
NVS-200	REPLY	8/11/2015	9/9/2015	

ET
8/21/15
SMD

Lutler, Chris CTR (NHTSA)

From: Korkor, Julie (NHTSA)
Sent: Tuesday, August 11, 2015 12:33 PM
To: Butler, Chris CTR (NHTSA)
Subject: FW: help with Chrysler P41 recall
Attachments: Chrysler recall.pdf

EXECUTIVE SECRETARIAT
RECEIVED-NHTSA
2015 AUG 11 P 1:18

Chris,

Please control and notify me.

Thanks

Julie

From: Caldwell, Megan (NHTSA)
Sent: Tuesday, August 11, 2015 11:24 AM
To: Korkor, Julie (NHTSA)
Cc: Reid, Randy (NHTSA); Pascale, Alison (NHTSA)
Subject: FW: help with Chrysler P41 recall

Hi Julie,

Please control.

Thanks!

Megan

From: Ruppert, Brad (Durbin) [mailto:Brad_Ruppert@durbin.senate.gov]
Sent: Monday, August 10, 2015 3:32 PM
To: Caldwell, Megan (NHTSA)
Subject: FW: help with Chrysler P41 recall

Megan,

An Illinois constituent of ours emailed this letter in Friday. Also attached is a Privacy Act Release Form.

Any information you can give me on this Chrysler recall would be helpful.

Thanks,
Brad

From: [REDACTED]
Sent: Friday, August 07, 2015 10:58 AM
To: Ruppert, Brad (Durbin) <Brad_Ruppert@durbin.senate.gov>
Subject: help with Chrysler P41 recall

Mr. Ruppert,

Since my congressman seat is vacant I am hoping you can help resolve this issue.

I have lived in Minonk since 1993 and will be starting my twenty second year teaching/coaching in the Fieldcrest district. I enjoy raising my family in a small community in central IL. To get right to the point, I can't sleep and hope you can help resolve a situation. We own a JeepCommander, VIN 1J8HH58N66C [REDACTED] that has "the important safety recall" ignition that Chrysler mailed me notice of in September of 2014. I have called repeatedly because this is actually the vehicle my 2 daughters, ages [REDACTED] and [REDACTED] currently drive. I continue to be told that the part has "not been released" but I am on the list to be emailed when it is, and it is "safe to drive in the meantime". Recently in July, my [REDACTED] year old daughter was driving on Veteran's Parkway approximately 45 mph during day traffic hours between her two jobs; the jeep completely died while her foot was on accelerator. She thought she must have moved her foot around or wasn't sure if her knee or tennis shoe brushed the ignition but felt something caused the jeep to completely die. As she was still going down the parkway, she had to quickly shift the jeep into neutral and restart the engine while it was still moving and shift back into drive. She did not inform me of this incident until tonight because she was scared she had caused the jeep to completely shut down and was not aware of the recall. I had talked to my [REDACTED] year old all about the recall because she typically drives the Jeep since the recall. During the time of the recall my eldest daughter was starting her freshman year at the University of Kentucky and has basically only driven the Jeep this summer for employment and was not even aware of the recall until I was talking about it this evening. This was when she shared this incident with me and now it has been on my mind ever since. I feel she was extremely fortunate and reacted quickly and am so thankful there was not an accident involved.

As a mother I was concerned about the recall but not overly worried until now. According to the hotline if the Jeep wasn't experiencing difficulties it was safe to drive. Now that I am aware of the Jeep actually shutting down, it is not safe to drive. I immediately called Chrysler to alert them. Unfortunately Chrysler, who I spoke with this week, does not feel the same concern or urgency which is very frustrating. I also visited the Sam Leman Chrysler Jeep Dodge of Bloomington this week and was informed there is nothing they can do for me. They still do not have the part to fix the recall. I was informed, I am welcome to park my Jeep on their lot but will not be provided a loaner which is unacceptable to me. It seems no one at Chrysler is concerned about my daughters' lives. As a middle class family with four daughters and both working parents, we can not afford another payment for a vehicle nor can we afford to not drive the Jeep, so I think you see my dilemma.

I would greatly appreciate any advice or assistance you can provide us with resolving this situation.

Thank you,
[REDACTED]

Attached is our signed privacy notice

DICK DURBIN
ILLINOIS

Federal agencies are prohibited from releasing information concerning an individual to a third party under the Privacy Act of 1974. Please complete and sign this form, which will allow information regarding your concern to be released to the office of Senator Durbin.

Your Contact Information

[REDACTED]
Gender:

female

Date of Birth:

[REDACTED]

Phone:

[REDACTED]

Secondary Phone:

[REDACTED]

Email:

[REDACTED]

Residential Address or PO box

[REDACTED]

Minonk, IL [REDACTED]

County & Office

County of Residence

Woodford

Office

Springfield

Case Details

Federal Agency Involved:

State Representatitves

Contacted another congressional office?

Yes

Which office?

Tom Bennett, David Littlefield

When?

August 5, 2015

Case Number?

Your Request

What do you need help with?

I have lived in Minonk since 1993 and will be starting my twenty second year teaching/coaching in the Fieldcrest district. I enjoy raising my family in a small community in central IL. To get right to the point, I can't sleep and hope you can help resolve a situation. We own a JeepCommander, VIN 1J8HH58N66C [REDACTED], that has "the important safety recall" ignition that Chrysler mailed me notice of in September of 2014. I have called repeatedly because this is actually the vehicle my 2 daughters, ages [REDACTED] and [REDACTED] currently drive. I continue to be told that the part has "not been released" but I am on the list to be emailed when it is, and it is "safe to drive in the meantime". Recently in July, my [REDACTED] year old daughter was driving on Veteran's Parkway approximately 45 mph during day traffic hours between her two jobs; the jeepcompletely died while her foot was on accelerator. She thought she must have moved her foot around or wasn't sure if her knee or tennis shoe brushed the ignition but felt something caused the jeep to completely die. As she was still going down the parkway, she had to quickly shift the jeep into neutral and restart the engine while it was still moving and shift back into drive. She did not inform me of this incident until tonight because she was scared she had caused the jeep to completely shut down and was not aware of the recall. I had talked to my [REDACTED] year old all about the recall because she typically drives the Jeep since the recall. During the time of the recall my eldest daughter was starting her freshman year at the University of Kentucky and has basically only driven the Jeep this summer for employment and was not even aware of the recall until I was talking about it this evening. This was when she shared this incident with me and now it has been on my mind ever since. I feel she was extremely fortunate and reacted quickly and am so thankful there was not an accident involved. As a mother I was concerned about the recall but not overly worried until now. According to the hotline if the Jeep wasn't experiencing difficulties it was safe to drive. Now that I am aware of the Jeep actually shutting down, it is not safe to drive. I immediately called Chrysler to alert them. Unfortunately Chrysler, who I spoke with this evening, does not feel the same concern or urgency which is very frustrating. I also visited the Sam Leman Chrysler Jeep Dodge of Bloomington this week and was informed there is nothing they can do for me. I am welcome to park my Jeep on their lot but will not be provided a loaner which is unacceptable to me. It seems no one at Chrysler is concerned about my daughters' lives. As a middle class family with four daughters and both working parents, we can not afford another payment for a vehicle nor can we afford to not drive the Jeep, so I think you see my dilemma. I would greatly appreciate any advice or assistance you can provide us with resolving this situation.

Is there anything else that Senator or his staff needs to know?

I am filling out this form for myself only, not family, friends, or others.

Signed

I attest to the truthfulness of the information contained in this form.

Signed

I authorize the Office of Senator Dick Durbin to address the matter described above on my behalf and to receive any relevant information the Senator and his staff may need in their efforts to provide assistance to me:

Signature

[REDACTED]

date: August 07, 2015

Please complete and mail this form to:

Senator Dick Durbin
525 S. 8th Street
Springfield, IL 62703
p: 217.492.4062
f: 217.492.4382