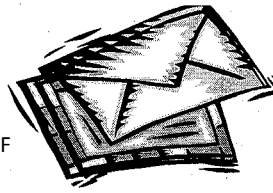


NHTSA ccmMercury Routing Slip

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INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)



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**Subject: S10 DIRECT REPLY- LETTER TO THE SECRETARY FROM [REDACTED] RE COMPLAINT
CONCERNING FIAT CHRYLER AUTOMOBILE'S (FCA) VIOLATIONS OF THE CONSENT ORDER AND THE
SAFETY ACT**

Ack Date:

Sign Office: ENFORCEMENT

Cleared Date:

File Loc:

Added By: CBUTLER x60180

Ack By:

Signature: FRANK S. BORRIS

Cleared By:

XREF File:

Modified By: Chris.Butler

Signed For:

Cleared For:

Closed Date:

Most Recent Comment:

Author:



SANTA BARBARA, CA

AUG 13 2015

Assigned To	Task	Asgn Date	Deadline	Returned Date
NVS-200	REPLY	8/12/2015	8/19/2015	

RR
81315
SMP

EXECUTIVE SECRETARIAT
RECEIVED-NHTSA

2015 AUG 12 P 1:11

August 11, 2015

Via United States Mail and e-mail

Anthony Foxx
Secretary of Transportation
United States Department of Transportation
1200 New Jersey Avenue South East
Washington, DC
20590

Re: Complaint Concerning FCA US LLC's Violations of the Consent Order and the Safety Act.

Dear Secretary Foxx,

Thank you for your good efforts concerning FCA US LLC.

We own a 2012 Ram 3500 truck affected by a number of the FCA recalls and have had a difficult time in getting it remedied for many of the same reasons detailed within the Consent Order. Because the vehicle was properly presented to FCA and subsequently provided an inadequate remedy to the safety-related defects, we elected for the alternative remedy of repurchase pursuant to the Consent Order or alternatively 49 U.S.C. § 30120 (a) and (c). Management within FCA agreed our vehicle is subject to the alternative remedy of repurchase due to incomplete or inadequate remedy, then later refused and wrongfully denied us the alternative remedy, and the vehicle remains unsafe to operate.

Therefore, please accept this correspondence as a formal complaint concerning FCA US LLC's violations of the Consent Order and 49 U.S.C. § 30101 et seq., and specifically 49 U.S.C. §§ 30120 and 30165.

I. Recall 13V529 (FCA US reference N49) Failure to Provide an Adequate Remedy.

We are affected by Recall 13V529, inter alia, concerning a 2012 Ram 3500 purchased new from Chrysler Group LLC in December of 2012.ⁱ Our vehicle is under the manufacturer's new vehicle warranty and has 30,224 miles on it since new.ⁱⁱ With regard to the Consent Order and the Safety Act, FCA says one thing and does another, please see below. FCA has proffered a number of unacceptable excuses relative to the Consent Order and the Safety Act and its reasons for ignoring its duties thereunder, also discussed infra. We approached FCA because the recall repair proved to be inadequate and failed.

1. The Consent Order details the following:

"8. If a manufacturer decides to repair a defective or noncomplying motor vehicle or equipment, and the repair is not adequately within a reasonable time,

[REDACTED]

the manufacturer is required to "replace the vehicle or equipment free of charge" or for a vehicle, "refund the purchase price, less a reasonable allowance for depreciation." 49 U.S.C. § 30120(c)(1)."

"11. FCA US violated the Safety Act by failing to adequately remedy defective vehicles within a reasonable time in accordance with 49 U.S.C. §§ 30120(a) and 30120(c)."

"15. FCA US admits that it violated the Safety Act when FCA US failed to adequately remedy defective vehicles in connection with Recalls 13V038, 13V527, and 13V529 within a reasonable time as required by 49 U.S.C. §§ 30120(a) and 30120(c)."

FCA US LLC failed to honor our request(s) of election of the alternative remedy agreed upon within the Consent Order and failed to follow the law of the matter as detailed in 49 U.S.C. §§ 30120(a) and 30120(c). As a result thereof, 49 U.S.C. § 30165 is applicable to FCA's misconduct.

2. The Safety Act's ways to remedy and adequacy of repairs thereunder.

The following portions of the Safety Act were expressly discussed with FCA US LLC:

49 U.S.C § 30120 Remedies for defects and noncompliance

(a) Ways to remedy.—(1) Subject to subsections (f) and (g) of this section, when notification of a defect or noncompliance is required under section 30118(b) or (c) of this title, the manufacturer of the defective or noncomplying motor vehicle or replacement equipment shall remedy the defect or noncompliance without charge when the vehicle or equipment is presented for remedy. Subject to subsections (b) and (c) of this section, the manufacturer shall remedy the defect or noncompliance in any of the following ways the manufacturer chooses:

(A) if a vehicle--

- (i) by repairing the vehicle;
- (ii) by replacing the vehicle with an identical or reasonably equivalent vehicle; or
- (iii) by refunding the purchase price, less a reasonable allowance for depreciation.

3. Additionally, the foregoing was expressly discussed with FCA US LLC:

49 U.S.C. § 30120(c) provides in pertinent part:

(c) Adequacy of repairs.—(1) If a manufacturer decides to repair a defective or

[REDACTED]

noncomplying motor vehicle or replacement equipment and the repair is not done adequately within a reasonable time, the manufacturer shall--

(A) replace the vehicle or equipment without charge with an identical or reasonably equivalent vehicle or equipment; or

(B) for a vehicle, refund the purchase price, less a reasonable allowance for depreciation.

II. Safety-Related Defective and Dangerous Conditions Regarding the 2012 Ram 3500.

Our 2012 Ram 3500 vehicle has serious unremedied steering and suspension problems, the subject matter of recall 13V529, which have not been repaired properly or adequately pursuant to the Safety Act.

Every time the vehicle is operated, the steering and suspension emanates clunking and thud sounds (low speed) and shakes and vibrates at highway speeds. Stopping, starting and turning the steering wheel in either direction, yields a repeated series of improper clunk, clunk, clunk sounds.

The addition of replacement parts to the vehicle steering did not provide an effective or adequate remedy within a reasonable time. The parts and or workmanship supplied by FCA US LLC in fact exacerbated and made the problems with the vehicle more severe and therefore the purported initial remedy amounted to a grossly inadequate failure and therefore does not comport with the requirements and duties pursuant to 49 U.S.C. § 30120.

1. **Low speed steering and suspension noises, highway speed vibration and shaking subsequent to FCA's work on our vehicle indicate problems persist.**

Additionally, after the FCA attempted remedy the vehicle's left and right front tires were ruined.

Photographs of the left front tire have been provided to FCA US LLC.ⁱⁱⁱ Classic symptoms of bad steering components inclusive of tie rods and steering linkage.

Please see below.

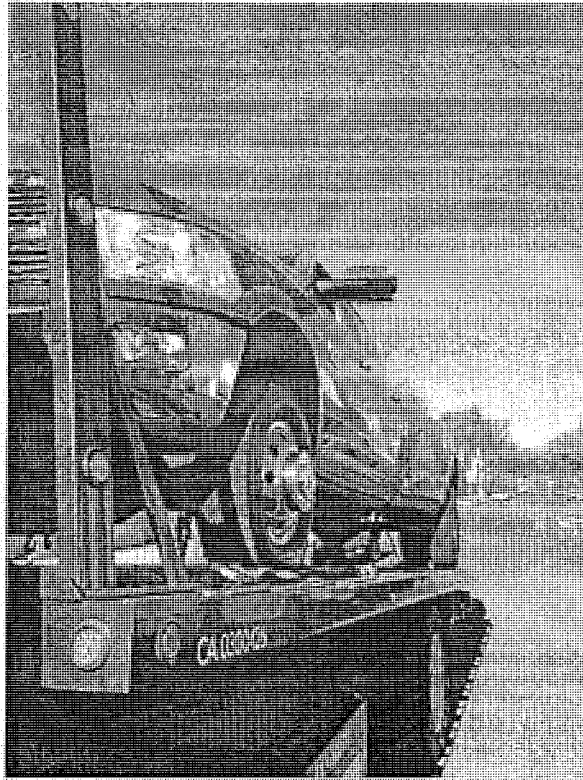


Image 0001

The above photograph shows the vehicle on a flatbed tow truck on its way to the dealership^{iv} because of improper noises emanating from the underneath of the vehicle.^v Note in image 0001 the left front tire has tread thereon and is not yet abnormally worn. Compare to Image 0002 below taken after the recall remedy of left tie rod was attempted. Complaints to the dealership are not characterized correctly on the various repair orders.^{vi} The vehicle has been towed to the dealer twice as a result thereof.

At low speed, noises from the front end are present such as when stopping, starting and turning and are audible in the cabin (and can be heard outside the vehicle when standing next to it and the wheels are turned), felt in the steering wheel and felt through the floor of the vehicle.

A vehicle wheel alignment (the vehicle has had two wheel alignments recently performed by the same FCA dealership) was performed by an FCA dealership at 29,263 miles and no notation was made on the repair order concerning improper and abnormal tire wear at that time. The mileage on the vehicle as of today is 30,224. The damage to the tires seen in the photograph below occurred after the attempted recall remedy was performed.



Image 0002

As can be clearly seen in image 0002, abnormal tire wear, the left side of the left front tire and the left side of the right front tire look very similar with wear down to the wear bars in these areas but not in the rest of the tire tread.

The low speed produced improper sounds emanating from the steering and suspension and the shaking and vibration present at higher speeds are indicative of and related to the underlying steering problem and the inadequacy of the recall remedy. While perhaps difficult to describe, when operating the vehicle the impression one derives therefrom is that of a succession of clunking and thuds while starting and stopping, driving slowly and turning and additionally a wobble, combined with shaking and vibration at highway speeds.

2. The damaged front tires indicate a toe and camber problem and the improper sounds produced by the vehicle are attributable to FCA's failure to adequately remedy this vehicle regarding steering components inclusive of the tie rods and steering linkage.^{vii}
3. The vehicle is unsafe to operate and FCA failed in its legal duty to perform the initial recall remedy of repair successfully. FCA has deliberately attempted to avoid its duties under the warranty, the Consent Order and expressly repudiated

[REDACTED]

their obligation to remedy our vehicle pursuant to 49 U.S.C §§ 30120(a) and 30120(c).

4. The initial remedy is inadequate because the unsafe conditions remain present in our vehicle. Much as NHTSA Administrator Rosekind has stated: "there was not an effective remedy" available to fix these vehicles, has been proven correct, and our experience is in accord therewith.

III. FCA Provided Different and Inconsistent Information Regarding its Responsibilities Pursuant to the Consent Order and the Safety Act.

Pursuant to Paragraph 57 of the Consent Order and the language therein stating the CO shall be effective following its execution, I contacted FCA US LLC to elect the alternative remedy of repurchase of our defective and unreasonably dangerous Ram vehicle and alternatively raise therewith 49 U.S.C §§ 30120(a) and 30120(c). FCA US led me in a circuitous path through their lower level call intake, then escalated the "CAIR" case, and subsequently escalated the case again to management level.

Throughout this effort, and unnecessary waste of time, FCA repeatedly attempted to direct me to give them another opportunity to repair the vehicle, rather than repurchase it pursuant to its obligations under the Consent Order and or 49 U.S.C. §§ 30120(a) and 30120(c). FCA repeatedly promised to call me back and would not, in fact, call back and failed to return calls.

FCA offered numerous excuses as to its conduct, such as the Consent Order is new to the company and they do not know what to do, or the company does not understand the CO, a repeated theme within FCA, and they allegedly had no guidance as to how to perform their legal duties under the Consent Order, they did not know how much money to offer customers, or how to evaluate a vehicle's condition in order to make an offer etc. Considering FCA is in the car business, the excuses seem incredulous and not presented in good faith.

1. **FCA US's management expressly represented to me the vehicle is eligible to be repurchased.** Given the foregoing, I elected and pressed FCA for the alternative remedy of repurchase (pursuant to either the Consent Order or alternatively 49 U.S.C. §§ 30120(a) and 30120(c). At the point in time in which the CAIR case got to management level, a manager named "William" ("William" refused to provide his last name for identification, but did provide his "badge" number ["WJ163"]) represented to me he had done the "research" (it took "Manager William" two days to complete the research) and spoken with his superiors and that indeed our vehicle, remedied or not, was covered by the Consent Order and that we may elect the repurchase remedy (I made it clear our vehicle suffered from an incomplete and improper attempt(s) during the very recent initial recall remedy of repair). I again pressed Manager William on this matter and he confirmed the availability thereof for me, and stated he was closing the initial CAIR case number, opening another CAIR case and sending the

[REDACTED]

matter to another department for repurchase. FCA monitors and records its calls and has recordings of all of these conversations.

2. **FCA US then expressly declined to repurchase the vehicle.**

Subsequent to dealing with "Manager William," the second CAIR case was sent to Head of Business Competency, Ms. Pamela Szuber.

Ms. Szuber requested and wanted me to take the vehicle to the dealer again for repair, and then requested the vehicle to be inspected by an engineer from FCA (Ms. Szuber even went to the lengths of offering to "fly in" an engineer). I again requested the vehicle be repurchased pursuant to FCA's duties under both the Consent Order and pursuant to 49 U.S.C §§ 30120(a) and 30120(c) due to performance of inadequate recall remedy. Ms. Szuber wrongfully declined to have FCA repurchase our vehicle, and violated the Safety Act and the Consent Order by this conduct.

a. **Discussion of the extraordinary necessity to "fly in" a FCA engineer to inspect the vehicle.**

Under ordinary circumstances, problems associated with a vehicle under a manufacturer's warranty or subject to recall are addressed at the dealership level and regarding this matter, FCA and its relevant dealer failed to repair and remedy this vehicle, and also damaged the vehicle while in the possession of FCA.

In light of the recall, the Consent Order, and the vehicle's unexpired Mfg. warranty, it is extraordinary to request a customer provide a personally owned subject vehicle for engineering inspection and subsequent analysis.

No inspection protocol was offered, no discussion as to whether the "inspection" would be destructive, evidence altering / spoliation conduct was provided, or a visual only inspection, and no explanation as to the scope of the allegedly "necessary" inspection was provided by FCA. FCA deemed it necessary to have an engineering inspection and analysis performed to this vehicle, because in fact the recall remedy is inadequate.

Given FCA's request for inspection to be performed by an engineer, it is likely FCA is fully aware its initial recall remedy is ineffectual regarding our vehicle (post two alignments) extensive abnormal tire wear, significant vibration, shaking and irregularities in vehicular suspension produced sound, all manifested post attempted recall remedy.

- [REDACTED]
-
- b. Emails were sent to Head of Business Competency Szuber detailing management's position re our qualification for alternative remedy and no objections were made thereto.

Additionally, Ms. Szuber had been sent or copied of emails detailing Manager William's representations of FCA's position confirming our vehicle's eligibility for repurchase, thanking FCA for the same, and during that period of time, Ms. Szuber made no objections to the subject matter of the confirmatory emails discussing the agreed upon availability of the repurchase remedy to me.

Thereafter, Ms. Szuber mentioned to me she had spent the past weekend (August 1st and 2nd, 2015) listening to recordings made by FCA US during my calls therewith. Ms. Szuber represented to me, without elaborating, a "mistake" had been made by FCA.

- c. I agreed to have the vehicle inspected by a FCA engineer at our property and FCA then declined to send an engineer(s).

Given I have presented this vehicle for repairs in accord with the relevant recall three times (and the dealership damaged the vehicle), with regard to FCA's request to have a engineer inspect this vehicle I mentioned that would be fine as long as the inspection was performed at my property (at my home or at our location where we have a facility that is used for vehicle inspections). Ms. Szuber then declined to send an engineer to inspect the vehicle pursuant to those terms.

In essence, FCA wanted an engineering inspection of the subject vehicle, with carte blanche to do as it pleased, with no offered written protocol for the requested inspection and while we would have allowed the inspection, we viewed this request as unreasonable. Ordinarily, protocol (written) and venue for inspections are discussed and agreed upon among parties.

If truly, in good faith, a necessity for a FCA engineer existed to "fly in" to inspect our vehicle, venue should have been immaterial to FCA.

Finally, Ms. Szuber again reiterated her request I take the vehicle to the dealership. When I declined the request I was informed the CAIR case could be closed out (Ms. Szuber asked in a somewhat punitive manner whether I wanted the CAIR case closed out), and I believe Ms. Szuber mentioned or implied she was going to send the matter to legal.^{viii}

It is interesting to note, given the aforementioned, Ms. Szuber, when asked, refused and expressly declined to identify the attorney with which she was working on this matter.^{ix} Ms. Szuber did in fact mention she had received legal advice as to how to handle my case from an FCA attorney.

[REDACTED]

Without justification (the closest thing to a reason given was FCA Management had made a "mistake" with no elaboration thereto), FCA US, when asked directly, expressly refused to repurchase the vehicle in accord with the Consent Order and or 49 U.S.C § 30120 (a) and or (c).

This conduct is a refusal pursuant to the Safety Act and violated the Consent Order and the Safety Act. A civil penalty should be pursued due to the foregoing misconduct.

IV. Correspondence Sent to Consent Order Signatories Senior Vice President of Vehicle Safety & Regulatory Compliance Kunselman and Senior Vice President and General Counsel Loeb Seeking Clarification.

In light of being provided different information from FCA management regarding our vehicle, and Ms. Szuber's failure to disclose the identity of the relevant attorney providing her with erroneous advice re adequacy of recall remedies, correspondence was sent to VP Kunselman and VP, General Counsel Loeb seeking clarification and renewing our election for the alternative remedy of repurchase.

FCA failed to respond to our inquiries. Both Mr. Kunselman and Ms. Loeb are people that know FCA's duties under the Consent Order and the Safety Act. Alternatively, neither has provided a contact person to address the issues raised with FCA.

It is reasonable to expect people familiar with the Consent Order and the Safety Act to notice the problems we are having and have raised, and take steps to bring FCA's conduct into compliance with the law of the matter and to provide a contact to handle the matter.

Failure to respond and failure to provide a contact is indicative of the cavalier attitude toward vehicular safety apparently institutionalized to the top within FCA.

V. The FCA "Goodwill" Proposition to Buy Us a Tire.

FCA (Ms. Szuber) suggested and offered some particularly generous customer "goodwill," of potentially purchasing us a tire (or maybe two), and given the conduct of and positions taken by FCA, we did not respond.

Indeed, it seemed important to determine whether FCA was correct in claiming the problems we are experiencing could be or were in fact caused by a bad tire (although the FCA dealer had not told us we have a bad tire and never mentioned verbally or in writing that the problems we are experiencing may have something to do with a bad tire [noted nowhere in any of the relevant repair orders]).

FCA appeared to be treating one of many symptoms associated with the vehicle as the root cause of the problem.

[REDACTED]

Therefore, we purchased a new, identical OEM style, General Ameritrac tire and had it mounted on another OEM Ram rim and installed that assembly on the truck (we maintained the OEM damaged tire, undisturbed, mounted to the OEM Alcoa aluminum wheel the truck was sold with as originally delivered from Chrysler Group LLC, in case it is needed later).

Subsequent thereto, with the addition of a new tire, the same problems discussed supra persist with the vehicle. If FCA had in fact provided us with a "goodwill" tire, it would not have changed any of the conditions associated with this vehicle. Therefore, **FCA was indeed incorrect in their erroneous contention the problems discussed supra are tire related.**

Given the scope of our complaints and the failed remedy with regard to the steering and suspension defects associated with this vehicle and its failed repair attempts, FCA's offer to "goodwill" purchase a tire, instead of properly addressing and remedying the recalled unreasonably dangerous conditions associated with this vehicle should be looked at closely by US DOT.

VI. The Melted and Charred Engine Compartment Under-Hood Lamp.

It bears mention we discovered a melted and charred under-hood lamp (also discussed in an end note). The lamp was found partially dislodged from the hood and it looked as if it had gotten very hot and had in fact melted. A burnt smell was present. The lamp housing was found burnt, melted, and charred wherein the plastic had reached a molten state and the dealer wrote it up as being "inop" (inoperable). Whether other Ram vehicles are having similar problems, due to risk of fire, ought to be looked into.

VI. Conclusion.

It is reasonable to conclude, given these types of serious problems remain present and associated with this vehicle, and have not been remedied, and do not appear to be able to be remedied by FCA, the vehicle is unreasonably dangerous and unsafe to operate.^x A partial repair is not a proper recall remedy and FCA has to get these vehicles off the road. We are simply looking for FCA to do the right thing and because the vehicle is fundamentally unsafe to operate, to have it replaced or repurchased pursuant to 49 U.S.C. § 30120 and or the Consent Order as discussed herein. In light of the problems we have experienced the fair resolution should be FCA US LLC is required to assist us with disposition of this vehicle. Please help us with regard to FCA in order to obtain this relief.

Thank you for your attention to the foregoing, we look forward to your response, and if you have any questions please contact us.

Sincerely,

[REDACTED]

[REDACTED]

ⁱ Notably, we have never received any notice of applicable recalls for this vehicle from FCA pursuant its duties under the Safety Act.

ⁱⁱ The vehicle is paid for with a clear title.

ⁱⁱⁱ The vehicle is under its original factory warranty. FCA US LLC offered us "goodwill." Normally "goodwill" is reserved for out of warranty situations in order to financially help out customers. The "goodwill" we were offered by Ms. Szuber consisted of FCA US LLC potentially purchasing a tire (or perhaps two) for us. This situation and set of facts wherein "goodwill" was offered (with existing factory warranty in effect and with legal obligations there under and the Consent Order's requirements) is inappropriate and violated the Safety Act.

^{iv} An unknown event occurred while in the possession of FCA and its dealership that caused damage to our vehicle.

^v The vehicle produces significant improper sounds that seem to be coming from front suspension components and are particularly noticeable at low speed, such as stopping, starting and turning. When the vehicle is stopped, started or turned, a series of clunking sounds and deep thuds can be heard in the front end. These events, when occurring within the suspension, can also be felt, corresponding to each sound, in the steering wheel, seat and floor of the vehicle.

^{vi} The dealership that has serviced this vehicle does not keep accurate records. Oftentimes, complaints brought to the service writer(s) do not make it on to the final repair orders or are otherwise mischaracterized.

For instance, a very good example of repair order complaint mischaracterization and misconduct at the dealership level is a condition we noticed concerning **the under-hood lamp had severely melted and perhaps started or almost started a vehicle fire (the lamp was melted, charred and the vehicle damaged)**. The under-hood lamp smelled burnt.

As far as we understand, the relevant light is supposed to activate (turn on) if the hood is opened and deactivate (turn off) when the hood is closed. On our truck, apparently the light stayed on or turned on until it got so hot it melted and charred the entire light housing and turned it into a blackened molten mess. The light was subsequently replaced by the dealership under the FCA warranty as well as the hood liner due to damage.

The relevant repair order mischaracterized this clear fire hazard (and likely small vehicular fire event) as "lamp located under hood of engine inop." We were not provided with an explanation as to why the condition we observed were written up to reflect less than that discovered.

One of the reasons this is an important issue, aside from the fact it was actively concealed, is if this burning and melting condition occurs when a subject vehicle is left unattended and the

[REDACTED]

vehicle is parked in or near a structure that is occupied by people, and if the improper defective condition subsequently lights the vehicle and structure on fire, preventable loss of life and or preventable property damage could occur.

vii According to the FCA dealership toe and camber are set correctly (aligned twice). Given the vehicle has been aligned twice by an FCA dealer, the only other cause of the damage is the inadequate performance of the recall remedy.

viii An email of August 5, 2015 from FCA's Ms. Szuber mentioned she would forward our correspondence to legal.

ix Because Ms. Szuber expressed she had sought legal advise regarding the Consent Order and took a position on FCA's duties, while ignoring and not responding to the issue concerning (in)adequacy of recall remedy performance, the failure to provide the identity of the attorney with which she was working with, gave rise to the necessity to contact FCA General Counsel Loeb.

x The vehicle taken as a whole is one in which there is now a recall for the driver's airbag and another recall for the side airbag because they may unexpectedly deploy, a recall because the fuel system might ignite and light the vehicle on fire (although presented, not remedied), a recall on the steering assembly because it may break and cause a sudden loss of control (without a doubt our vehicle is inadequately remedied re the steering tie rod and steering linkage recall), is one in which FCA would like to "fly in" their engineers to inspect, and has had what very likely should be classified as a vehicular fire under the hood due to the melted and charred light with damage to the vehicle.

The vehicle is unsafe and as a result thereof, and in accordance with the law of the matter FCA, should be required to provide us with a replacement vehicle or a repurchase of this vehicle. Thank you.

Battle, Tootie (OST)

From: [REDACTED]
Sent: Tuesday, August 11, 2015 8:13 PM
To: Anthony Foxx (OST)
Cc: Rosekind, Mark (NHTSA)
Subject: FCA US LLC Complaint [REDACTED]
Attachments: FCAUSLLCCOMPLAINT [REDACTED]

Dear Secretary Foxx,

Please find attached herewith a complaint concerning FCA US LLC. Thank you in advance for your review thereof and I look forward to your response.

Sincerely,

Santa Barbara, California

**Toll-Free
fax:**

e:
e:

CONFIDENTIALITY NOTICE:

This e-mail may contain confidential and privileged material for the sole use of the intended recipient(s). Any review, use, distribution or disclosure by others is strictly prohibited. If you are not the intended recipient please contact [REDACTED] by reply e-mail or telephone toll free to [REDACTED] and delete all copies of this message.



Office of the Secretary of Transportation Executive Secretariat

Control number: S10-150812-001	Action office: NHTSA
Document date: 8/11/2015	Due date: 8/19/2015
Author(s): [REDACTED]	
Subject: Complaint Concerning Fiat Chrysler Automobiles's (FCA) Violations of the Consent Order and the Safety Act	
Action: Direct Reply	

Comments:

Date	Action	Action by
8/12/2015	Attachment Uploaded.	ASHLEIGH.SCHOFIELD
8/12/2015	Folder Sent for Draft to Action Office: NHTSA for 'Direct Reply'.	ASHLEIGH.SCHOFIELD
8/12/2015	DIST: A1,C1,S3	ASHLEIGH.SCHOFIELD
8/12/2015	Updated Folder Information.	ASHLEIGH.SCHOFIELD
8/12/2015	Work Folder Assigned to NHTSA.	zTOOTIE.BATTLE
8/12/2015	Incoming File Uploaded.	zTOOTIE.BATTLE
8/12/2015	Control Number Created.	zTOOTIE.BATTLE

Date	Note	Note by
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