

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

August 25, 2015

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

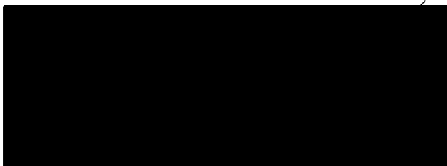
To Whom It May Concern:

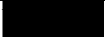
SEP -2 2015

I am writing to you as I have not gotten any response to my request to have airbags replaced on two of our cars. We have called for approximately six months. At the very first, we were told that we were 22nd on the list, but they were only receiving one airbag every now and then. Then we were told our name was not on the list. And now we are being told that they are still on back order.

While I am happy that you have identified the problem, I would hope that you require the companies to honor the recalls. Please let me know what further actions I need to take to remedy this situation.

Sincerely,



Crawford, Tx. 

NM
9315
SMD

IMPORTANT SAFETY RECALL

R25 / NHTSA 15V-313

This notification letter applies to your vehicle (VIN: 3D7KU28C14G [REDACTED]).

This notification letter is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act.

Dear [REDACTED]

FCA US LLC has decided that a defect, which relates to motor vehicle safety, exists in certain 2004 through 2009 model year Dodge RAM 1500/2500/3500 Pickup, 2004 through 2008 model year Dodge Durango, 2007 through 2008 model year Chrysler Aspen, 2005 through 2010 model year Chrysler 300/Dodge Charger/Dodge Magnum, and 2005 through 2011 model year Dodge Dakota vehicles.

The problem is... The driver airbag inflator housing in your vehicle may rupture, due to excessive internal pressure, during normal airbag deployment events. This condition is more likely to occur if your vehicle has been exposed to high levels of absolute humidity for extended periods of time. An inflator rupture, during airbag deployment events, could result in metal fragments striking and potentially seriously injuring the vehicle occupants.

What your dealer will do... FCA will repair your vehicle free of charge (parts and labor). To do this, your dealer will replace your driver airbag inflator. The work will take up to 1 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, Dodge or RAM 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 FCA 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. If you have further questions go to recalls.mopar.com.

If you have already experienced this specific condition and have paid to have it repaired, you may visit www.fcarecallreimbursement.com to submit your reimbursement request online or you can mail your original receipts and proof of payment to the following address for reimbursement consideration: FCA Customer Assistance, P.O. Box 21-8004, Auburn Hills, MI 48321-8007, Attention: Recall Reimbursement. Once we receive and verify the required documents, reimbursement will be sent to you within 60 days. If you've had previous repairs and/or reimbursement you may still need to have the recall repair performed on your vehicle.

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 you can call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153), or go to 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
FCA US LLC

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



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Cranford, NJ

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