CL-10763629-2927

[redacted] Neosho, MO [redacted]

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

August 29, 2015

Administrator, NHTSA
1200 New Jersey Avenue, SE
West Building
Washington, D.C. 20590

Dear Sir or Madam:

SEP -8 2015

I am enclosing a letter that I have mailed to Chrysler Group LLC regarding a safety issue with a Chrysler 200C that I have struggle with for about a year now.

The safety issue is that unexplained self-acceleration of the vehicle when I am coasting or trying to slow down.

The enclose letter details the problems my wife and I have been having. Please let me know if you need more information.

Also, please let me know what I need to do further to resolve this safety problem.

Thank you for taking time to deal with this matter.

Respectfully,

[redacted]

enc.

ET
91015
SMD

[redacted] Neosho, MO [redacted]

August 29, 2015

Chrysler Group LLC
P.O. Box 21-8004
Auburn Hills, MI 48321-8004

RE: Chrysler 200C, VIN 1C3CCCCB4FN[redacted]

Dear Sir or Madam:

I have struggled for about a year with the above Chrysler and have decided that Chrysler service personnel do not know how to resolve the problems that plague this vehicle.

I buy new cars so I will not have problems with breakdowns and repairs and be required to spend a lot of time in the shop. I have spent more time in the shop with this car than any other car I have had over the nearly 70 years I have been driving.

The first problem was with a squeaking brake system. After two visits to the shop, they resolved that problem. Then it took 3 or 4 trips to the shop to resolve a problem with a trunk latch that would not release the trunk lid. Then it took a couple of other trips to resolve a problem with a yellow engine warning light that came on for no apparent reason. The yellow light came on again the first part of this week and I was given an appointment for Friday of next week to have it checked out. But the most serious problem that I have had throughout all the other problems is an unexpected and unexplained acceleration problem which creates a potential danger.

When I am coasting, the car will accelerate on its own. This problem has usually occurred at 49 miles per hour and at slower speeds, most noticeably at 19 miles per hour. On one occasion, as I was going down a long hill with my foot off the accelerator, the car surged forward about 5 miles per hour before it quit accelerating. On my way to Joplin, I cross a railroad track about 20 miles per hour. I take my foot off the accelerator to avoid crossing it with too much of a bump, but the car has – on more than one occasion – accelerated on its own, just a couple of miles per hour, nothing to create a danger. But the issue is that the car should not accelerate by itself when I am trying to slow down.

When I am approaching a stop sign, I am slowing down with my foot poised over the brake or even on the brake because there is frequently a minor surge in acceleration. I step harder on the brake and the surge stops causing a too-rapid slowing because I am pushing the brake to overcome the acceleration surge. This acceleration defect cause a very erratic stop. It is virtually impossible to slowly and smoothly come to a stop.

The major problem is the acceleration at 49 miles per hour while I am slowing for a curve

or because I am approaching other traffic. An acceleration on a curve on some of our narrow roads could cause the car to veer off to the right enough to slip over the edge of the pavement (with no shoulder) or to veer into the left lane enough to strike an oncoming vehicle.

Fletcher Chrysler-Dodge service personnel in Joplin, MO, have tried to address this issue 4 or 5 times, without success. Mike, the service department manager, has called someone higher up in the Chrysler service department chain, talked to an answering machine, and then told me he would get back to me as soon as he heard from the person he called. And that is the end of it. That person apparently never calls Mike back because Mike never calls me to tell me what that person suggested to cure the problem. Mike told me that if it were up to him, he would replace the transmission module, but he would not do that without direction from a superior because if I had an accident, he could be considered liable. It seemed to me that there would most certainly be more liability if he does nothing. But that's not my call to make.

I ask that this acceleration issue be resolved. If it cannot be resolved, I ask that I be given a different Chrysler 200C as a replacement for this defective one, OR that I be give a refund of the purchase price of the vehicle so I can purchase a car that is safer.

Thank you for taking time to deal with this serious issue.

Respectfully,

[redacted]

cc: NHTSA

[redacted]
Neosho, MO [redacted]

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29 AUG 2015 PM 4 L

Administrator, NHTSA
1200 New Jersey Avenue, SE
West Building
Washington, D.C. 20590

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