

[REDACTED]
[REDACTED]
Geneva, Ohio [REDACTED]
[REDACTED]

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

September 29, 2015

Administrator
National Highway Traffic Safety Administration
1200 New Jersey Ave. S.E.,
Washington D.C. 20590

OCT -6 2015

Dear Administrator,

We were informed of a safety recall for our 2015 Chrysler 200 limited, recall number R24/NHTSA 15V-470. We were told about this recall only after our car was taken to the dealership on 09-26-15. It is our understanding that the recall was dated, 09-12-15, why we were not informed sooner, I do not know, nonetheless, we called on 09-28-15 the dealership for a loaner vehicle while we wait for our car to be repaired. The recall states that; "FCA intends to repair your vehicle free of charge (parts and labor). However, the parts required to provide a permanent remedy for this condition are currently not available. FCA is making every effort to obtain these parts as quickly as possible. FCA will contact you again by mail, with a follow-up recall notice, when the remedy parts are available." "The Power Distribution Center (PDC) electrical connector your vehicle may have spread electrical terminal(s). A spread electrical terminal(s) could cause intermittent electrical connection(s) to certain electrical components. **This may result in an engine stall or a shift to neutral event. Either of these conditions may cause a crash without warning.**"

We were never informed by mail of this recall; I suspect if we had not taken our car in for an oil change, we may have not known at all. We called the dealership without our concerns being resolved, we also called the Chrysler Group. They did return our call on 09-29-15; we were informed that the Chrysler Group and Classic of Madison Ohio would not be able to supply us with a vehicle while we wait for this recall to be resolved because we do not have provisions for that with Classic and the Chrysler Group. We were directed to call or write, or go on website.

We were told the parts we need for our car could take two to three months to receive. I understand a recall takes time, what is not acceptable is that our car is not safe to drive through no fault of our own, and yet we are still expected to make our payments for car and insurance, and not have available to us through the Chrysler Corporation a safe vehicle to drive while we wait for this issue to be resolved. We would appreciate an answer to this letter within a reasonable time.

Sincerely,

[REDACTED]
[REDACTED]
2015 Chrysler 200 (2.4) Limited
VIN: 1C3CCCAB7FN [REDACTED]
Mileage: 4,954
Stock No. [REDACTED]

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SMD

Geneva, Oh

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