

FIRST ATTEMPT

INFORMATION Redacted PURSUANT TO THE FREEDOM OF
INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)[REDACTED]
Newport News, VA [REDACTED]Administrator
National Highway Traffic Safety Administration
1200 New Jersey Ave., S.E.
Washington, DC 20590

OCT 20 2015

October 7, 2015

To whom this may concern:

I am writing this letter to notify you that I am completely dissatisfied with the way Chrysler/Jeep has handled the R06 recall. This recall is related to the Occupant Restraint Control (ORC) and has been in effect since February 2015. Currently, (as of October 2015) Chrysler has reported that they are unable to provide the parts to fix this issue and that the parts are, "Still in the manufacturing phase." This recall is necessary, as I have been notified that the reason for the recall is, "The airbag system Occupant Restrain Control (ORC) module on your vehicle may experience a front airbag and/or seatbelt pretensioner inadvertent deployment." I have contacted Jeep/Chrysler on several occasions and have been told by a multitude of employees that, "There is nothing we can do" and "Sorry for the inconvenience". My husband and I have spent countless hours on the phone with Williamsburg Jeep as well as Chrysler customer service only to be told there is nothing they can do to resolve this issue be done at this time. I requested that Chrysler put me in a safe and legal vehicle to drive until the repairs could be completed; I was told that was not an option. Chrysler has been unwilling to provide me with a safe vehicle to drive until the repairs can be made however they also continue to be unable to provide me with the necessary repairs and remedy since February 2015 when the recall was issued. I am a wife, a mother, a daughter, and a friend to many. I need my vehicle in good working condition to perform my job. I am extremely concerned about driving a vehicle with potential airbag deployment not only for my safety, but the children I transport in my car as well as other drivers on the road. It infuriates me that Chrysler is unwilling to address my concerns and work with me to resolve this issue. I feel powerless in being able to resolve this issue on my own and now I am forced to drive a vehicle which is unsafe to anyone that drives it, and the safety of all other drivers on the road. I understand that this may be a difficult issue to fix, however I do not feel that I should be left without some type of safe resolution to the situation due to Chrysler's poor customer service and lack of integrity.

I look forward to hearing from someone soon,

[REDACTED]
encl: Copy of the Recall notice from ChryslerNAM
10/20/15
SMD



FIAT CHRYSLER AUTOMOBILES

OCCUPANT RESTRAINT
CONTROL MODULE

IMPORTANT SAFETY RECALL

R06 / NHTSA 15V-046

This notice applies to your vehicle (VIN: 1J8GL58K13W [REDACTED]).

This interim 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 2002 and 2003 model year Jeep Liberty models; 2002 through 2004 model year Jeep Grand Cherokee models; and 2003 and 2004 model year Dodge Viper models.

The problem is... The airbag system Occupant Restraint Control (ORC) module on your vehicle may experience a front airbag and/or seatbelt pretensioner inadvertent deployment. An inadvertent deployment while driving could distract the driver and cause a crash without warning.

NOTE: All involved vehicles must have the Occupant Restraint Control (ORC) module replaced. If you already had M35 (12V-527) or N13 (13V-040) completed, recall R06 must still be completed once parts become available. The original repair for M35 (12V-527) or N13 (13V-040) has helped to address the concern, but does not satisfactorily eliminate the potential for inadvertent airbag deployments. If you still have safety recall M35 (12V-527) or N13 (13V-040) in "OPEN" status, please schedule your service appointment with a Chrysler dealer to perform the repair. The interim remedy will take about two hours to complete. However, additional time may be necessary depending on service schedules.

What your dealer will do... 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.

What you must do to ensure your safety... Once you receive your follow-up notice in the mail, simply contact your Chrysler, Jeep or Dodge dealer right away to schedule a service appointment.

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, please send your original receipts and/or other adequate proof of payment to the following address for reimbursement: FCA Customer Assistance, P.O. Box 21-8007, Auburn Hills, MI 48321-8007, Attention: Reimbursement. Once we receive and verify the required documents, reimbursement will be sent to you within 60 days.

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 call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153), or go to <http://www.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.

Ask your dealer about the following notification(s). Our records indicate that your vehicle also requires repair for notification(s): N46

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.



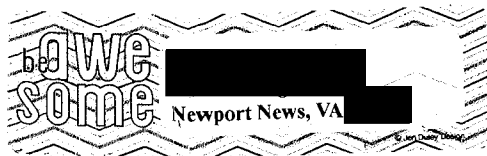
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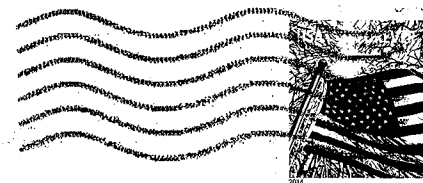
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National Highway Traffic Safety Administration
1200 New Jersey Ave S.E.
Washington, DC 20590

