

NET-010

CL-10837524-3411

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

[REDACTED]  
Buda Texas [REDACTED]  
[REDACTED]

April 14, 2016

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

MAY -4 2016

Fait Chrysler Automobiles  
FCA Customer Care  
P.O. Box 21  
Auburn Hills, MI. 48321-8004

Re: 2014 DODGE DART (2.0L) 4DR SWDAN SE VIN#1C3CDFAA9ED [REDACTED]

Attn: Customer Care Company Manager

Dear Sir/Madam

Please give my concerns in this complaint letter your immediate attention.

On March 13, 2014, I purchased the following item: 2014 DODGE DART (2.0L) 4DR SWDAN SE VIN#1C3CDFAA9ED [REDACTED] from Bill Munday's South Point Dodge at 5210 I-35 South Austin, Texas 78745.

I have the following complaint regarding that purchase: On Saturday January 23, 2016 the brakes failed while I was driving. I had the car towed to south Point Dodge dealership on Monday January 25, 2016. At this time Wesley Peterson, Service Advisor told there is a recall on the brake fluid that was used in the car. I was told that the recall was taken care of but the service department did not know why the Electrical Brake System Fail Light was on. The service department did a multi-point inspection and returned the car to me. I have attached the receipt. Four days later while driving the brakes failed again and the Electrical Brake Failure Light came on again. Once again I had the car towed to South Point Dodge. They then stated that it was a manufacture problem. They still have my car and gave me a rental. That was the first week of February it is now April 2016. It is a very scary feeling to be driving and your brakes fail. I feel that my life was in danger along with millions of others.

In order to adequately resolve my concerns, I require that you reimburse me for the full amount of the purchase price paid by me for the above mentioned product and monies for my pain and suffering. I have enclosed copies of all my relevant records.

I may be contacted by phone at [REDACTED]

Thank you and I look forward to hearing from you as soon as possible.

[REDACTED]

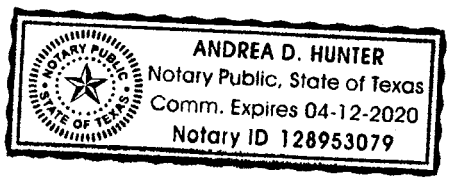
ET  
Sible  
SMD

STATE OF TX  
COUNTY OF Hays

Sworn to (or affirmed) and subscribed before me  
This 20<sup>th</sup> day of April, 2016 by [REDACTED]

Andrea D. Hunter Andrea D. Hunter

Notary public's Signature  
My Commission Expires on 4/12/2020 Notary Name

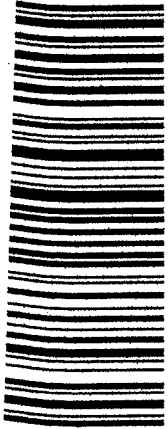


Buda, Tx.

7015 0640 0001 8685 7118

PLACE STICKER AT TOP OF ENVELOPE TO THE RIGHT OF THE RETURN ADDRESS. FOLD AT DOTTED LINE

CERTIFIED MAIL®



7015 0640 0001 8685 7118

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1200 New Jersey Ave. SE  
Washington, DC 20590

W40-304

