

CL-10838415-8352

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

January 21, 2016

Administrator

FEB -4 2016

National Highway Traffic Safety Administration

To Whom It May Concern

I have received over 4 of these notices about RECALLs and airbags from the Recall Administration and have been trying to get my airbag system replaced through the dealer I bought my Dodge Ram 1500 2003 from VIN 3S[REDACTED] since February of 2015 and have gotten little response except "we will look into it and call you" 3 X

I wish to report King Auto Center 4330 Kukui Grove St Lihue, HI 96766 negligent in their concern and care for the safety of the occupants of my truck, which is still running and in good condition.

What else can I do to get my truck repaired?

Enclosed is one of the recall notices.

[REDACTED]

Kapaa, HI [REDACTED]

[REDACTED]

NARI
22216
LD

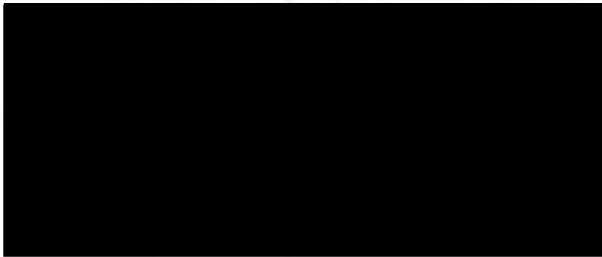
January 21, 2015

Service Manager
King Auto
4330 Kukui Grove St.
Lihue, HI 96766

Dear Sir,

I have reported your dealership as deficient in helping me with my recall notice to the National Highway Traffic Safety Administration in Washington DC, and the Recall Administration in Auburn, Michigan. I have contacted your service department 4 times since last February 2015 without any response to my concerns. (I have received 5 recall notices since then.....see attached)

I will never again buy a car or truck from your dealership as well as my wife.



Kapaa, HI





FIAT CHRYSLER AUTOMOBILES

**PASSENGER AIRBAG
INFLATORS****IMPORTANT SAFETY RECALL****P78 / NHTSA 14V-770**

This notice applies to your vehicle (VIN: 1D7HA18N83S [REDACTED])

This notice is sent to you in accordance with the requirements of 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 **2003 through 2005 model year Dodge RAM 1500/2500/3500 Pickup, 2004 through 2005 model year Dodge Durango, 2005 model year Chrysler 300/Dodge Charger/Dodge Magnum, and 2005 model year Dodge Dakota vehicles.**

The problem is... The passenger 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. Excessive internal pressure, during airbag deployment events, could result in an increased chance of occupant injury during certain crash conditions.

FCA US LLC is conducting a safety recall for the above vehicles originally sold or ever registered in Florida, Hawaii, Puerto Rico, U.S. Virgin Islands, Texas, Mississippi, Alabama, Louisiana, Georgia, Guam, American Samoa and Saipan.

What your dealer will do... FCA US LLC will repair your vehicle free of charge (parts and labor). To do this, your dealer will replace your passenger airbag inflator. The work will take up to 2 hours 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 on or after February 23, 2015 to schedule a service appointment. Ask the dealer to hold the parts for your vehicle or to order them before your 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 US 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. You may also update this information on the web at www.dodge.com/ownersreg

If you have already experienced this 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 US 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): R26 P40

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.



FCA US LLC

CIMS 482-00-85
PO Box 218008
Auburn Hills MI USA 48321-8008

PRESORTED
STANDARD
U.S. POSTAGE
PAID
PERMIT #2655
DETROIT, MI

IMPORTANT!

Electronic Service Requested

SAFETY RECALL NOTICE

IMPORTANT SAFETY RECALL INFORMATION



U.S. Department of
Transportation

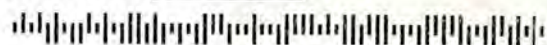
Issued in Accordance
With Federal Law



*****AUTO**5-DIGIT 96766 1/3

3S [REDACTED] P78 000509

KAPAA, HI [REDACTED]



000509/#72086/P78-CO



Kapaa, HI



NATIONAL HIGHWAY TRAFFIC
ADMINISTRATION
1200 NEW JERSEY AVE S.E.
WASHINGTON, DC 20590

ATTN: ADMINISTRATOR

