

FEB 16 2016

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

From: [REDACTED]
Sent: Tuesday, January 26, 2016 12:32 PM
To: 'NCSAWeb@nhtsa.dot.gov'
Subject: Submitting, via regular mail, copies of letters regarding issues with the Chrysler Corp

February, Tuesday 26 February, 2016

Kind attention: NHTSA and The Federal Highway Administration

Reference: requesting your assistance in order to solve severe problems with the Chrysler Corporation

Dear National Highway Traffic Safety Administration and the Federal Highway Administration.

With all due respect I am requesting your kind assistance in order to solve a severe problem I have been having with a Chrysler 200 that I bought a year ago and for which I have not received a viable solution from the Chrysler Corporation or the dealer.

Copies of the letters are being mailed to your address. I sent several letters and received few, useless answers. I have wasted my time and the problems have not been solved.

As you will read, one of the most severe problems is the visibility of the car when, suddenly, the car windows get cloudy; especially during rain in which moment OPENING AND CLOSING THE PASSENGER AND DRIVER WINDOWS DO NOT CLEAR THE GLASS, MAKING A VERY DANGEROUS FACTOR.

I have visited several Chrysler Offices and they were not able to give me a viable answer, neither a solution after I suggested that they should pick up the car, a Chrysler 200, year 2015 and provide me with a better model.

Your assistance will be greatly appreciated.

Truly yours

Miami Beach, FL [REDACTED]
[REDACTED]

[REDACTED]

From: [REDACTED]
Sent: Monday, November 16, 2015 11:46 AM
To: 'Reply_By_Link_Only@chrysler.com'
Subject: Regarding the problems with the Chrysler 200

Monday, November 16, 2015

Kind Attention: Honorable J. Eaton, President and CO, Chrysler Corporation

Reference: After one year the before mentioned problems have not changed

With all due respect, I am informing you that the previously mentioned problems we have with the Chrysler 200 are still causing severe problems. Please, refer to my letter dated Wednesday October 7, 2015.

Windshield Dangerous

After cleaning the front window using heavy detergents and window cleaners, the fog formation stopped for a little while. So I cleaned the windshield wipers using the same detergent 409 All Purpose Cleaner, and it cleaned them. I believed that such problem was solved until we had a fairly heavy rain, and while in a busy highway, the windshield started to fog again. My wife did her best to clean it using the solutions provided in the car, to no avail, and since it was dangerous to stop the car, we had to wait until we found a place to stop and used all the gadgets and cleaned the window by hand again.

Side Windows

To aggravate the circumstances, the side windows are almost impossible to see out of during a rain because putting the window up and down, does nothing to clear the water from the window. All other cars do this as a matter of course. The designer of the model 200 forgot to see that the side windows clean by opening and closing.

The dials for operating the car

Every single means to operate the car are round buttons. Additionally, they are not of much help, when the fog obscures the vision in the front as well as back windows.

The back window

There is no way to clear the rain from the back window.

We have taken the car to one of the biggest Chrysler dealerships in our area and there was no solution for the biggest problems. They, however, taught us how to use the instruments to see the velocity, etc. I have to say that they did the best to try to solve our problem and were polite and understanding but the problems remain.

Not having another recourse, I requested advise and I have been told that I can contact The National Highway Traffic Safety Administration and that Mr.

Eugene Elander will direct us. Also we can contact the Administrator, Mr. Mark Rosekind

The problem of the fog on the windshield and also on the back window I believe is that someone put some oil material to make it shine. It could have been the dealer or the factory, we don't know. I strongly believe that Chrysler's responsibility does not end when the car is at the dealers place, not to mention in our possession.

The time and aggravation we have expended is significant. I strongly suggest that you solve this problem or I will not have an alternative to contacting the proper authorities and it will be a real mess.

Truly yours, [REDACTED]

Auto Service Agency

ID: [REDACTED]

I will call them

Make: CHRYSLER

Model: 200

Year: 2015

Phone: 1-800-431-9787

THIS LETTER IS TO INFORM YOU THAT IF YOUR FACTORY WARRANTY HAS EXPIRED, YOU WILL BE RESPONSIBLE FOR PAYING FOR ANY REPAIRS. YOU HAVE THE OPTION TO PROTECT YOUR VEHICLE BEYOND THE FACTORY WARRANTY. PLEASE RESPOND BY 10/14/2015.

IMPORTANT VEHICLE PROTECTION INFORMATION

PLEASE CALL IMMEDIATELY

Phone: 1-800-431-9787

THIS IS NOT A BILL

PLEASE RESPOND BY 10/14/2015 TO ACTIVATE THIS COVERAGE ON YOUR VEHICLE.		New Coverage: Platinum Coverage / PowerTrain Coverage	BUSINESS HOURS Mon - Fri 8:30 - 9:00 EST Sat 9:00 - 5:00 EST
STATUS:	PENDING	Same as cash payment option available	VEHICLE SERVICE CONTRACT
TYPE OF COVERAGE PENDING REQUEST:			REQUESTING
PLATINUM COVERAGE			1. Extensions available to 2020
POWERTRAIN COVERAGE			2. Up to or additional 100,000 miles 3. New Car Coverage/Powertrain

	2/24	3/36	4/48	5/60	5/75	4/100	5/100
Approval	TBD	TBD	TBD	TBD	TBD	TBD	TBD
Contact By:	10-14-2015	Property Code:		ASA_SP_1114	TYPE	AUTO	
COVERAGE OPTIONS					Phone: 1-800-431-9787		

PLATINUM:

ENGINE, TRANSMISSION, TRANSFER UNIT 4X4, DRIVE AXLE ASSEMBLY, FRONT AND REAR SUSPENSION, STEERING, AIR CONDITIONING UNIT, ELECTRONICS, SEALS, GASKETS, BRAKE SYSTEM, HIGH TECH ELECTRICAL SYSTEM, AND MORE.

POWERTRAIN:

ADDITIONAL 100,000 MILES OF COVERAGE.

Contracts administered by American Auto Shield, Inc., 2660 Palm Aire Dr. North, Pompano Beach, Florida 33069
Florida license number: 14044. Parts of like kind and quality may be used including remanufactured parts. Auto Service Agency is an independent nationwide company marketing vehicle service contracts on behalf of administrator. All claims must be pre authorized before repairs are made. Not affiliated with any auto dealer or manufacturer.

Robert J. Eaton President and COO

FAX 810-456-3747

Phone 1 800-992-1997
810-576-~~5741~~ 5741

1000 Chinsley Dr. Auburn Hills,

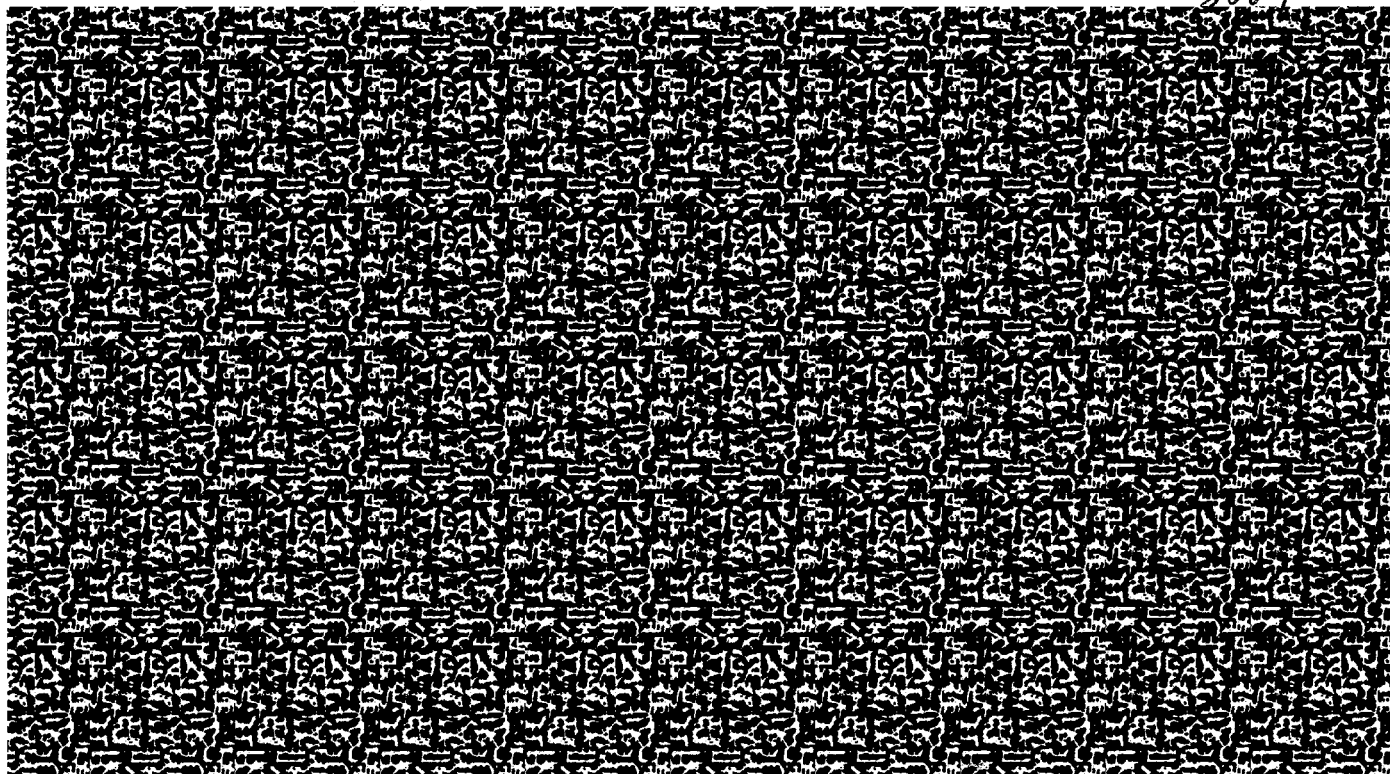
MI 48321-8004

248-512-2692

Shawn Morgan

Head of Corporate and Leadership Support Communications

1000 Chinsley Dr. PO Box 21-8004, Auburn Hills, MI 48321-8004



Auto Service Agency

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Model: 200

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[REDACTED]
Miami Beach, FL [REDACTED]
[REDACTED]

Wednesday, October 7, 2015

Kind attention: Honorable J. Eaton, President and COO, Chrysler Corporation

Reference: The 200 latest model and suggestions for the best, uncomplicated use

With all due respect, I want to inform you that the latest 200 model can be classified as being a computer driving car rather than being a sensible, easy to handle vehicle. Therefore I am submitting several suggestions hoping that your next model will offer easy driving, with fewer complications.

I have been a regular customer of Chrysler and the last two cars were your latest models of the 200. The one I bought previously and that was traded for the new 200 that we presently own, are totally different. The present one being such an innovative vehicle, introduces new factors related to the so many dials and knobs in the panel, even under and over the driving wheel.

The vehicle is good at the power of the motor and handles well when on an open highway. However, in many circumstances one is lost when punching one of the dials in the steering wheel, as well as in the panel. It is not done on purpose but because they are close to the hands of the driver and one touches them without necessity or meaning to do it.

Such action makes it a dangerous car to drive when suddenly one is trying to read the so many signs it offers. Furthermore, trying to find what one should use, while driving is an imposing disturbance that can result in accidents.

This is one of my suggestions; the other one is related to the ways of the sales we encountered.

The advertisement offered a good car at an affordable price. Since we were satisfied with our old car, a 200 also, after two years of use, we decided to trade it for the new 200.

Much to our surprise, the price of the new car was exorbitantly higher than the advertised price when several charges were added. We did not receive sufficient money for our trade in and the following issue has been added to the price: Vehicle service contract, Extension available to 2020, Up to additional 100,000 miles, and New car coverage power train. I believe that such coverage should be the responsibility of Chrysler rather than dumping it to the new owner.

Such coverage and several others added charges, while at the office of the dealer, raised the price of the car to an amount that we did not foresee since such price and charges were not similar to the previous one we bought. Once at the dealership we had no other option than to accept the price. The surprise was when we received the added charges as explained above.

I request an explanation and I will be very unhappy if I suffer an accident while driving the new car and trying to use all the gadgets added.

Next time, before deciding to buy a new car we may have to consider other alternatives.

Truly yours,
[REDACTED] [REDACTED]

[REDACTED]

From: Reply_By_Link_Only [Reply_By_Link_Only@chrysler.com]
Sent: Wednesday, October 21, 2015 2:20 PM
To: [REDACTED]
Subject: Letter regarding 2015 Chrysler 200 [REDACTED]

Dear [REDACTED]

Thank you very much for your letter and your feedback regarding your new 2015 Chrysler 200 Limited.

VIN - 1C3CCCAB4 FN [REDACTED]

In 2015 the Chrysler 200 was completely redesigned and now shares no common parts or design similarities with previous models of the Chrysler Sebring and 200, so I do understand that the interior would seem very unfamiliar and maybe a bit confusing compared to your previous Chrysler 200. There is always a bit of a learning curve when familiarizing yourself with new controls and a completely different dash and instrument placement.

I am sorry to hear that you are having a difficult time with the presentation of the interior features, options and controls of your new vehicle but please be assured that as you familiarize yourself with the controls, you will become more comfortable with their ease of use.

We appreciate your comments and I have taken the liberty of logging your feedback. Constructive comments are always an important, welcomed way of getting feedback and is a help in providing the greatest possible satisfaction for customers.

FCA US LLC places great care and effort into the design and engineering of our vehicles, exceeding current market demands for safety, value, utility, performance, and style. Each model vehicle comes in a variety of trim levels that strive to accommodate even the most discriminating tastes of our customers and we are sorry if our factory specifications and available features and options do not completely satisfy your needs.

I would like to add a note regarding the additional item that you were charged at the time of your vehicle sale. Your 2015 Chrysler 200 Limited came standard with the Chrysler Warranty of 3 years/36,000 mile Bumper to Bumper warranty and a 5-Year/ 100,000 mile Powertrain Warranty provide free of charge to you and your vehicle.

The additional Service Contract that you described and purchased is a totally optional purchase and you were under no obligation to purchase the extended Warranty agreement. You may verify this with your selling dealer and they should have advised you that this was optional and you did not have to purchase it at the time of your vehicle sale.

Again, I am logging your feedback and making this information and your letter available to the appropriate group for review. I am sorry that you did not have a happy and exhilarating buying experience but we do hope that you have many miles of driving enjoyment with your new 2015 Chrysler 200.

You are always welcome to reply to this email and we will respond back to you as promptly as we can. If you prefer, you can also call us directly with your questions at the Chrysler Product Information Center by calling 1-800-247-9753.

Thank you very much for choosing Chrysler, Alejandro. Have a great day!

Sincerely,

Mark
Brands Mentor
FCA Brands Product Information Center

NOTE: Please do not use the 'Reply' function of your email. If you wish to respond, please use the REPLY LINK shown below.

REPLY LINK:



The customer wrote:



Miami Beach, FL 



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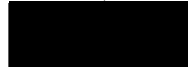
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Truly yours,

A solid black rectangular box used to redact the signature of the sender.



Oct 08 2015 10:45AM

Last Transaction

Date	Time	Type	Station ID	Duration	Pages	Result
				Digital Fax		
Oct 8	10:44AM	Fax Sent		0:00 N/A	0	No answer

From:
Sent:
To:
Subject:

Monday, November 16, 2015 6 AM
'Reply_By_Link_Only@chrysler.com'
Regarding the problems with the Chrysler 200

*Your FAX Number
does not work*

Monday, November 16, 2015

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Truly yours,

100 N. State Road 7 (441)
Hollywood, FL 33021
www.hollywoodchryslerjeep.com



Broward: 954-962-6400
Dade: 305-696-8600
Fax: 954-966-0227

November 13, 2015

[REDACTED]
Miami Beach, FL [REDACTED]

Dear [REDACTED]

By now you have undoubtedly received many positive comments about your vehicle from friends and neighbors. I trust that you are satisfied with the service we have provided so far. Your Sales Consultant, Louis Edmonson, and I would greatly appreciate the opportunity to talk to anyone you know who may be interested in a new or previously owned vehicle.

As an added incentive for your referrals, we will pay you \$100 in cash for every referral who purchases a vehicle from us! Just tell them to mention that your referred them, it's that easy!

Thank you again for giving us the privilege of serving you. If you have any further questions or need further assistance, please don't hesitate to call myself or your Sales Consultant.

Sincerely,


Jeff Silverberg
General Manager
954-962-6400
jeff.silverberg@hollywoodcj.com

Your FAX Number did not work

[REDACTED]
Authorized
Chrysler Jeep
Dealer

HP Officejet 6600 e-All-in-One Series

Fax Log for



Nov 17 2015 2:55PM

Last Transaction

Date	Time	Type	Station ID	Duration	Pages	Result
				Digital Fax		
Nov 17	2:54PM	Fax Sent		0:00 N/A	0	No answer

HP Officejet 6600 e-All-in-One Series

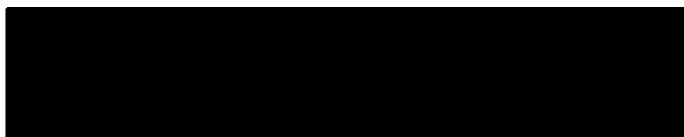
Fax Log for

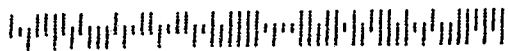


Nov 17 2015 2:52PM

Last Transaction

Date	Time	Type	Station ID	Duration	Pages	Result
				Digital Fax		
Nov 17	2:51PM	Fax Sent		0:00 N/A	0	No answer






MIAMI BEACH, FLORIDA, 

NHTSA
Mark Rosekind - administrator

KIND ATTENTION: EUGENE ELANDER

NATIONAL HIGHWAY TRAFFIC SAFETY ADMINISTRATION

FEDERAL HIGHWAY ADMINISTRATION

1200 NEW JERSEY, AVENUE, S. E.

WASHINGTON, D. C. 20590