

CL. 10852635-9452

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

February 26, 2016

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

RE: PASSENGER AIRBAG INFLATOR/MODULE, R49
VIN: WDOPE745 [REDACTED]

MAR 18 2016

To whom it may concern,

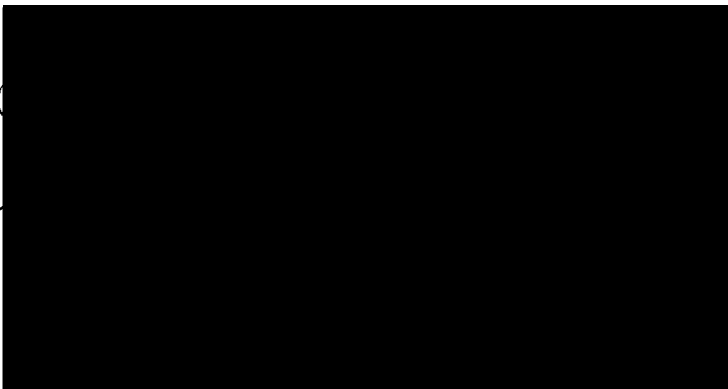
I am in receipt of an "important safety recall" notice that I can't seem to get the recall taken care of by anyone as I keep getting told that they do not have the parts yet.

I received my initial notice on August 21, 2015. I called two days later, I called 12/17/15 and I called again today, February 26, 2016. It has been six months and I have gotten no ware.

It states very clearly on the safety recall notice that if the air bag implodes it could have potential serious injury to the vehicle occupant. Call me crazy but that makes me a bit uncomfortable.

Any assistance with this situation would be greatly appreciated.

Thank you.



dm
3/20/16
SMD

received 8/21/15
12/17/15 called
12/26/16 called



R49

module

PASSENGER AIRBAG INFLATOR
R26 / NHTSA 15V-312

IMPORTANT SAFETY RECALL

This notice applies to your vehicle (VIN: WD0PE745675 [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 2007 through 2008 model year Dodge Sprinter 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. An inflator rupture, during airbag deployment events, could result in metal fragments striking and potentially seriously injuring the vehicle occupant(s).

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, Dodge, or RAM 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, you may visit www.fcarecallreimbursement.com to submit your reimbursement request online or you can mail your original receipts and proof of payment to the following address for reimbursement consideration: FCA Customer Assistance, P.O. Box 21-8004, Auburn Hills, MI 48321-8007, Attention: Recall Reimbursement. Once we receive and verify the required documents, reimbursement will be sent to you within 60 days. If you've had previous repairs and/or reimbursement you may still need to have the recall repair performed on your vehicle.

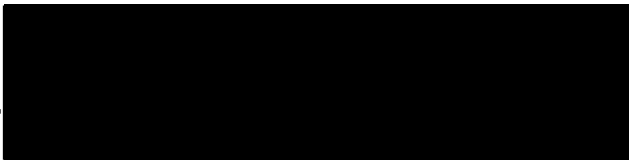
If your dealer fails or is unable to remedy this defect without charge and within a reasonable time, you may submit a written complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Ave., S.E., Washington, DC 20590, or you can call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153), or go to 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.

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.





Red Bank, NJ

TRENTON NJ 086

25 FEB 2015 PM 5 L



Administrator
N.H.T.S.A
1200 New Jersey Ave., S.E.
Washington, D.C.
20590

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