

NET-010

CL-10870995-6620

April 25, 2016

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

Administrator

National Highway Traffic Safety Administration

1200 New Jersey Ave. S. E.

MAY 11 2016

Washington, DC 20590

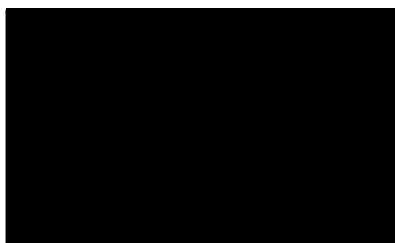
I received a recall on my Chrysler 300 for the Driver Airbag Inflator on January 27, 2015 (copy enclosed). To this date absolutely nothing has been done to correct the problem. The Chrysler dealership has been called several times, but each time they simply tell me that I am on their waiting list and that I will be called and given an appointment when they receive the part from the manufacturer. The excuse I am continually told is that there are so many inflators to repair that they can't get to them all in a timely manner.

This is no longer an acceptable excuse. It requires me to worry about the safety of driving this car each and every time I, or my wife, drive it to the store or elsewhere. What good is a recall if nothing transpires but the issuance of a piece of paper? It does nothing to solve the problem.

I have called three separate attorneys to seek help in getting the dealership/manufacturer to implement the recall, but each attorney replied "no injury, no foul" and claimed they could not help. Of course if I wait for injury, I may not be around to claim foul!

I need your assistance in pressuring the dealership/manufacturer to fix the problem. After 15 months I think I've waited and taken the risk long enough.

Sincerely,



Carmichael, CA 

NAM
5/25/16
SMP



FIAT CHRYSLER AUTOMOBILES

DRIVER AIRBAG INFLATOR

*Erica - on list 7-16-15
will call when part
is in*

IMPORTANT SAFETY RECALL**R25 / NHTSA 15V-313**

This notice letter applies to your vehicle (VIN: 2C3AA53G95H[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 2004 through 2009 model year Dodge RAM 1500/2500/3500 Pickup, 2004 through 2008 model year Dodge Durango, 2007 through 2008 model year Chrysler Aspen, 2005 through 2010 model year Chrysler 300/Dodge Charger/Dodge Magnum, and 2005 through 2011 model year Dodge Dakota vehicles.

The problem is... The driver 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 occupants.

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.



Carmichael, CA

SACRAMENTO CA 957

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

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