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



MAY 13 2016

**GEORGIA DEPARTMENT OF LAW
Consumer Protection Unit**

2 Martin Luther King, Jr. Drive SE
Suite 356
Atlanta, Georgia 30334

www.law.ga.gov
(404) 656-3790

Writer's Direct Dial: 404-651-8600
Fax: 404-651-9018

SAMUEL S. OLENS
ATTORNEY GENERAL

May 5, 2016

[Redacted]
Conyers, Georgia [Redacted]

Re: Reference File Number [Redacted]
Business Name: Courtesy Chrysler Dodge Jeep Ram

Dear [Redacted]

The Consumer Protection Unit of the Georgia Department of Law has received your complaint regarding Courtesy Chrysler Dodge Jeep Ram. Upon review of this matter, it appears to be the type of allegation handled by the National Highway Traffic Safety Administration (NHTSA).

We have forwarded a copy of your complaint to the NHTSA for review. Please direct all future correspondence to that agency at the following address:

Dr. Mark R. Rosekind, Administrator
National Highway Traffic Safety Administration
1200 New Jersey Avenue SE, West Bldg.
Washington, DC 20590
Phone: 888-327-4236
TTY: 800-424-9153
Website: <http://www.nhtsa.gov>

Thank you for bringing this situation to our attention.

Sincerely,

L. Torres
Clerk

cc: National Highway Traffic Safety Administration (w/attachment)

NAM
S2016
SWP

[REDACTED] 2004 Jeep Cherokee Urgent need [REDACTED]

[REDACTED]

Conyers, GA [REDACTED]

Mr. Jay Barksdale and Mr. Randy Barksdale- Owners, Courtesy Jeep
Mr. Barry Henry, Service Manager
1890 Dogwood Drive, SE Conyers, GA 30013

April 9, 2016

Dear Sirs:

I own a 2004, Jeep Cherokee, VIN 1J4GX48N14C [REDACTED], which has a dangerous air bag. Over a year ago, I received notification of this defective safety recall which is potentially a shrapnel bomb on impact. Please be advised that I am [REDACTED] years old with multiple disabilities. Due to my age, disabilities and financial limitations, Jeep has literally forced me into driving a car with an extremely high risk factor. From all current research, the age of the airbags, heat, and humidity add to the risk factors. Were I younger and able, I would be at your business every day until I received help. Jeep, after a year, has not provided a replacement. I am alarmed and fearful that an airbag malfunction could occur. Since I have now waited over a year for the repair, I believe that both negligence and indifference continue to coerce me and my passengers to be at undue risk.

With this letter, I am formally going on record that I do not agree or consent to the proven risk of driving a vehicle equipped with recalled airbags. The possibility of shrapnel exploding throughout the passenger cabin is terrifying for me. For this reason, please call me immediately to set up service to either replace or

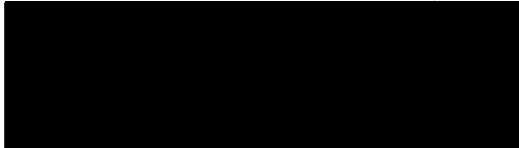
2016 APR 09 PM 13:39
REGISTRATION DIVISION
MOT. & VEH. DIV.

WF ID# [REDACTED]
N ID# [REDACTED]

disconnect my air bag until the appropriate repair kits are in stock. Also, I ask to be scheduled within the first 50 vehicles you repair when kits are available. My age, disabilities and financial resources prevent me from just parking this dangerous vehicle.

I purchased a Jeep relying on the integrity of the product. I feel betrayed by the negligent lack of action and the inherent discrimination to both my age and disabilities. Yet, I am hopeful to be immediately contacted about disengaging the faulty air bag system. Acknowledgement of this ongoing danger and a willingness to disengage my air bag would give me a great sense of relief.

Sincerely,



CC;

Atlanta Office for Civil Rights, 61 Forsyth St.,SW , Suite 19T10, Atlanta, GA 30303

Georgia, Governor's Office of Consumer Protection, 2 Martin Luther King Jr DR, Suite 356, Atlanta, GA 30334 Failure to Provide Fix, Automotive Safety Recalls

Clark Howard Consumer Action Center 404-892-8227 1601 W Peachtree St,NE, Atlanta, GA 30309

Brian Kemp, Secretary of State, GA, 214 State Capitol, Atlanta, GA 30334, Consumer Protection-Air Bag Recall

Mike Manley, CEO Jeep Chrysler Group, 1000 Chrysler Dr. Auburn Hills, MI 48326-2766

Dr. William J. Liss, 11 ALIVE, 1 Monroe Pl, NE, Atlanta, GA 30324

Pam Mallory, Power of Attorney, 140 Kitty Hawk Drive, Stockbridge, Ga ,30281

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Atlanta, Georgia 30334

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National Highway Traffic Safety Administration
DOT Auto Safety Hotline
1200 New Jersey Avenue SE
West Building
Washington, DC 20590-0001

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