



CHRIS CHRISTIE

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

New Jersey Office of the Attorney General

Division of Consumer Affairs
Consumer Service Center - Complaint Review Unit
124 Halsey Street, 3rd Floor, Newark, NJ 07102

KIM GUADAGNO
Lt. Governor

July 15, 2016

National Highway Traffic Safety Administration US Dept of Transportation
Office of Defects Investigation (NVS-210)
1200 New Jersey Ave SE
Washington, DC 20590



CHRISTOPHER S. PORRINO
~~Acting~~ Attorney General

STEVE C. LEE
Director

Mailing Address:
P.O. Box 45025
Newark, NJ 07101
(973) 504-6200
JUL 27 2016

Re: [REDACTED]
File Number: [REDACTED]

I am writing on behalf of the New Jersey Division of Consumer Affairs - Office of Consumer Protection to bring this matter to your office's attention. While hearing from the public helps the Division in its efforts to protect the health, safety and economic well-being of the public as consumers in the marketplace and to identify the best use of our investigative resources, there are situations, such as this one, in which a referral to another agency may be better able to provide assistance.

We are forwarding the materials we received to your office so that you may assist this consumer. We have advised the consumer of our action and that all future inquiries should be directed to your office. We appreciate the assistance that your office can provide to this consumer and extend our willingness to assist your office when necessary.

If you have any questions regarding this referral, please contact our Consumer Service Center at (973) 504-6200.

Sincerely,

Patricia D. Pate

Patricia D. Pate
Supervising Investigator, Consumer Service Center

td

NAM
78816
SMD



New Jersey Office of the Attorney General

Division of Consumer Affairs

P.O. Box 45025

Newark, New Jersey 07101

(973) 504-6200

(800)-242-5846

E-Mail: AskConsumerAffairs@lps.state.nj.us

OFFICE OF
CONSUMER PROTECTION
522797 JUL -12

COMPLAINT REPORTED BY:

COMPLAINT REPORTED AGAINST:

NAME:

ADDRESS:

CITY: BERGENFIELD

STATE: NEW JERSEY

ZIP CODE:

HOME TELEPHONE NUMBER:

(include area code)

WORK TELEPHONE NUMBER:

(include area code)

* E-MAIL ADDRESS:

* NOTE: BY PROVIDING YOUR E-MAIL ADDRESS, YOU AGREE TO
RECEIVE COMMUNICATIONS FROM THIS OFFICE BY E-MAIL.

BUSINESS:

FACUS (CHRYSLER CORP)

ADDRESS:

PO Box 218004

CITY:

AUBURN HILLS

STATE:

MICHIGAN

ZIP CODE:

48321

TELEPHONE NUMBER (1):

(include area code)

TELEPHONE NUMBER (2):

(include area code)

For statistical and informational purposes only. Your age: ☐ 18-29 ☐ 30-44 ☐ 45-59 ☒ 60 or older

1. Nature of complaint (please check the appropriate box(es)):

☒ Automotive

☒ Automotive Repairs

☐ Banking

☐ Credit Card

☐ Charity

☐ Direct Mail/Sweepstakes

☐ Home Repair

☐ Internet/Cyberspace

☐ Professional Service

☐ Stocks/Securities

☐ Telemarketing

☐ Telecommunications

☐ Bingo/Raffle

☐ Health Club

☐ Warranty

☐ Advertising

☐ Wheelchair Lemon Law

☐ Weighing/Measuring Devices

☐ Used Car Lemon Law

☐ New Car Lemon Law

☐ Furniture

☐ Other (specify)

CHRYSLER HAS REPLACEMENT PART NO. 05189795AA

2. If your complaint involves a motor vehicle, please provide the following information:

a. ☒ New

☐ Used

b. ☐ Purchased

☐ Leased

c. Purchase Price

\$41,000

Current Mileage

7900

d. Date of Purchase

Dec, 2004

☒ With Warranty

☐ With Service Contract

☐ As Is

e. Make

CHRYSLER

Model

300C AWD

Year

2005

3. Name of company you dealt with:

PURCHASED FROM TENAFLY CHRYSLER

IN TENAFLY NJ (NOW CLOSED DOWN)

4. Name and title of company agents or employees you dealt with:

CHRYSLER CORP, AUBURN HILLS,
MICHIGAN

5. Describe the facts of your complaint in the order in which they happened. Type or print clearly. Use additional sheets of paper, if necessary. Attach readable copies (NO ORIGINALS) of any complaint-related contracts, bills, receipts, cancelled checks, correspondence or any other documents you feel are related to your complaint.

AIRBAG WARNING LIGHT ON DASH WILL NOT GO OUT - THIS MEANS AIR BAGS WONT DEPLOY IN EVENT OF ACCIDENT, I DONT KNOW WHEN THIS STARTED HAPPENING BECAUSE I SELDOM USE THIS CAR. AFTER TALKING TO SOME CHRYSLER MECHANICS, I WAS INFORMED THAT THIS PROBLEM HAPPENS BECAUSE WIRES IN A SCM CONNECTOR WERE MADE TOO SHORT AND WOULD PULL LOOSE AT THE BOTTOM OF THE STEERING COLUMN ~~WOULD PULL LOOSE~~ DUE TO MOVEMENT OF TILTING TELESCOPING STEERING WHEEL. THIS PROBLEM ON EARLY PRODUCTION MODEL OF THIS CAR. PEOPLE AT CHRYSLER SAY THIS IS A WARRANTY PROBLEM (CAR IS NATURALLY OUT OF WARRANTY, IT IS A 2005 MODEL WITH 1900 MILES ON IT, THIS IS OBVIOUSLY A MFG. DEFECT PROBLEM AND I SHOULD NOT HAVE TO PAY TO HAVE PROBLEM FIXED. MY WIFE WILL NOT DRIVE THIS CAR NOR RIDE IN IT, SHE IS AFRAID WE CANT TAKE GRAND KIDS FOR OBVIOUS REASON - NO AIRBAG PROTECTION, CAN YOU HELP ME?

I AM ENCLOSING COPIES OF COMMUNICATIONS BETWEEN CHRYSLER 300 OWNERS AND A CHRYSLER 300 FORUM WEBSITE. CHRYSLER CORP SAY THERE ARE NOT ENOUGH COMPLAINTS TO WARRANT A RECALL. CAN YOU HELP ME.

6. The amount of loss involved in this complaint: \$ 60000 DOLLARS Please provide a breakdown of these losses:

I HAVE NOT HAD IT DONE, WE ARE RETIRED SENIOR CITIZENS. CHRYSLER MADE A MISTAKE AND THEY SHOULD FIX IT, IT IS VERY EXPENSIVE, THANK YOU -

I certify that the foregoing statements made by me are true. I am aware that if any of the foregoing statements made by me are willfully false, I am subject to punishment. I authorize the New Jersey Division of Consumer Affairs to send this complaint form to the company or to interested parties and to use the information in any way that is necessary.

JUNE 28, 2016
Date

* This certification must be signed by the person completing the form.

[REDACTED] Dodge Charger Challenger Magnum I Hellcat I SRT I Chrysler 300 Forum > Chrysler 300 > 300 General Discussion (1st Gen - 2005 to 2010) > why is it.. on hot days my "!"@#"\$" airbag light comes back.

PDA

View Full Version : why is it.. on hot days my "!"@#"\$" airbag light comes back.

07-16-2007, 06:56 PM

4 clock springs in 14 months, entire airbag system has been replaced.

and this afternoon my "!"@#"\$" airbag light is back on.
"!"@#"\$"

It's 94 outside and the only common thread I see with my continued airbag issues is the heat..

it is always above 85 when this happens.

UPDATED SEE POST #23

07-16-2007, 06:58 PM

I just started a thread about this, I have had three clock springs replaced, but mine will come on when it is hot or not. Once mine comes on it will not go off. I am sick of this thing and the air bag issue. Air bags will not deploy when the light is on, so if I get in a wreck, then what?

07-16-2007, 07:00 PM

"!"@#"\$" man... I can't believe this is still an issue.

07-16-2007, 07:02 PM

Well I just talked to the dealer that I got my car from and if they dont fix it this time I am getting a different car. My car goes in at 0900 tomorrow.

07-16-2007, 07:04 PM

You guys just might have to move to California. That's one way of a fix but it's not cheap. Good luck with the outcome. Keep us posted,

07-16-2007, 07:06 PM

I'm in california

07-16-2007, 07:08 PM

I just started a thread about this, I have had three clock springs replaced, but mine will come on when it is hot or not. Once mine comes on it will not go off. I am sick of this thing and the air bag issue. Air bags will not deploy when the light is on, so if I get in a wreck, then what?

have them check the wire harness from the back of the clock spring, I have been told that it is too short and when you extend the telescoping wheel all the way out it can disconnect.

07-16-2007, 07:55 PM

hmmm, I have mine all the way out all the time and not on move seat back during exit.....I have owned a lot of cars and trucks, and this is by far my favorite, but it is really starting to bug me!

07-16-2007, 08:18 PM

That's weird, it gets pretty hot here 120 max, today was 93 but I never had this issue, thank heaven. Hope you guys get this figured out and fixed.

07-16-2007, 09:05 PM

Yea, well the dealer I use always has quite a few 300c's sitting around.

07-16-2007, 09:23 PM

Yea, well the dealer I use always has quite a few 300c's sitting around.

from what my dealer has told me, the early build 2005 C models have the same wire harness as the non c models, and it is too short for the telescoping steering wheel (like you mine is all the way out and seat all the way back)

there is a replacement harness to correct the problem, but it also entails a clock spring replacement.

why it is not a TSB I have no idea, but like you I am getting tired of this problem.

07-16-2007, 09:29 PM

Mine has come on from day one when the telescope is full out, um, release the wheel, "gently" (or not) slam it to the bottom and back to top a couple times, on mine I won't see the air bag light till I forget and extend it all the way again. 1/4" from the top seems to be enough to keep the light off.

Yeah sure, I'm gonna slap the wheel to the bottom of the stroke, gees I might hurt it - NOT.

07-16-2007, 09:50 PM

Mine has come on from day one when the telescope is full out, um, release the wheel, "gently" (or not) slam it to the bottom and back to top a couple times, on mine I won't see the air bag light till I forget and extend it all the way again. 1/4" from the top seems to be enough to keep the light off.

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300c has an electric telescoping wheel that goes up and down and forward and backward.

no way to slam it, it is motorized.

07-16-2007, 09:57 PM

300c has an electric telescoping wheel that goes up and down and forward and backward.

no way to slam it, it is motorized.

LOL, I bet I could coerce it. I didn't know it was electric, maybe collapse it all the way and then some gently vibration?

07-16-2007, 10:11 PM

all steering column electrical circuits, including airbag squib, go through the SCM (steering column module) connector. this connector is subject to strain whenever the steering column is moved. a new connector has been developed which features a strain relief component to prevent intermittent loss of connectivity.

07-16-2007, 10:23 PM

Well thanks for the input on the new harness, I will mention that to them tomorrow and see what they say. I love my car but they have a good looking black C over there with some nice 22's on it. Maybe I won't let them fix it and get the black one and just have them switch my DVD player and exhaust over to the new one.....

07-16-2007, 10:34 PM

Well thanks for the input on the new harness, I will mention that to them tomorrow and see what they say. I love my car but they have a good looking black C over there with some nice 22's on it. Maybe I won't let them fix it and get the black one and just have them switch my DVD player and exhaust over to the new one.....

the new one may be subject to the same condition. as they say; the devil you know...

connector P/N 05189795AA

07-16-2007, 11:28 PM

Can I use this without changing the clockspring, or did I miss something?

07-17-2007, 02:05 AM

Hi [REDACTED]. If you notice, 99% of all the people that complain of this problem with the air bag light, have 2005 model cars, and although you can't tell most times, I bet they are early build 05's. I fought this exact problem for 6 months on my own 05. I posted the details on "the other forum", just do a search on [REDACTED] and you'll find it. Edit - Actually here is the long winded post to save you looking it up -

The gist of the issue was that whenever I parked the car in the sun on a slightly warm day, or just parked anywhere on really hot days, the "!"@#\$" light would come on. There were numerous attempts (4 I think) by the dealer to fix it. They did the wires in the steer column a couple of times, something else in the steering wheel (could be the SCM) and every single time, as soon as it got warm in the car the "!"@#\$" light came back on.

How did they finally fix it? They kept the car for 10 or 11 days, and ended up replacing the entire air bag system from one end to the other. That fixed it. Of course this is a very expensive thing to do, so it was a last resort for them.

Just as a reminder to everyone having this problem....when that light is ON, your passenger is not protected by the airbag on that side of the car. I know the light is also on when the seat is empty, and that's no big deal, but it will also be on when someone is sitting there, and they are not "bag" protected!!! You could also use this as a warning to the dealer that this better be fixed before you get in an accident (hope note) and your passenger is injured due to them not fixing this!

07-17-2007, 08:08 AM

Sorry [REDACTED] I didn't know you were in California.

07-17-2007, 11:52 AM

Which airbag light are we talking about here? The red one on the dash or the orange one on the center console?

[REDACTED] my red dash light is always coming on, normally after about 15-30mins of driving. It wont go out on its own, but if I restart the car it resets itself and then comes back on after another 15-30mins

I know it may have something to do with the electrical connections in the plug that goes to the center console around the hazard light/esp area. My dad had the same issue and they replaced the connector - its fine now, but that hasnt worked for me.

FYI, I have an 06 SRT8.

07-17-2007, 03:20 PM

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thanks [REDACTED]

my entire system has been replaced, shortly after getting the car, when I used my keyfob to unlock the doors, all the airbags blew...

my whole interior was replaced, all sensors, all airbags, dash everything.

and I still have the problem

07-19-2007, 03:21 PM

Mad props to [REDACTED] for the part number he posted in #17 above.

car at dealer and tech says Clock Spring (again) so I tell him no way, it's only 3 months old. And I log on to this forum and show him the post from [REDACTED]

so they check the harness.. sure enough the connector is cracked.

and they read the rest of the thread and decided that a new 2007 SCM should be installed as well, In addition my Service Adviser and the tech book marked this site, and said they are going to join cause we have better info than DCX..

LOL

thanks [REDACTED] YOU DA MAN!!!

09-25-2007, 07:13 PM

so are the dealerships notified about the wiring harness ?? I have a 05 magnum and it does the same thing . sometimes I put the steering column all the way in and the air bag light goes out . I tookit to the dealer they put a new module in it but a few days it came back on . what should I tell the dealer?? they are the ones that should know of this concern . oh well thanks for your information I thought I was going crazy lol.. ..

09-25-2007, 07:57 PM

so are the dealerships notified about the wiring harness ?? I have a 05 magnum and it does the same thing . sometimes I put the steering column all the way in and the air bag light goes out . I tookit to the dealer they put a new module in it but a few days it came back on . what should I tell the dealer?? they are the ones that should know of this concern . oh well thanks for your information I thought I was going crazy lol.....

"!"@#\$" if I know, it has happened to me twice more since I made this thread and it happened again today..

I'm thinking that I'm about to fix it myself PERMENATLY.. where the "!"@#\$" is my sledge hammer?

09-25-2007, 08:21 PM

my entire system has been replaced, shortly after getting the car, when I used my keyfob to unlock the doors, all the airbags blew...

my whole interior was replaced, all sensors, all airbags, dash everything.

and I still have the problem

That's incredible- which button did you use on the fob to activate the airbags?:)

09-25-2007, 08:25 PM

That's incredible- which button did you use on the fob to activate the airbags?:)

LOL... we have ourselves a funny guy over here....

09-25-2007, 08:59 PM

If that happened to me I would thought I was on candid camera. I can not even imagine your facial expression and the words that can out of your mouth.

10-02-2007, 02:08 AM

Jumped to the other side of the forum to see whats going on, and I see you guys are having some of the same problems the magnums are having THAT DARN LIGHT. found out today moving back the telescoping wheel will turn it off but wont fix. Off to the dealer for my mag and I, sounds like a factory recall issue.

10-02-2007, 09:34 AM

Hey [REDACTED] my dads car had that light problem, and when they took it to the dealer, they had to replace the entire wiring harness and SCM. Circuit city cut 23 wires when they did their install for his amp, so I feel your pain, but as for the airbags going off with the keyfob, did you laugh after the incident??? O yeah....your sig with the 2 dudes fighting, thats pretty funny.

10-02-2007, 07:49 PM

Hey [REDACTED] my dads car had that light problem, and when they took it to the dealer, they had to replace the entire wiring harness and SCM. Circuit city cut 23 wires when they did their install for his amp, so I feel your pain, but as for the airbags going off with the keyfob, did you laugh after the incident??? O yeah....your sig with the 2 dudes fighting, thats pretty funny.

I've had my SCM replaced twice, Harness several times, 9 clock springs, Entire Air Bag system including all sensors, all airbags, the steering column, the connectors and probably a dozen other parts and I still have the issue..

It reared it's ugly head again last week, and yes moving the telescoping steering wheel all the way in fixes it, but when I pull it back out the light comes back on..

I know what is happening, the wires are moving inside the connector that is in the column, WHY DCX can't fix this, or extend the harness by the FULL LENGTH of the telescoping wheel when it is fully extended is beyond me.

I'm growing tired of it. 9 dealer trips in 14 months for the same issue and being out of my car for 5 -7 days at a shot, several hundred in rental car charges, I'm a heart beat away from selling this car, between this and my sunroof issues.... I'm just tired..

and no I don't qualify for Lemon Law cause I bought a Lease returned car

10-02-2007, 08:27 PM

[REDACTED]... sorry to hear about this goofiness you are going through....all the help and good will you have brought to this forum you'd think poetic justice would be to insure you, of all people, had gotten a trouble-free car...Considering the astounding amount of engineering that had to go into producing these cars it is amazing to think they let the boss's [REDACTED] year old nephew [REDACTED] loose on the AutoCAD system on "design the wiring harness day".

Murphy's Law of precision engineering - measure with a micrometer, mark with chalk, cut with an ax

Murphy's Law of Electronic Engineering - any wire cut exactly to length will be 1/4" short.

10-02-2007, 08:53 PM

I found that in my Magnum with the seats moved back all the way if the rear seats are folded down or anything on the floor (Which is typical) and the front seats are reclined enough to put pressure on said obstruction my light comes on, I move the seat forward or change the angle a little, the light goes off.

10-02-2007, 09:20 PM

I found that in my Magnum with the seats moved back all the way if the rear seats are folded down or anything on the floor (Which is typical) and the front seats are reclined enough to put pressure on said obstruction my light comes on, I move the seat forward or change the angle a little, the light goes off.

It's not the passenger seat [REDACTED] It's the main dash cluster light, and in my case at least it is directly related to the harness in the steering column..

the issue is that when that light is on the airbag system is deactivated, and my concern is that since it is an obvious short in the electrical system, my airbag could deploy unexpectedly (again) while I am driving, or worse while my [REDACTED] year old is sitting in the car...



PHOTO BY THE POWER FAMILY



The Red Cross
gave us hope.



DM DANIELS H0070

29 JUN 2016 PM 9 L



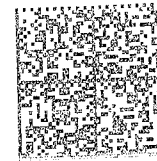
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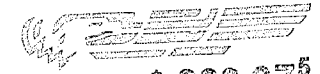


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