

[REDACTED]
Pflugerville, Texas [REDACTED]
[REDACTED]

JUL 12 2016

July 5, 2016

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

On April 2, 2016 I fail and broke my left hip. Later that night after I had been assigned a room my wife [REDACTED] had to go to our house and get some item that I needed. She returned to the hospital about 12 pm and later at about 12:30 she left the hospital to return to our home. She remember turning right out of the hospital parking lot and at that point she remembers nothing. After numerous doctor appointments it has still not been determine the cause of her problem. She proceeded through 5 traffic intersections and at the 5th light proceeded through the intersection and hit a telephone pole directly in the center of the hood of our 2005 Dodge 1500 pickup. By the grace of God, she was not injured in the accident. She was taken to the emergency room and then admitted to the hospital which I did not know until about 10am in the morning. Here is why I am writing the letter to you.

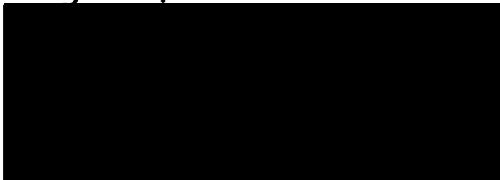
I contacted Fiat Chrysler via phone call on May 5th to report that the air bags had not deployed. I was told at that time that I would be contacted within the next 4 to 5 business days. It took them over 4 weeks to contact me and then it was in independent contractor for Chrysler from Houston who called to make a time to inspect the vehicle and he indicated to me that they could not

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inspect the vehicle at my home where we had it towed. I had it moved to a towing company yard and then informed him of the location. Attached you will find a copy of his report which as I expected indicated that the air bags had not gone off because the front of the vehicle was so designed as to collapse on contact and thus the air bags would not go off. I find the very alarming as because of the sever impact my wife could have easily be injured due to the accident. I am attaching a copy of their report as well as a picture of the front of the vehicle.

I would certainly like your opinion concern the failure of the air bags to deploy during this accident. I can be contact at any of the addresses indicated at the top of this letter. Thanks for your consideration for our problem and look forward to receiving your valued opinion concerning this matter.

Regards,





FIAT CHRYSLER AUTOMOBILES

June 22, 2016

[REDACTED]
Pflugerville, TX [REDACTED]

CAIR: [REDACTED]

VIN: 1D7HA18D45J [REDACTED]

Dear [REDACTED]:

This will acknowledge your concern about the accident that occurred involving your 2005 Ram 1500.

Naturally, we were sorry to learn of this incident and the costly damage that occurred to your vehicle. At your request, Fiat Chrysler Automobiles provided for an independent inspector to examine your vehicle. Fiat Chrysler Automobiles feels that the expense of this inspection is in the best interest of you, our customer, and the corporation, in our efforts to properly evaluate serious concerns such as yours.

The inspection involved a thorough examination of your vehicle and the photographing of all critical areas. Also, a diagnostic scan tool was linked to the air bag computer module in order to determine whether or not any fault codes were present, which would have indicated a condition that would have prevented the air bag from deploying. Also, as you may know, any fault with the air bag system prior to the accident would have caused the air bag light to come on and stay on beyond its normal 7 to 9 second self-check following start-up.

All Fiat Chrysler vehicles must exceed all Federal Motor Vehicle Safety Standards, as well as our own more stringent requirements. As such, the air bag system is thoroughly tested and evaluated for compliance by the National Highway Traffic and Safety Administration.

The conclusion of the Fiat Chrysler Automobiles investigation is that the primary impact involved "crumple" zones and "crush" areas, which are engineered into your vehicle to dissipate impact energies in order to enhance the total vehicle crash worthiness. Therefore, the rate of deceleration necessary to activate the air bag system was not met. Complete information regarding the air bag and air bag system may be found in your owner's manual.

Thank you for this opportunity to address your inquiry.

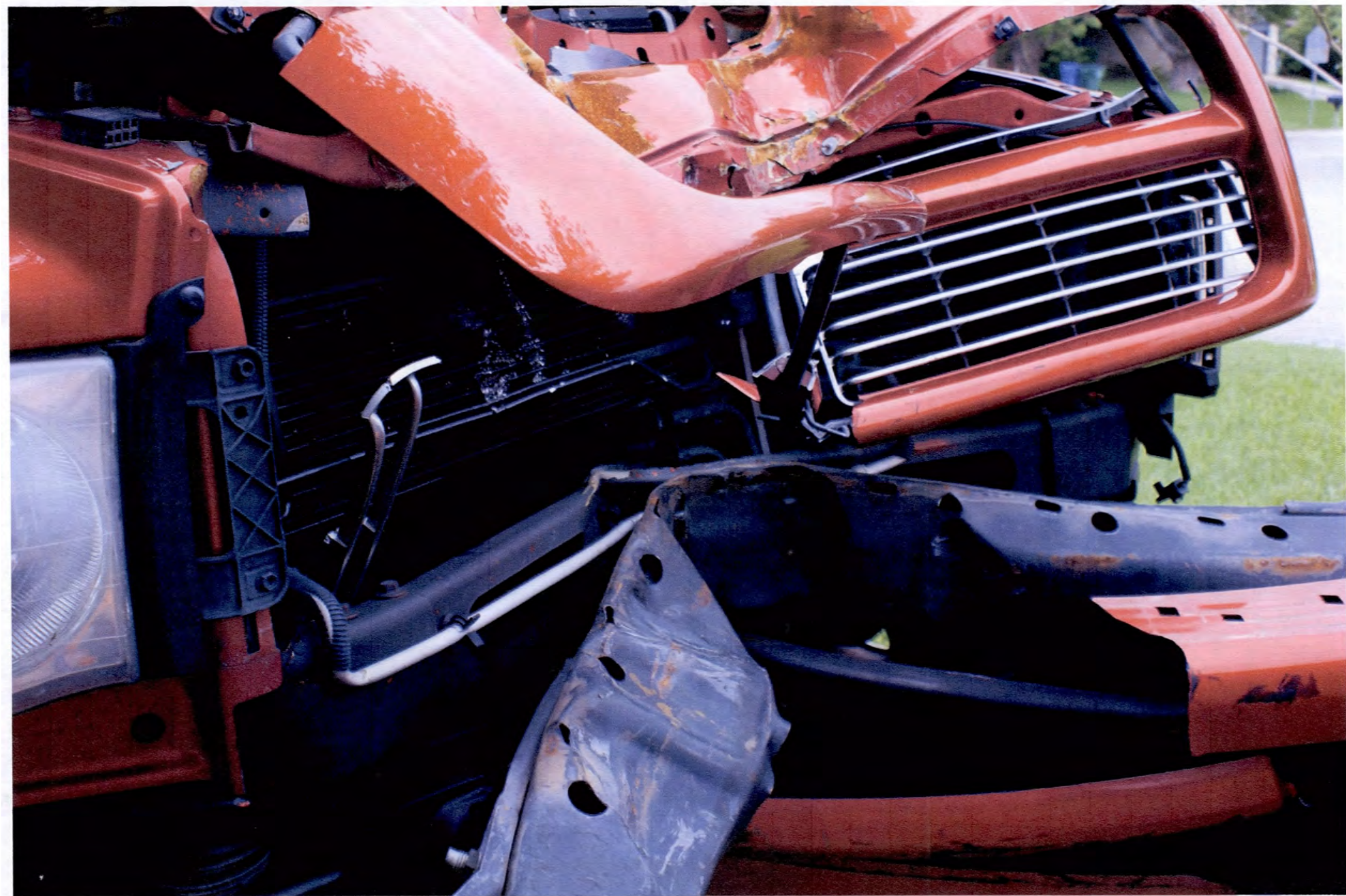
Sincerely,

Mr. Kon

Mr. Kon
Special Investigations
586-274-8162

TK/sk

FCA US LLC
PO Box 21-8004
Auburn Hills, MI 48321-8004







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