

NEF-010
CL10910393-5457

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

[Redacted]

New Bern NC

September 8, 2016

Administrator
National Highway Traffic Safety Administration
1200 New Jersey Avenue, SE
Washington DC 20590

SEP 20 2016

SAFETY RECALL. S27 / NHTSA 16V-240

VIN: 1C4RJEAG6FC [Redacted]

Dear NHTSA:

New software has been installed to create an "auto park" feature.

I write to complain that Fiat Chrysler refused compensation for repair of damage to the vehicle caused by the defect. Fiat Chrysler also failed to provide written denial despite two telephone requests that such be furnished. Denial was sent by telephone.

Compensation requested was \$1180.75. [Please see copy of request to Fiat Chrysler.]

What occurred: vehicle thought to be in *Park* was in fact in *Reverse* engine running, door ajar backed into mailbox denting and bending door and fender – but likely saving me from grave injury or death.

If your office can be of any assistance, I surely would appreciate it.

Sincerely,

[Redacted Signature]

Enclosure: Copy of letter to Fiat Chrysler

Mobile/Message: [Redacted]

NAM
92976
SMD

[REDACTED]
New Bern NC [REDACTED]

July 19, 2016

FCA Customer Assistance
PO Box 21-8004
Auburn Hills MI 48321-8007

ATTENTION RECALL S27 REIMBURSEMENT: VEHICLE 1C4RJEAG6FC [REDACTED]

Dear Customer Assistance:

Vehicle purchased-received: 11/04/2014

Incident occurred: 02/03/20156.

Vehicle thought to be in *Park* was in *Reverse* engine running door open backed into mailbox post denting and bending door and fender.

1. Repair for the purpose of opening/closing door:
02/03/2015 American Coastal Collision \$150.00 (see invoice/payment)
2. Repair damage to door/fender: 07/15/2016 American Coastal Collision \$1030.75 (see invoice/payment)

I request reimbursement in the amount of \$1180.75.

For any questions please call or email.

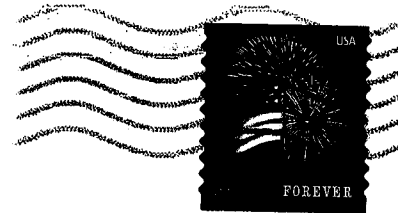
Sincerely,
[REDACTED]

Mobile/Message: [REDACTED]

[Redacted]
New Bern NC [Redacted]

CHARLOTTE NC 282

09 SEP 2016 PM 6 L



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Washington DC 20590

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