

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

At-10965511-6258

Chrysler Jeep
Customer Service Dept.
P.O. Box 21-8004
Auburn Hills, Michigan 48321-8004

January 31, 2017

2015 Jeep Grand Cherokee

VIN # 1C4RJFBG8F [REDACTED]

CC: NHTSA

MAR - 8 2017

Dear Chrysler:

On May 14, 2016 I purchased a brand new 2015 Jeep Grand Cherokee from Sinclair Chrysler Jeep, 2326 West Osage, Pacific, Missouri 63069. On January 12, 2017 I was broad sided direct into my driver's door by a 2007 Lincoln MLK. None of the three air bags (knee, seat or curtain) on my side of the Jeep went off to protect me from the impact. I went to the emergency room and had X-Rays of my back, shoulder, ribs and chest. Luckily nothing was broken but I have severely bruised ribs and chest areas which they said will take 5-6 weeks or more to heal. I still have considerable pain in my ribs and chest and I have continued to take pain medication.

I was told by Sinclair that I was to report the accident to Chrysler and tell them that none of the air bags went off. I reported it to them on January 23, 2017 and was given a case number [REDACTED]. Neither the American Family Insurance claim's adjustor nor the Sellbert's Auto Body, Eureka, Missouri representative could believe that the air bags did not go off based on the impact and the damage to the Jeep. American Family Insurance Co. , totaled the vehicle due to the amount of damage to it and it being unsafe in that the air bags did not go off as they should have. On January 27, 2017 Dave Payton, a Chrysler inspector examined the Jeep while it was at Sellbert's.

I purchased this Jeep Grand Cherokee new on May 14, 2016 for \$39,147 and it only had 19,025 miles on it. American Family, who totaled the vehicle, is only going to pay me \$34,675 less my \$500 deductible or \$34,175. That means I am losing \$4972 in financial value in only seven months of ownership in addition to the continued pain and suffering I am incurring since the accident due to the faulty air bags.

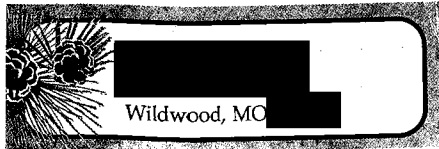
In that none of the knee, seat or curtain air bags went off as advertised to protect me and that I am still in considerable physical pain and \$4972 of financial losses, I am requesting Chrysler reimbursement so that I do not have to take legal action and incur additional expenses as a result of this.

Please contact me as soon as possible with the results of your inspection of the vehicle with the report as to why the air bags did not go off and to settling this.

Sincerely,

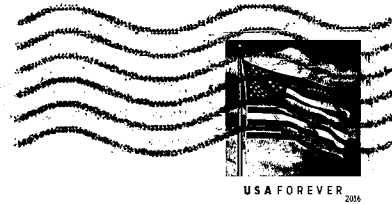
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NHTSA
National Highway Traffic Safety Administration
1200 New Jersey Avenue SE
West Building
Washington, DC 20590

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