

CL-11029608-6476

October 19, 2017

TO: *ATTENTION: RANDY REID, Chief, U.S. Dept. of TRANSPORTATION*
NATIONAL Highway Traffic Safety Administration
 RE: Chrysler Jeep Grand Cherokee, 2015, Limited
 VIN: C4RJFBG5FC [REDACTED] *"OFFICE OF DEFECT INVESTIGATION"*
 Purchased From: Atlantic Automotive Corporation, Mile One Heritage
 Automotive Group, 9219 Harford Road, Baltimore, MD. 21234.
 "LIFE-THREATENING SAFETY DEFECT."

This "life-threatening defect" was brought to the attention of the service department of Mile One Heritage on May 2, 2016.....and, to date, has "NOT" been corrected. Please reference enclosed letter dated May 2, 2016 to Mile One Heritage Service Department, Number #9 bracketed for special attention.

This is a complaint against: Atlantic Automotice Corporation, Fiat Chrysler Automotive N.A., and Fiat Chrysler Automotive North America Holdings for failure to correct this defect which is "LIFE-THREATENING" since May 2, 2016 as per the attached service request to this Mile One Heritage Dealer at 9219 Harford Rd., Baltimore, MD. 21234. This "TRANSMISSION AND RELATED DEFECTS" suddenly and without any notice causes temporary loss of control to my vehicle while driving at any speed and under any conditions. This "LIFE-THREATENING" safety defect is not identified in my Manual or by any symbols on my dashboard displays

I am requesting the immediate repairs of this "LIFE-THREATENING DEFECT," I am issuing a complaint involving reimbursement from the above-referenced entities under Maryland and Federal Lemon Laws and I am requesting that my named be added and made available to any and all "class-action lawsuits.

Sincerely, [REDACTED] Baltimore, MD. [REDACTED]

- cc: Office of the Attorney General of Maryland, Consumer Protection Division
- National Highway Transportation Safety Administration
- U. S. Justice Department
- Social Media Platforms
- Consumer Reports - Magazine and Internet Digital Platforms
- Center For Auto Safety
- Insurance Institute For Highway Safety
- Better Business Bureau Auto Lines
- Attorneys Generals of Fifty (50) States *(NATIONAL ASSOCIATION OF ATTORNEYS GENERAL)*
- Better Business Bureaus of Fifty (50) States *(COUNCIL OF BETTER BUSINESS BUREAUS)*
- Insurance Information Institute
- National Association of Insurance Commissioners

SWL:sl CC: [CONTINUED]

FIAT CHRYSLER AUTOMOTIVE N.V. SE 2010 MARCHHOUZE /
- 25 N. TAMES ST LONDON SW1A-1HA / CEO
1000 CHRYSLER DRIVE ← FIAT CHRYSLER AUTOMOTIVE NORTH AMERICAN HOLDINGS
7430 RIVERHILL RD, MT 48326 STEVEN R. FAER / CEO ATLANTIC AUTOMOTIVE GROUP
- 28 WALKER AVE BALTO., MD 21208

WMM
1-26-18
LD

HERITAGE MILE ONE CHEROKEE
4219 HARTFORD RD 21234

May 2, 2016

RE: 1-year Jeep Grand Cherokee Service
Approximate Mileage: 6600

Please check and explain the following including all maintenance: "ATTACH TO SERVICE INVOICE."

1. Re-attach "brake pad."
2. Engine "noisy-straining" when accelerating and pedal is floored beginning at 40-50 mph?
3. Check for appropriate "tire pressure."
4. No-Charge Wash.
5. There is an "engine hesitating/kick-in" when vehicle is "slowly moving in drive."
6. Process all factory updates.
7. Check for all factory "recalls, etc."
8. ~~What are two squares "outlined" on lower right sides of rear door panels?~~
9. I NEED AN EXPLANATION AND CORRECTION FOR THE FOLLOWING DEFECT: While driving under various conditions and out of nowhere the "GEAR OR GEARS SHIFT FROM 'S' AND 'D' INTO NO GEARS....NO GEAR IDENTIFICATION APPEARS ON THE DISPLAY AND THE ONLY IDENTIFICATION THAT APPEARS ARE NON-SENSICAL/NON-IDENTIFICATIONS SYMBOLS, I.E. * AND OTHER UNKNOWN SYMBOLS What I am saying is that this shift from S' and "D" at unpredictable times while driving goes into - NO GEAR!!!
10. Please give me all "WARRANTY, ETC. INFORMATION ON MY MICHELIN TIRES.

THIS IS
MY SAFETY
COMPLAINT

Thank you. [Redacted] Baltimore, MD. [Redacted]

Email: [Redacted]

[Redacted]

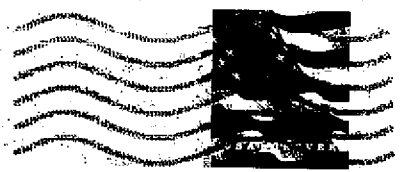
5-2-2016.

Speak to mechanic.

Baltimore, MD

BALTIMORE MD 212

28 NOV 2017 PM 7 1



c/o

Confidential

ATTENTION: Underpaid Chief
H. J. DEPT. OF TRANSPORTATION
NATIONAL HIGHWAY TRAFFIC SAFETY ADMINISTRATION
CORRESPONDENCE RESEARCH DIVISION
OFFICE OF DEFECT INVESTIGATION
1206 NEWSTEAD AVE. S.E.
WASHINGTON, D.C. 20590