

NEF-010

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

CL-11029668-8411

July 3, 2017

TO: *Adrian Aston*
National Highway Traffic Safety Administration

RE: VIN: 1C4RJFBG5FC [REDACTED]

AUG -4 2017

2015 JEEP GRAND CHEROKEE LIMITED CHRYSLER FIAT

DEALER: HERITAGE CHRYSLER DODGE JEEP RAM

"U CONNECT."

In the last week of June upon notice from Chrysler Fiat I was instructed to download updates to my "U CONNECT" software. I updated exactly as I was instructed. Immediately thereafter I notice that the music recorded on my "media flash drive" was inoperable and then operable at times; there was no consistency of operation. I also noticed that 50% of my recorded songs on this media U CONNECT SOFTWARE were deleted.

I am requesting that FIAT CHRYSLER AND OR ANYBODY CONNECTED WITH THIS UCONNECT SOFTWARE UPDATES "FIX AND RESTORE" ALL OF THE MUSIC THAT WAS ORIGINALLY ON THIS FLASH DRIVE AND FIX THE CONTINUOUS OPERATION OF THIS FLASH DRIVE.

[REDACTED]

Baltimore, MD. [REDACTED]

SWL:sl

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BALTIMORE MD 212

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ATTN: ADMINISTRATION
NATIONAL HIGHWAY TRAFFIC SAFETY ADMINISTRATION
1206 NEW JERSEY AVE SE (NHTSA)
WASHINGTON, D.C.
20590

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