

NEF-010
INFORMATION Redacted PURSUANT TO THE FREEDOM OF
INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6) **CP-11032389-1067**

September 2, 2017

SEP 15 2017

Administrator
National Highway Traffic Safety Administration
1200 New Jersey Avenue S. E.
Washington, D.C. 20590

Dear Safety Administrator:

I am writing with regard to my 2007 Chrysler Crossfire (VIN: 1C3LN65L77X [REDACTED]). The vehicle has only 5,100 miles.

I received a recall notice (copy enclosed) and a recorded call regarding the vehicle's airbag. The airbag light was illuminated on the dashboard. I brought the car to my local Chrysler dealer--Premier Chrysler Jeep in Hyannis, MA—for oil service and an inspection sticker and I asked that the recall notice be performed.

I was told that the recall for the dashboard light did not solve the problem. After keeping my car for six and one-half weeks, I was charged \$2,194.54 to resolve the airbag problem (bill enclosed—I've deducted the cost of oil change, tax, and inspection sticker).

I called Chrysler Corporation Customer Service for assistance with the matter and was told that a case manager would look into the matter and that I would hear back in one or two days. Five days later, after I called two times for a status update, I was told a case manager never received my concern and that the dashboard light for the airbag was not related to the airbag recall notice and that I would have to pay for work on the airbag despite the recall.

I am writing to you for some remedy and assistance. The recall notices states, "If your dealer fails or is unable to remedy this defect without charge and within a reasonable time, you may submit a written complaint..." It seems to me both conditions apply. Chrysler should stand behind a vehicle with only 5,100 miles that had an active recall notice involving safety. The fact that the dealership kept the car for six and one-half weeks tells me they did not know what they were doing. I thank you for whatever support you can provide.

Sincerely,

[REDACTED]

Yarmouth Port, MA [REDACTED]

Enc. (3)

DM
10-3-17
WJ

IMPORTANT SAFETY RECALL

S15 / NHTSA 16V-081

This notice applies to your vehicle (VIN: 1C3LN65L77X [REDACTED]).

This interim notification letter is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act.

Dear [REDACTED],
FCA US LLC has decided that a defect, which relates to motor vehicle safety, exists in certain 2007 through 2008 model year Chrysler Crossfire vehicles.

The problem is... The driver airbag inflator in your vehicle may rupture when deploying during a crash. The potential for such ruptures may occur in some of the subject airbag inflators after several years of exposure to persistent conditions of high absolute humidity. In the event of a driver airbag inflator rupture, metal fragments could pass through the airbag cushion material, which may result in additional injury or death to vehicle occupants.

What your dealer will do... FCA intends to repair your vehicle free of charge (parts and labor). However, the parts required to provide a permanent remedy for this condition are currently not available. FCA is making every effort to obtain these parts as quickly as possible. FCA will contact you again by mail, with a follow-up recall notice, when the remedy parts are available.

What you must do to ensure your safety... Once you receive your follow-up notice in the mail, simply contact your Chrysler, Jeep, Dodge, or RAM dealer right away to schedule a service appointment.

If you need help... If you have questions or concerns which your dealer is unable to resolve, please contact the FCA Group Recall Assistance Center at either fcarecalls.com or 1-800-853-1403.

Please help us update our records by filling out the attached prepaid postcard if any of the conditions listed on the card apply to you or your vehicle. If you have further questions go to fcarecalls.com.

If you have already experienced this specific condition and have paid to have it repaired, you may visit www.fcarecallreimbursement.com to submit your reimbursement request online or you can mail your original receipts and proof of payment to the following address for reimbursement consideration: FCA Customer Assistance, P.O. Box 21-8004, Auburn Hills, MI 48321-8007, Attention: Recall Reimbursement. Once we receive and verify the required documents, reimbursement will be sent to you within 60 days. If you've had previous repairs and/or reimbursement you may still need to have the recall repair performed on your vehicle.

If your dealer fails or is unable to remedy this defect without charge and within a reasonable time, you may submit a written complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Ave., S.E., Washington, DC 20590, or you can call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153), or go to safercar.gov.

We're sorry for any inconvenience, but we are sincerely concerned about your safety. Thank you for your attention to this important matter.

Customer Services / Field Operations
FCA US LLC

Note to lessors receiving this recall: Federal regulation requires that you forward this recall notice to the lessee within 10 days.





PREMIER CAPE COD
460 Yarmouth Rd.
HYANNIS, MA 02601
508-815-5000

premiercapecod.com

CUSTOMER NO	ADVISOR	TAG NO	INVOICE DATE	INVOICE NO
	GERALD HAZARD	268	08/28/17	
	LABOR RATE	LICENSE NO	5,123	COLOR
				BLAZE RED C
YARMOUTHPORT, MA	YEAR / MAKE / MODEL	DELIVERY DATE	07/17/07	STOCK NO
	07/CHRYSLER/CROSSFIRE/2DR ROADSTER L			DELIVERY MILES
	VEHICLE ID NO	SELLING DEALER NO		PRODUCTION DATE
	1 C 3 L N 6 5 L 7 7 X			
	F T E NO	P O NO	R O DATE	
			07/12/17	
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS	MO: 5125	
		E# 3.2L V6 SOHC		

JOB# 1 CHARGES-----

LABOR-----
J# 1 24CH232 SYNTHETIC LOF TECH(S):11626 44.95
(Change synthetic engine oil and filter)
ROUTINE MAINTENANCE
COMPLETED SERVICE

PARTS-----	QTY----	FP-NUMBER-----	DESCRIPTION-----	UNIT PRICE-----	
	1	5102905-AB	ELEMENT E 09057006	40.35	40.35
	9	5127394-PC	OIL 5W40 01081090	8.75	78.75
			TOTAL - PARTS		119.10

JOB# 1 TOTALS-----
LABOR 44.95
PARTS 119.10
JOB# 1 JOURNAL PREFIX CHCS JOB# 1 TOTAL 164.05

JOB# 2 CHARGES-----

LABOR-----
J# 2 24CH201 MULTI-POINT INSPECT TECH(S):11626 INTERNAL
(Multi-point inspection according to maintenance interval)
PERFORM MULTI-POINT INSPECTION. PROVIDE CUSTOMER WITH PRINT
OUT OF MULTI-POINT INSPECTION.

JOB# 2 TOTALS-----
JOB# 2 JOURNAL PREFIX CHCS JOB# 2 TOTAL 0.00

JOB# 3 CHARGES-----

LABOR-----
J# 3 60CHZ STATE INSPECTION TECH(S):127 35.00
(State Inspection)
PERFORMED STATE INSPECTION - REJECTED DUE TO EMISSIONS
MONITORS. DRIVE 100-150 MILES TO RESET MONITORS AND
REINSPECT.

JOB# 3 TOTALS-----
LABOR 35.00
JOB# 3 JOURNAL PREFIX CHCS JOB# 3 TOTAL 35.00

JOB# 4 CHARGES-----

LABOR-----
J# 4 50CH201 RECALL TECH(S):11626 WARRANTY
S15 SAFETY RECALL S15 - DRIVER AIRBAG MODULE (Recall CSN 1)
PER MANUFACTURER
PERFORMED RECALL

PARTS-----	QTY----	FP-NUMBER-----	DESCRIPTION-----	UNIT PRICE-----	
	1	CSF8S155-AA	AIRBAG DR 23049007		WARRANTY
			TOTAL - PARTS		0.00



PREMIER CAPE COD
460 Yarmouth Rd.
HYANNIS, MA 02601
508-815-5000

premiercapecod.com

CUSTOMER NO	ADVISOR GERALD HAZARD	268	TAG NO 1168	INVOICE DATE 08/28/17	INVOICE #
	LABOR RATE	LICENSE NO	SALE PRICE 5,123	COLOR BLAZE RED C	STOCK NO
YARMOUTHPORT, MA	YEAR / MAKE / MODEL 07/CHRYSLER/CROSSFIRE/2DR ROADSTER L		DELIVERY DATE 07/17/07		DELIVERY MILES
	VEHICLE ID NO. 1 C 3 L N 6 5 L 7 7 X		SELLING DEALER NO		PRODUCTION DATE
	P T E NO	P O NO	G O DATE 07/12/17		
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS E# 3.2L V6 SOHC			MO: 5125

JOB# 4 TOTALS.....

JOB# 4 JOURNAL PREFIX CHCS JOB# 4 TOTAL 0.00

JOB# 5 CHARGES.....

LABOR-----
J# 5 23CHZ02 AIRBAG LIGHT DIAG TECH(S):101 11626 584.78
CUSTOMER STATES AIRBAG LIGHT IS ON
VERIFIED AIRBAG LIGHT ON. ATTEMPT TO GO THROUGH DIAGNOSTIC
PROCEDURE AND COULD NOT COMMUNICATE WITH OCCUPANT RESTRAINT
CONTROLLER.
REPLACED ORC MODULE. COULD NOT PROGRAM AFTER REPLACEMENT.
WAS ABLE TO OBTAIN CROSSFIRE SPECIFIC PROGRAMMING TOOLS AT
ANOTHER DEALERSHIP AND WAS ABLE TO PROGRAM NEW MODULE. AFTER
PROGRAMMING. WAS ABLE TO COMMUNICATE WITH MODULE AND FOUND
CODES SETTING FOR DRIVERS SEAT BELT RETRACTOR. ORDERED AND
REPLACED DRIVERS SEAT BELT. PROGRAMMED TO VEHICLE.

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	
	1	68024494-AA	SENSOR AI 08035034	977.90	977.90
	1	5099075-AA	SEAT BELT 23049001	581.90	581.90
TOTAL - PARTS					1559.80

JOB# 5 TOTALS.....

LABOR 584.78
PARTS 1559.80

JOB# 5 JOURNAL PREFIX CHCS JOB# 5 TOTAL 2144.58

MISC	CODE	DESCRIPTION	CONTROL NO	
JOB # A	SS	SHOP SUPPLIES		14.96
TOTAL - MISC				14.96

TOTALS.....

TOTAL LABOR....	664.73
TOTAL PARTS....	1678.90
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	14.96
TOTAL MISC DISC	0.00
TOTAL TAX.....	104.93
TOTAL INVOICE \$	2463.52

CUSTOMER SIGNATURE

Yarmouth Port, MA

PROVIDENCE RI 028

02 SEP 2017 PM 5 L



Administrator
National Highway Traffic Safety Administration
1200 New Jersey Avenue S. E.
Washington, D.C. 20590

20590-0001

