



U.S. Department  
of Transportation

National Highway  
Traffic Safety  
Administration

1200 New Jersey Avenue, SE  
Washington, DC 20590

February 22, 2018

[REDACTED]  
Yarmouth Port, MA [REDACTED]

NEF-109 am  
Ref. No. 11032389

Dear [REDACTED]

Thank you for your correspondence concerning your model year (MY) 2007 Chrysler Crossfire. Your correspondence was forwarded to the National Highway Traffic Safety Administration's (NHTSA) Office of Defects Investigation. Our office received an unprecedented increase in the number of correspondence due to the Takata air bag recalls. Our limited resources were overwhelmed and we are now just getting to your letter. We regret any inconvenience this delay may have caused you.

NHTSA is the federal agency responsible for improving safety on our nation's highways. We are authorized to order manufacturers to recall and repair vehicles or motor vehicle equipment when our investigations indicate that they contain safety defects in their design, construction, or performance. We also monitor the completion rates and adequacy of manufacturers' recall campaigns.

As you know, your vehicle is included in NHTSA Safety Recall Campaign No. 16V-081. The recall addresses a problem with front driver-side Takata air bag inflators in certain MY 2007 and MY 2008 Chrysler Crossfires. In the event of a crash where the front air bags deploy these inflators may rupture due to propellant degradation, which can occur after long-term exposure to high absolute humidity and temperature cycling.

The recalls of defective Takata inflators have grown over several years to include approximately 50 million inflators in an estimated 37 million vehicles in the United States, making the recalls the largest and most complex in NHTSA's history. One of the challenges presented by the recalls is the availability of remedy parts, which is affected by several factors including the need to obtain redesigned repair parts from alternative inflator suppliers, testing to ensure the safety of repair parts, manufacturing and capacity constraints given the enormous global demand, and logistics in getting the parts out to the distribution networks and into the dealer's hands.

NHTSA's understands your frustration with the amount of time it took for the dealer to complete Recall 16V-081 and the cost to repair the air bag light problem. However, it is difficult to determine if your vehicle was delayed due to the recall remedy or air bag light repair, based on your letter. You did not indicate if the dealer guaranteed that an air bag inflator would be available for your appointment.

In addition, you assert that the air bag warning light was on when you received the notice and recorded call for Recall 16V-081. The dealer's repair order states that they had to acquire Crossfire specific programming tools from another dealer for the air bag light repair, which may have contributed to the delay. Nonetheless, the defect in the Takata air bag recall is not related to nor can cause an air bag warning light condition. The only possibility for the defect in the recall to occur is in a frontal crash with enough force to cause the air bag to deploy and rupture the inflator.

You may consider contacting your local Consumer Protection Agency or the Massachusetts Office of the Attorney General regarding your problem and rights under the state laws. You may also ask your dealership for a meeting with a Fiat Chrysler Automobiles district manager regarding your problem. In addition, the Federal Trade Commission (FTC) has jurisdiction over non-safety defects, paint, fraud or deception, warranty and dealership problems, remuneration matters, and fair trade practices. There are three ways to contact the FTC: by toll free telephone at 877-382-4357; by mail at Federal Trade Commission, CRC-240, Washington, DC 20580; and by using the Internet complaint form at [www.ftccomplaintassistant.gov](http://www.ftccomplaintassistant.gov).

You may also consider contacting the Better Business Bureau (BBB) Auto Line. The BBB offers free mediation/arbitration to resolve warranty disputes under guidelines established by the FTC. Remedies include repair, reimbursement, repurchase or replacement, depending on program eligibility. You can visit their website at [www.bbb.org](http://www.bbb.org) to file a complaint and review eligibility information, or call the BBB Auto Line at 800-955-5100.

Should you encounter a safety-related problem with a motor vehicle or motor vehicle equipment in the future, we would appreciate it if you would complete an electronic Vehicle Owner's Questionnaire online at [www.nhtsa.gov](http://www.nhtsa.gov) or call the Auto Safety Hotline at 888-327-4236. Also, a summary listing of vehicle owners' complaints, safety recalls, manufacturers' service bulletins, etc. can be obtained at our website.

Sincerely,



Randy Reid, Chief  
Correspondence Research Division  
Office of Defects Investigation  
Enforcement