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[REDACTED]
Linwood, NJ [REDACTED]

SEP 19 2017

September 11, 2017

Mark Rosenkind
Admin. NHTSA
1200 New Jersey Avenue, SW
West Building
Washington, DC 20590

Dear Mr. Rosekind

Enclosed, you will find a letter outlining the ridiculous experience I have endured for the past four months trying to have my Takata airbag inflator replaced by Fiat Chrysler America.

While I tried navigating your website I found it difficult to locate a specific person/department to address my complaint to. I apologize if this matter doesn't fall under your purview and would greatly appreciate if it you could either direct me or further my complaint to the correct destination.

If it would expedite things, I can also be reached by phone at: [REDACTED] I thank you for your time.

Respectfully,
[REDACTED]

[REDACTED]
Linwood, NJ [REDACTED]

September 11, 2017

To whom it may concern:

I am the owner of a 2008 Chrysler Crossfire. As my vehicle was previously owned by someone in Florida, and being aware that a contributing factor to the Takata airbag inflator recall was exposure to high humidity, I anxiously awaited notice of when the replacement parts would become available in NJ. In the spring of this year, I received notices from both FCA (Fiat-Chrysler-Automobiles) and my local Chrysler dealership (Atlantic/ Chrysler/Jeep/Volkswagen, Egg Harbor Township, NJ 08234) that the parts were now in.

On the evening of April 26, 2017, I dropped my vehicle off to the Atlantic/Chrysler dealership for new tires and the airbag inflator recall. Every day the dealership had the car, the service manager at that time; Steve, kept in touch, informing me they were trying to get the needed scanner to replace the inflator. Ultimately he apologized and instructed me that while the tires were on, I would need to take the vehicle elsewhere to address the recall. Upon retrieving my vehicle, I noticed the "SRS" light illuminated on my dashboard.

After a couple of weeks, I called back to FCA to find a new dealership to do the recall. I was informed that Atlantic Chrysler had reported the vehicle recall complete and had been paid in full for the airbag inflator replacement. In a three-way call between FCA, Atlantic/Chrysler and myself, it was agreed that I should return my vehicle for a "quick inspection" the following Monday where its status and the next step would be determined.

Upon arriving that Monday June 26th, I spoke with a gentleman named Tom at the Service Desk. I explained the conversation I had with Steve (no longer there) and the fact that the SRS light was on. After three hours, Tom came to the waiting area and told me exactly what Steve had told me; "they didn't have the needed scanner". He assured me he would personally handle resolving the matter and told me I "had to conclude the matter with them" since Atlantic/Chrysler had already been paid for *supposedly* replacing the airbag inflator. He further informed me that the airbag was functioning, but they just needed to extinguish the SRS light. Research on the internet says the SRS light indicates the airbag is not working.

During this time, a case was opened with Chrysler's Customer Care [REDACTED] and I was ultimately assigned "Joelle" as my case manager. While Joelle was initially sweet and empathic, my expressed lack of confidence in the dealership was brushed aside, and I was told "I must conclude with Atlantic Chrysler". When I asked for her to have Atlantic Chrysler return the money, she told me she tried but the dealership refused, claiming their confidence in resolving the matter.

Not hearing anything for more than three weeks, I called back to Steve who repeated they didn't have the needed scanner and their sister dealership in Cherry Hill, NJ (one hour away) would not lend them theirs. I was then put in touch with the new Service Manager Jim Goldsmith, who told me either I could take it to the Cherry Hill dealership, or an employee of Atlantic/Chrysler could drive it up. I

requested the vehicle be transported on a flatbed, but he refused. Being led to believe this trip to the Cherry Hill dealership would be the final step, I acquiesced.

I dropped my vehicle off on the evening of Sunday July 26th. The dealership drove it to Cherry Hill and back on the very next day. Jim informed me the scanner wasn't the solution. Over the next four days Jim offered four more "now we know what it is" explanations including the driver's restraint mechanism, the steering column clock spring, a pinched wire and finally, the steering angle modulator which he convinced FCA to pay for before ordering.

I again called Joelle and expressed my continued lack of confidence in the dealership, but she reassured me that FCA would have their engineers walk the dealership through the recall procedure.

After being notified the steering angle modulator part was in, I returned my car to Atlantic/Chrysler on Wednesday evening August 16. On the morning of Friday August 18th, Joelle called to inform me that she spoke with Jim, that my car should be completed by the end of the day and that she would call early the next week to make sure all was well. Early that same afternoon, Jim called, telling me the same and that Atlantic/Chrysler would be taking my car to a local Mercedes dealership for the final scan. It wasn't until five o'clock that evening that he left a voicemail stating that Mercedes couldn't perform the scan and the car would have to be driven to Cherry Hill again the following Monday.

At 4:45 on Monday August 21st, I called Jim to find out if my car was back. He told me it was still in Cherry Hill, but should be done the next day.

Hearing nothing for the next two days, I called the dealership on the morning of Thursday August 24th. Jim was unavailable to come to the phone and the receptionist (Erica) confirmed the car was still in Cherry Hill and offered to take a message. I instructed her to tell Jim that I was done, that I did not believe the dealership was capable of completing the recall, and finished or not, I wanted the vehicle returned from Cherry Hill for me to pick up at the end of the day. Jim called me back a few minutes later, apologized, claimed he understood and would send someone to Cherry Hill in a loaner car to bring my vehicle back. I was working when he called back at 4:51; he left a message stating that my car was still in Cherry Hill and "giving them a problem too" (in clear defiance of my expressed request for my vehicles return and his promise to do so.).

On Friday August 25th, I called the dealership and spoke with Erica who told me that Jim was again unavailable to come to the phone. First I confirmed with her that my message of the previous day was clear, that I expected my car to be returned the day before and that was the exact message she gave Jim. She acknowledged both (witnessed by people at my business as she was on speaker.). I then asked her to tell Jim that if my car wasn't returned by the end of the day, I would consider it a legal matter (stolen) and go to the police, as they were now withholding my vehicle against my will. Jim called a few minutes later and I told him the same thing. He said "ok" and I hung up.

Later on the 25th, and in spite of her promise of August 18th to call early in the week, Joelle finally made contact. It was clear she had already spoken with Jim. To my horror, she informed me that my car could not be returned as it **"was in pieces"**! (In the scope of the recall, why would it be in pieces and how long would it possibly have taken to re-assemble it?) She then attempted to adjudicate the legality of the dealership withholding my vehicle; claiming it "can't be stolen if we know where it is". I

asked if the dealership had worked with the engineers as she had promised, and she said she didn't know. I recommended she focus on her job and find out.

The next call from Joelle included Jim. Jim now threatened to return the pieces of my car on a flatbed truck (The same flatbed unavailable to ferry my vehicle to Cherry Hill?). In this conversation Jim acknowledged he never sought advice from the Chrysler engineers, as he took his direction from his technicians. These would be the same techs that failed to make the repairs for four months. When I asked Joelle why she hadn't been more proactive in facilitating the engineers involvement, she surprisingly informed me she wasn't trained for her position (again, all on speaker and witnessed by others)!

My car was finally available for my retrieval on Monday August 28th. This was one full week from its delivery to the Cherry Hill dealership and five days from when I requested and was promised its return. **The SRS light was still illuminated!**

On Tuesday September 5th, I called the Chrysler Customer Care department and asked to speak with the manager. I was connected with "Samantha". When I asked where I go from here, she informed me that she had been aware of my case, and I would **still have to conclude with Atlantic/Chrysler**. When I told her I would absolutely never step foot in that dealership again, she explained that would be my prerogative, but if I went elsewhere, FCA would not honor their obligation for the recall. When I asked who I could speak to above her, she informed me that she was "the final word". When I asked for her full name, she refused, only giving me her employee ID number (#SM2149).

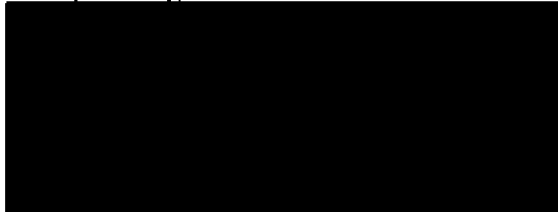
I had a reasonable expectation that the recall would be handled in a complete and timely manner. The fact that a dealership billed FCA for work they hadn't completed was not my doing. Upon learning this, FCA should have had a mechanism in place to recoup that money instead of using this bad investment in their dealer as a reason to force me to "**conclude with them**". Not only did this reward the dealership's deception, but it set up FCA to pay for unnecessary parts the dealership claimed were needed to resolve the problem. The parts didn't solve the problem, and FCA continues to throw good money after bad by not getting their engineers more involved in the solution.

Four elapsed months, four physical times my vehicle was in Atlantic/Chryslers possession (totaling 21 days), two trips to Cherry Hill and my repeated concerns over the dealerships lack of ability to complete the recall, should have been a bellwether to the Chrysler Customer Care department. Chrysler's Customer Care was in a unique position to protect both FCA and my interest by insisting that the Chrysler engineers assist the dealership. Instead, Samantha, the Customer Care supervisor has decided to double-down on Atlantic/Chrysler's incompetence, and insists that I can **only go to the same dealership**. Thus, the insanity continues, as by now, even Samantha knows Atlantic/Chrysler does not, nor did they ever possess the needed equipment to complete the recall.

As of today, I am still no closer to a resolution than when I first took my car in on April 26th. Furthermore, due to the opinion of the dealership's employee and the illuminated SRS light in my vehicle, I'm not even clear as to the actual status of my airbags ability to function. I would greatly appreciate your immediate attention, response and a proposed solution to resolve this matter.

In conclusion, this is a matter of my personal safety; an expedient response and resolution will be a clear demonstration of how much FCA values the safety of their customers, the integrity of their product, and their continued commitment to fulfill the obligations of the recall as required by federal law.

Respectfully,



Cc: Mark Rosekind Administrator /NHTSA

Cert. Mail #



Maureen Ohlhausen Commissioner/FTA

Cert. Mail #



Reid Bigland FCA Chairman, President, CEO

Cert. Mail #



Scott R. Garberding Head of Quality/FCA

Cert. mail #



Timothy Kuniskis Head of Passenger cars/FCA, N.A

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Roger (Shane) Karr External Affairs/FCA, N.A.

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