

OCT 27 2017

Air Bag Recall Department NHTSA Headquarters
1200 New Jersey Avenue SE
Washington, DC 20590

October 19, 2017

I dropped off my 2007 Dodge Sprinter RV (VIN:WDXPF445X79 [REDACTED]) to Christopher Dodge World in Golden, CO on September 6, 2017, to have 2 air bags replaced per the recall notice I received from The National Highway Traffic Safety Administration. When I picked the vehicle up the in-dash display was showing a SRS error code and said to visit workshop. I went back into the Service Department and asked what was going on with the SRS Code. I was told by the service tech that the SRS error code was displayed when I dropped the vehicle off. I explained to the service tech that I had never seen that error code before and if I had I would have brought the vehicle immediately. I asked the service tech what the code meant and was it safe to drive the vehicle. He said it was safe to drive and that the computer was reading a faulty voltage reading in the system and tripped the error code message.

When I asked the tech why he did not call and ask me if I wanted them to fix the error code he said that I was a rush and wanted the vehicle back. I suspect that the shop was having a hard time clearing the code because the tech called me around 5:00 on the 6th to ask if they could keep the vehicle an extra day to clear up some minor faulty readings. On September 7 the shop just got tired of trying to clear the SRS code and called me to come pick up the vehicle and refused to do anything about the SRS code.

I think the way the Service Department handled the problem was very unprofessional as they sent me home with a less than satisfactory air bag replacement and they told me clearing the SRS code was my problem. I am writing to request that NHTSA review facts I have provided and determine if Christopher Dodge World is responsible for resolving the SRS Code problem.

[REDACTED]
Littleton CO
[REDACTED]

CC Service Manager Christopher Dodge World
16655 W Colfax Ave
Golden Co 80401

FCA Customer Assistance
P.O. 21-8004 Auburn Hills
MI 48321-8007
Attention Dodge Recall Team.

ET
11.1.17
WD

Repair Order Detail - Customer Copy

RO Number: [REDACTED]

RO Status: WORKING

Customer: [REDACTED]

Phone(s): Contact [REDACTED]

Main: [REDACTED]

Cell: [REDACTED]

Vehicle: WDXPF445X79 [REDACTED]

2007 SPRINTER WHITE

Mileage: 63,194
 Service advisor: 5699
 Tag number: T921

Payment type: CASH
 Promised time: 05:00 PM
 Promised date: 09/06/2017

Waiter: No
 Estimate: 0.00

A COMPLETE OPEN RECALL S14

RECALL	WS40	COMPLETE OPEN RECALL	N/C
Tech(s):			
CSE9S143AA		1 AIRBAG-DRIVER AIR BAG	N/C
CSE9S144AA		1 WHEEL-STEERING WHEEL	N/C
Pts:	0.00 Lbr:	0.00 Other:	0.00 Total Line A:
			0.00

B COMPLETE OPEN RECALL R49

RECALL	WS40	COMPLETE OPEN RECALL	N/C
Tech(s):			
CBXZR262AB		1 AIRBAG-PASSENGER	N/C
Pts:	0.00 Lbr:	0.00 Other:	0.00 Total Line B:
			0.00

Customer Pay	
Labor	0.00
Parts	0.00
Lube	0.00
Sublet	0.00
Miscellaneous/Shop Charge	0.00
Deductible	0.00
Total Charges	0.00
Less Insurance/Adjustment	0.00
Sales Tax	0.00
Total	0.00

IMPORTANT SAFETY RECALL

S14 / NHTSA 16V-077

This notice applies to your vehicle (VIN: WDXPF445X79 [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 2009 model year Dodge Sprinter 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.

OUR RECORDS INDICATE THAT YOUR VEHICLE ALSO HAS OPEN RECALL(S): R49

Customer Services / Field Operations
FCA US LLC

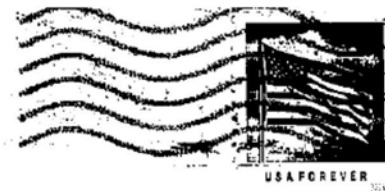
Note to lessors receiving this recall: Federal regulation requires that you forward this recall notice to the lessee within 10 days.



Littleton CO

DENVER CO 802

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