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OF INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)



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Printed: 11/9/2017

NHTSA #: ES17-003535

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Delivery: EML

Rec'd Date: 11/9/2017

Doc Type: CNG

Address To:

Referred By: NAD-200

Doc Date: 11/8/2017

Due Date: 12/8/2017

S10 #:

DOT/I #:

RMP #:

**Subject: LETTER FROM SENATOR BLUNT ON BEHALF OF CONSTITUENT [REDACTED] RE
2013 CHRYSLER 200 SAFETY RECALL NOTICE- AND THE DURATION OF TIME IT TAKES TO PROVIDE A
REMEDY**

Ack Date:

**Sign Office: DEPUTY DIRECTOR,
GOVERNMENTAL AFFAIRS**

Cleared Date:

File Loc:

Added By: CBUTLER x60180

Ack By:

Signature: ESSIE WAGNER

Cleared By:

XREF File:

Modified By: Chris.Butler

Signed For:

Cleared For:

Closed Date:

Most Recent Comment:

Author:

**THE HONORABLE ROY BLUNT
UNITED STATES SENATOR
1123 WILKES BOULEVARD, SUITE 320
COLUMBIA, MO 65201**

Tel: 573-442-8151 Fax: 573-442-8162 E-mail:

NOV 14 2017

Assigned To	Task	Asgn Date	Deadline	Returned Date
NEF-010	REPLY	11/9/2017	12/8/2017	
NGA-010	SIGN	11/9/2017		

RR
11.14.17
UD

Butler, Chris CTR (NHTSA)

From: Korkor, Julie (NHTSA)
Sent: Wednesday, November 08, 2017 11:16 AM
To: Butler, Chris CTR (NHTSA)
Subject: FW: Sen. Blunt (MO)- Question on Part
Attachments: FCA Document.pdf

Chris,

Please control the attached.

Thanks,

Julie Korkor

Office of Executive Correspondence
U.S. Department of Transportation
National Highway Traffic Safety Administration
1200 New Jersey Avenue, SE
Washington, DC 20590
202-366-5470 (office)
julie.korkor@dot.gov (email)



From: Wagner, Esther (NHTSA)
Sent: Wednesday, November 08, 2017 11:06 AM
To: Korkor, Julie (NHTSA) <julie.korkor@dot.gov>
Cc: Caldwell, Megan (NHTSA) <megan.caldwell@dot.gov>
Subject: FW: Sen. Blunt (MO)- Question on Part

Julie, can you please control this? Thanks,

Essie

From: Dean, Heather (FHWA)
Sent: Wednesday, November 08, 2017 11:05 AM
To: Harre, Daniel (Blunt) <Daniel_Harre@blunt.senate.gov>
Cc: Arnade, Tim (FHWA) <Tim.Arnade@dot.gov>; Steinhoff, Jennifer (FHWA) <jennifer.steinhoff@dot.gov>; Caldwell, Megan (NHTSA) <megan.caldwell@dot.gov>; Wagner, Esther (NHTSA) <Esther.Wagner@dot.gov>
Subject: RE: Sen. Blunt (MO)- Question on Part

Replying all to include attachment and Essie Wagner

From: Dean, Heather (FHWA)
Sent: Wednesday, November 08, 2017 11:00 AM
To: 'Harre, Daniel (Blunt)' <Daniel_Harre@blunt.senate.gov>

Cc: Arnade, Tim (FHWA) <Tim.Arnade@dot.gov>; Steinhoff, Jennifer (FHWA) <jennifer.steinhoff@dot.gov>; Caldwell, Megan (NHTSA) <megan.caldwell@dot.gov>
Subject: Sen. Blunt (MO)- Question on Part

Hello Daniel,

I believe this a question for our counterparts over at NHTSA. I've cc'ed Megan Caldwell who can better assist you with your questions.

Thanks,

Heather L. Dean
Congressional Affairs Team
Federal Highway Administration
1200 New Jersey Avenue, SE
Washington, DC 20590
E83-430 | 202-366-2218

From: Harre, Daniel (Blunt) [mailto:Daniel_Harre@blunt.senate.gov]
Sent: Wednesday, November 08, 2017 10:56 AM
To: Dean, Heather (FHWA) <Heather.Dean@dot.gov>; Arnade, Tim (FHWA) <Tim.Arnade@dot.gov>; Steinhoff, Jennifer (FHWA) <jennifer.steinhoff@dot.gov>
Subject: Inquiry from U.S. Senator Roy Blunt

Hi all,

Do any of you know why it might be taking so long for this individual to get the parts that they need?

Thank you,

Daniel Harre
Staff Assistant, United States Senator Roy Blunt
1123 Wilkes Boulevard, Suite 320
Columbia, Missouri 65201
Phone: 573.442.8151 Fax: 573.442.8162

From: Behrouz, Liz (Blunt)
Sent: Wednesday, November 08, 2017 9:46 AM
To: Harre, Daniel (Blunt) <Daniel_Harre@blunt.senate.gov>
Subject: FW: [REDACTED] FCA Complaint

Send this over to the us dot. I don't believe we need a pr form on this. just ask about why it is taking so long for parts.

From: [REDACTED]
Sent: Wednesday, November 08, 2017 9:32 AM
To: Behrouz, Liz (Blunt) <Liz_Behrouz@blunt.senate.gov>
Subject: [REDACTED]

Liz -

Thank you for your time earlier this week. Attached is the document that I had received from FCA regarding the recall on my vehicle.

This has been a concern for me ever since receiving it, as the reason why I have this vehicle is because my Toyota Camry was totaled in an accident in Midland TX for which was not my fault. If it weren't for the safety air bags and restraints, I was told by EMS that I would have been killed. Every panel of my vehicle was damaged - the truck and trailer T-boned me at the driver's door and then propelled me through a wrought iron fence supported by brick columns. I feel that if FCA knows of a safety issue with my vehicle, they should not take this long to provide a remedy - even if it takes using alternate sources for the part.

I would appreciate any assistance that Senator Blunt's office can give me - there are over 1.4 million vehicles affected.

Thank you,

[REDACTED]
[REDACTED]
St. Peters MO [REDACTED]
[REDACTED]

This notice applies to your vehicle,

S61/NHTSA 16V-668

CHRYSLER



YOUR SCHEDULING OPTIONS

1. RECOMMENDED OPTION

Call your authorized Chrysler /
Dodge / Jeep® / RAM Dealership

2. Call the FCA Recall Assistance

Center at 1-800-853-1403. An
agent can confirm part
availability and help schedule an
appointment

3. Visit our Recall Website,

recalls.mopar.com or scan below.



You can find your nearest dealer and review all your scheduling options from this website. You will be asked to provide your Vehicle Identification Number (VIN) to protect and verify your identity. The last eight characters of your VIN are provided above.

DEALERSHIP INSTRUCTIONS

Please reference Safety Recall S61.

IMPORTANT SAFETY RECALL

Occupant Restraint Controller

Dear [REDACTED]

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

FCA has decided that a defect, which relates to motor vehicle safety, exists in certain 2013 Chrysler 200 vehicles.

WHY DOES MY VEHICLE NEED REPAIRS?

The Occupant Restraint Controller (ORC) on your vehicle ⁽¹⁾ may experience a loss of air bag and seat belt pretensioner deployment capability during a crash. This could occur due to a shorting condition resulting in a negative voltage transient that travels to the Occupant Restraint Controller via the front impact sensor wires. **The loss of air bag and seat belt pretensioner deployment capability during a crash may increase the risk of injury or death.**

HOW DO I RESOLVE THIS IMPORTANT SAFETY ISSUE

FCA will repair your vehicle ⁽²⁾ free of charge (parts and labor). To do this, your dealer will replace the ORC. In addition, your dealer will require your vehicle for proper check-in, preparation, and check-out during your visit. Your time is important to us; please be aware that these steps may require more time. The estimated repair time is two hours. We recommend that you schedule a service appointment to minimize your inconvenience. Please bring this letter with you to your dealership.

**TO SCHEDULE YOUR FREE REPAIR CALL 1-800-853-1403
OR YOUR CHRYSLER, DODGE, JEEP OR RAM DEALER TODAY**

WHAT IF I ALREADY PAID TO HAVE THIS REPAIR COMPLETED?

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. ⁽³⁾ Once we receive and verify the required documents, reimbursement will be sent to you within 60 days. If you have had previous repairs performed and/or already received reimbursement, you may still need to have the recall repair performed.

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

Customer Assistance/Field Operations
Fiat Chrysler Automobiles US LLC



FIAT CHRYSLER AUTOMOBILES

Occupant
restraint
moduleOCCUPANT RESTRAINT
CONTROLLER

S61/NHTSA 16V-668

1.4M
vehicles**IMPORTANT SAFETY RECALL**

This notice applies to your vehicle (VIN: 1C3CCBBXDN [redacted])

Dear [redacted]

This interim notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act to inform you that your vehicle^[1] requires a safety recall repair. FCA US has decided that a defect, which relates to motor vehicle safety, exists in certain 2010 Chrysler Sebring, 2011-2014 Chrysler 200, 2010-2014 Dodge Avenger, 2010-2012 Dodge Caliber, 2010-2014 Jeep Compass and 2010-2014 Jeep Patriot vehicles.

YOUR ADDITIONAL OPTIONS**1. RECOMMENDED OPTION**

Visit recalls.mopar.com to sign up for email or SMS notification for when remedy parts become available. You will be asked to provide your Vehicle Identification Number (VIN), provided above

2. Wait for FCA US to contact you again, by mail, with a follow-up recall notice when remedy parts are available

3. Visit www.safercar.gov for more information on recalls

4. Call the FCA Recall Assistance Center at 1-800-853-1403. An agent can sign you up for email or SMS notification for when remedy parts become available, or answer any other questions that you may have

Why is my vehicle being recalled?

What is the risk?

How do I resolve this important airbag issue?

What do I need to do?

The above vehicles may experience a loss of air bag and seat belt pretensioner deployment capability during a crash due to a shorting condition resulting in a negative voltage transient that travels to the Occupant Restraint Controller via the front impact sensor wires.

The potential loss of air bag and seat belt pretensioner deployment capability during a crash may increase the risk of injury in a crash.

The remedy for this condition is not currently available. We are making every effort to finalize a remedy and obtain parts as quickly as possible, and will service your vehicle free of charge (parts and labor).

FCA US will contact you again, by mail, with a follow-up recall notice when the remedy and parts are available. Once you receive your follow-up notice, simply contact your Chrysler, Jeep, Dodge or RAM dealer right away to schedule a service appointment^[2]. Additional options for your next steps are included on the left side of this notification. We appreciate your patience.

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^[3]. Once we receive and verify the required documents, reimbursement will be sent to you within 60 days. If you have had previous repairs performed and/or already received reimbursement, you may still need to have the recall repair performed.

We apologize for any inconvenience, but are sincerely concerned about your safety. Thank you for your attention to this matter.

Customer Care / 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

[1] If you no longer own this vehicle, please help us update our records. Call the FCA Recall Assistance Center at 1-800-853-1403 to update your information.
[2] 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.

[3] You can also mail in your original receipts and proof of payment to the following address for reimbursement consideration: FCA US Customer Assistance, P.O. Box 21-8004, Auburn Hills, MI 48321-8007, Attention: Recall Reimbursement.



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0763587/#78258/S61-5D

FCA US LLC

CIMS 482-00-85

PO Box 218008

Auburn Hills MI USA 48321-8008

PRESORTED
FIRST CLASS MAIL
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PAID
FCA US

IMPORTANT!

SAFETY RECALL NOTICE

Electronic Service Requested

IMPORTANT SAFETY RECALL INFORMATION



U.S. Department of
Transportation

Issued in Accordance
With Federal Law



*****AUTO**5-DIGIT 63376 2816/2/51

DN [REDACTED] S61

0763587

SAINT PETERS, MO [REDACTED]



0763587/#78258/S61-5D

*11/10 called
Blunt - good
car got
2/10
573 4428 151*

6/10 called not aware August 2017

*6/11/2017
S61 party have
not come*

3/20 "Cynthia"

12/3 no parts available to fix recall

Heather

Autoserv: 1-800-992-1997 #2



LF Chrysler
636442 8100

*****AUTO**S-DIGIT 63376 1215/2/26



SAINT PETERS, MO



8/31/17 all parts are tagged - none avail
leather - put on list

11/6/17 close parts are restricted they only get
3-4 at a time need to be placed on list
first come first served

[1] If you no longer own this vehicle, please help us update our records. Call the FCA Recall Assistance Center at 1-800-853-1403 to update your information.

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