

FEB 28 2018

CL-11061044-5968

Good Morning

This is [REDACTED] from Star, Idaho. I have been trying many times with the dealer I bought this car from to help me, but all they do is lie to me and push me out the front door. So I thought I would send this letter myself. Along with this letter there is a report on our 2015 Chrysler 200 with defective passenger air bag. Complaint Number 11061044.

I would like to know what if anything is going to become of this issue. Having a car of this nature it would be nice to have it in good operating condition.

If you need anymore information about this please give me a call.

THANK YOU FOR YOUR TIME

[REDACTED]

12AM
3.1.18
UD



Complaint Number: 11061044

Vehicle Identification Number: 1C3CCCABXK [REDACTED]

Your Vehicle's Make Model and Model Year: CHRYSLER 200 2015

Note: Your VIN, make, model, and year are all protected under the Privacy Act.

What part of your car was affected? Air Bags

What happened?

On December 31, 2017 my wife and I were on our way home from church when the seat belt light came on. We read the owners manual, not able to do anything cause of the holidays. On January 2, 2018 I called the Chrysler dealer near me and set up an appointment to have it checked out. Later that day the service man called and said it was the air bag on the passenger seat and a seat wire harness, the cost would be about \$800.00 which I spent \$127.00 to have it checked out. I did not have it repaired because I feel this is a Chrysler problem. At this time our air bags don't work. I feel this is a safety issue that Chrysler should be responsible for. This dealer told me that they have had a number of service calls of this same problem. I also called two other dealer, and they told me they have had many issues of the same problem. They all stock replacement parts so this must be an a serious issue. The dealer called our extended warranty co, and it was not covered. I called Chrysler and never got a return call after she hung up on me. So at this time this is why I am writing you.

When did this happen? 12/31/2017

Was there a Crash? No

Was there a Fire? No

Was there an injury or fatality? No

How fast were you going? (in mph) 50

About how many miles were on your vehicle at the time of the incident? 40520

First Name [REDACTED]

Last Name [REDACTED]

Email [REDACTED]

Address 1: [REDACTED]

Address 2:

City: Star

State: IDAHO

ZIP Code [REDACTED]

Phone [REDACTED]

Ext.:

Alt. Phone [REDACTED]



BOISE ID 837

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