

APR 02 2018

3-22-18

CL-11089408-8093

I would like to file a
Complaint against Fiat Chrysler
Automobiles.

I have a 2011 and a 2010
Dodge Ram that have a recall which
I've enclosed. The 2011 was in
accident because of recall.

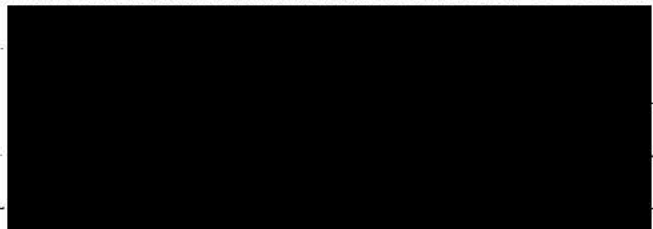
There are no parts to fix these
problems. The accident has been
denied. But worse we are still
driving with these safety issues.

I've enclosed the recall noticed,
the letter I sent to Attorney General
and the correspondence with them and
Fiat. Please read attorney general form
to completely understand how it

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happened. I think companies should have an obligation to have parts available to fit the issue. They should not be able to say after there is a recall that there is no evidence when he didn't take it apart and look and why is there a recall. It has to have happened to more owners than me. Please look into this.

Thank You.



Consumer Assistance Request Form



The Office of
MINNESOTA ATTORNEY GENERAL
LORI SWANSON

YOUR INFORMATION

Your Name:

Your Street Address:

Your City, State, Zip:

BIG LAKE

Your Day Phone:

Your Night Phone:

Your Cell Phone:

COMPANY COMPLAINED ABOUT

Name of Company Complained About:

FIAT CHRYSLER AUTOMOBILES

Its Street Address:

PO box 21-8004

Its City, State, Zip:

Auburn Hills, MI 48321-8004

Its Phone Number:

(8 0 0) 9 9 2 - 1 9 9 7

Its Contact Person:

would not give a contact person

Their Title:

case number vin BG532072

HAVE YOU CONTACTED ANOTHER AGENCY?

Have you contacted another agency?

☐ Yes

☒ No

If yes, give name of agency and result:

HAVE YOU FILED A LAWSUIT?

Have you filed a lawsuit?

☐ Yes

☒ No

If yes, what was the result?

PRODUCT OR PAYMENT INVOLVED (IF ANY)

Product/Service Involved:

Date of Purchase:

Amount of Purchase:

EXPLANATION OF PROBLEM

i have a RAM 3500 Pickup SN BG532072 which I parked at KWIK TRIP GAS STATION put in park , pushed in parking brake, left engine running, locked doors and went inside. Parking brake light was on. After i was in store about 20 minutes a lady came in store and said someones pickup just rolled across the highway and hit an electric pole. There is a recall on this exact issue number T79 which I am enclosing a copy for your review. There is damage to the pickup which I have enclosed an estimate and damage to the flywheel and related parts which relate to impact of truck hitting pole. I ve enclosed the explanation and bill for that repair from Cornerstone. I reported this to FIAT They sent an investigator out. He did not start vehicle, drive it or take anything apart. I received a letter b which i've enclosed saying after relieving his report they did not feel it was attributed to a condition existing in the vehicle when it left their manufacturing plant. Yet there is a recall on exactly this issue. Besides all the damage I still am driving this truck with the problem not fixed and could happen again and I have a 2010 RAM with exactly the same recall that the same thing could happen to and no parts to repair it.

More room is available on the next page →

Questions Continue on the Next Page →

EXPLANATION OF PROBLEM, CONTINUED**WHAT DO YOU WANT THE COMPANY TO DO?**

I want company to pay for all damage to my vehicle which was caused by issue same as their recall, they have acknowledged there is a problem by issuing a recall and I dont have information but there must be people this has happened to to make them aware there is a problem.. I want them to provide the parts and make the repairs now before there is another accident. It was lucky this time as there was no personal injury or deaths, there could have been.

(If you need more space, please feel free to attach a separate document with more information.)

The information you provide may be used in our efforts to resolve the problem, to communicate with you, and/or to enforce applicable laws. The information may be shared with the party complained against, law enforcement agencies and consumer assistance agencies. You are not legally required to provide this information, but failure to do so may hinder efforts to resolve your problem.

The information I have given you is true and accurate to the best of my knowledge and may be used as stated on this form.

Signature

Date

3/1/18

Please mail completed, signed form (and any attachments) to: Office of Minnesota Attorney General Lori Swanson, 445 Minnesota Street, Suite 1400, St. Paul, MN 55101. Call our office at (651) 296-3353 (Twin Cities Calling Area) or (800) 657-3787 (Outside the Twin Cities) with any questions.

Thank you for the opportunity to assist you.

Lori Swanson
MINNESOTA ATTORNEY GENERAL

This notice applies to your vehicle,

2011 RAM 3500

VIN: 3D71Y4CLXBC

T79/NHTSA 17V-821



RAM

YOUR SCHEDULING OPTIONS

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

2. Scan below using your smartphone or tablet to sign up to be notified when remedy parts become available



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

4. Call the FCA Recall Assistance Center at 1-866-220-6747. An agent can sign you up to be notified when remedy parts become available, or answer any other questions you may have

DEalersHIP INSTRUCTIONS

Please reference Safety Recall T79.

0539400/#84903/T79-5D

IMPORTANT SAFETY RECALL

Brake Transmission Shift Interlock

Dear [REDACTED]

This notice is 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 2011 RAM 3500 vehicles equipped with a column shift automatic transmission. This safety recall does not affect vehicles equipped with a rotary or floor shifter or manual transmission.

WHY DOES MY VEHICLE NEED REPAIRS?

The Brake Transmission Shift Interlock (BTSI) locking pin on your vehicle ^[1] may become stuck in the open position. A BTSI locking pin stuck in the open position may allow the transmission to be shifted out of PARK and to any gear position without depression of the brake pedal and/or without the key in the ignition, if a key is applicable. **The ability to shift the transmission out of the PARK position without a key in the ignition or a brake pedal application, increases the potential for an unintended vehicle rollaway that may result in a vehicle crash or injury without prior warning.**

WARNING: Never use the PARK position as a substitute for the parking brake. Always apply the parking brake fully when parked to guard against vehicle movement and possible injury or damage. Refer to your owner's manual for additional information regarding proper parking brake usage.

HOW DO I RESOLVE THIS IMPORTANT SAFETY ISSUE?

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).

VISIT RECALLS.MOPAR.COM/HELP FOR MORE INFORMATION AND ANSWERS TO FREQUENTLY ASKED QUESTIONS

FCA US will contact you again, by mail, with a follow-up recall notice when the remedy and/or parts are available. Once you receive your follow-up notice, simply contact your Chrysler, Jeeps, 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.

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
FCA US LLC

February 23, 2018

[REDACTED]
Big Lake, MN [REDACTED]

RE: CAIR: [REDACTED]
VIN: 3D73Y4CLXB [REDACTED]

Dear Mr. [REDACTED]

This will further acknowledge contact to FCA (Fiat Chrysler Automobiles); regarding your 2011 Ram 3500.

Naturally, we were sorry to learn of the incident described to us during the initial contact. However, we have had the opportunity to review the inspection report and must inform you that we are not led to believe that the incident was due to a manufacturing responsibility. The information at hand would not permit us to associate the incident with a manufacturing or assembly error.

In the absence of any substantiating evidence indicating that the cause of the incident was attributed to a condition existing in the vehicle when it left our manufacturing plant, we find it necessary to deny responsibility in this matter. Therefore, we must respectfully decline any further assistance associated with this incident.

Based on this information, we can only suggest you refer this matter to your insurance carrier for any damage that may have occurred. We suggest you have any vehicle operational concerns addressed by your local Ram dealership.

Thank you for allowing us the opportunity in reviewing this matter with you.

Sincerely,

Tony Morris

Tony Morris
Special Investigations

TM/sk

Mr. Eric Jensen
FCA Group
March 14, 2018
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I thank you for your attention to this matter.

Sincerely,



PAUL MUELLER
Consumer Services Division
(651) 355-0730 (Voice)
(651) 282-2155 (Fax)

cc:





LORI SWANSON
ATTORNEY GENERAL

STATE OF MINNESOTA

OFFICE OF THE ATTORNEY GENERAL

March 14, 2018

SUITE 1400
445 MINNESOTA STREET
ST. PAUL, MN 55101-2131
TELEPHONE: (651) 296-7575

Mr. Eric Jensen
FCA Group
6400 South Fiddler's Green Circle, Suite 400
Greenwood Village, CO 80111

Re: Mr. [REDACTED]
File No. [REDACTED]

Dear Mr. Jensen:

This Office was contacted by [REDACTED] whose address is [REDACTED]
[REDACTED], Big Lake, Minnesota [REDACTED]

[REDACTED] owns a Dodge Ram 3500 pickup, VIN Number: 3B73Y4CLXBG [REDACTED].
[REDACTED] states his vehicle suffered a collision as the result of the BTSI locking pin failure as
described in Safety Recall P79/NHTSA17V-821. [REDACTED] initiated a claim with Fiat
Chrysler Automobiles ("FCA"), (CAIR Number [REDACTED]). FCA sent an investigator to
diagnose the vehicle. [REDACTED] subsequently received a letter from FCA dated February 23,
2018 denying responsibility for the mechanical failure and subsequent damage to the vehicle.

[REDACTED] states the unintended vehicle rollover resulting in the crash took place
exactly as described in Safety Recall Number: 179. [REDACTED] requests that FCA pay for all
damage to his vehicle, which was caused by the issue as described in the recall. He also requests
FCA provide the parts and the repairs as soon as possible before his vehicle is involved in
another crash.

I ask that you review this matter as quickly as possible and address [REDACTED]
concerns. I ask that you send a written response to this Office within ten (10) days of receiving
this letter. Please provide a response to this Office at the following address:

Paul Mueller
Office of the Minnesota Attorney General
445 Minnesota Street, Suite 1400
St. Paul, MN 55101-2131

Mr. Eric Jensen
FCA Group
March 14, 2018
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I thank you for your attention to this matter.

Sincerely,



PAUL MUELLER
Consumer Services Division
(651) 355-0730 (Voice)
(651) 282-2155 (Fax)

cc:





LORI SWANSON
ATTORNEY GENERAL

STATE OF MINNESOTA

OFFICE OF THE ATTORNEY GENERAL

March 14, 2018

SUITE 1400
445 MINNESOTA STREET
ST. PAUL, MN 55101-2131
TELEPHONE: (651) 296-7575

[REDACTED]
Big Lake, MN [REDACTED]

Re: FCA Group
File No [REDACTED]

Dear [REDACTED]

I thank you for your correspondence to Attorney General Lori Swanson received on March 1, 2018.

You own a Dodge Ram 3500 pickup, VIN Number: 3B73Y4CLXBG [REDACTED]. You state your vehicle suffered a collision as the result of the BTSI locking pin failure as described in Safety Recall P79/NHTSA17V-821. You initiated a claim with FCA, (Case Number: [REDACTED]). FCA sent an investigator to diagnose the vehicle. You subsequently received a letter from FCA dated February 23, 2018 denying responsibility for the mechanical failure and subsequent damage to the vehicle.

You state the unintended vehicle rollaway resulting in the crash took place exactly as described in Safety Recall Number: T79. You request that FCA pay for all damage to your vehicle, which was caused by the issue as described in the recall. You also request FCA provide the parts and the repairs as soon as possible before your vehicle is involved in another crash.

I appreciate your concerns. It must be frustrating to encounter a situation like this. While I cannot give you legal advice, I can tell you the following, which I hope will be helpful:

First, I enclose a letter we sent to FCA Group asking it to address your concerns. We will let you know of its response.

Second, you may wish to contact the Federal Trade Commission, a federal agency that has authority over deceptive business practices in the marketplace. The Federal Trade Commission may be reached as follows:

Federal Trade Commission
Consumer Response Center
600 Pennsylvania Avenue NW
Washington, DC 20380
Toll-free helpline: 1-877-382-4357

TTY: (651) 297-7206 • Toll Free Lines: (800) 657-3787 (Voice), (800) 366-4812 (TTY) • www.ag.state.mn.us

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March 14, 2018

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Third, the National Highway Traffic Safety Administration ("NHTSA") sets and enforces safety performance standards for motor vehicles. The NHTSA also has the authority to investigate safety defects in motor vehicles. Accordingly, if you have not done so already, I recommend that you file a complaint with the NHTSA as follows:

National Highway Traffic Safety Administration
1200 New Jersey Avenue SE, West Building
Washington, DC 20590
(888) 327-4236
Website: <http://www.nhtsa.gov>

Fourth, you may wish to discuss this matter with a private attorney. This Office cannot provide legal advice or legal representation to individual citizens. I recognize that retaining a private attorney is not cheap. In this case, however, I believe that a private attorney may be able to advise you as to your legal rights and potential avenues of recourse. If you cannot identify an attorney to advise you, the Minnesota State Bar Association's Attorney Referral Service is available on the Internet at www.mnfindalawyer.com.

If you select an attorney through the referral service, you should ask about any initial consultation fee since the fees vary. I enclose our flyer, *Hiring an Attorney*, which has more information.

Finally, I [also] enclose an insert, *How We Can Help*, that explains in some more detail the ways in which this Office tries to help people with consumer concerns. The document also describes some of the limitations on the Office's authority and provides information about other regulatory and judicial forums that can be appropriate places to report certain types of concerns.

I thank you again for your correspondence to Attorney General Swanson's Office.

Sincerely,



PAUL MUELLER
Consumer Services Division
(651) 355-0730 (Voice)
(651) 282-2155 (Fax)

Enclosures: Correspondence to FCA Group
Hiring an Attorney
How We Can Help

[REDACTED]
Big Lake, MN [REDACTED]

[REDACTED]
National Hwy Traffic Safety Adm.
1200 New Jersey Ave. SE West Bldg
Washington DC. 20590