

MAY 09 2018

CL-11097349, 9953

[REDACTED]
Martinez, Ca [REDACTED]

Tel: [REDACTED] -mail [REDACTED]

Administrator

National Highway Traffic Safety Administration

1200 New Jersey Avenue S.E.

Washington, D.C. 20590

Dear Administrator:

I was issued a re-call on my 2014 Patriot and I called many times to have the matter corrected and was told they don't have the parts yet.

I called again a week or two ago and lo and behold they told me that the work had been done and Certified. They lied. I brought the car to another dealer in this area and they did the work

They told me that someone lied to have certified that the work was completed when it never was.

I am aware that this is not an earth shattering deal, however I bet had I been in an accident and died

Because of their lies and not fixing the matter when they were supposed to my 11 Grand-children

Would not be very happy, would they?

It seems impossible to me that Chrysler, Jeep would allow matters like this to happen.

I hope you folks have a way of doing something about it.

I also wonder how many other complaints you might have had about the same subject?

[REDACTED]

Please note attached papers

NAM
5.16.18
UD



WALNUT CREEK CHRYSLER JEEP DODGE RAM
2404 N. MAIN STREET
WALNUT CREEK, CALIFORNIA 94596
(925) 937-5060



U.S. EPA ID # CAD 982414153
ARD00170632

NOTICE TO CONSUMER: PLEASE READ IMPORTANT WARRANTY INFORMATION ON BACK.

CELL: [REDACTED]

CUSTOMER NO.	[REDACTED]		ADVISOR	KRIS LOVE-WALKER 0344		TAG #	[REDACTED]	INVOICE DATE	03/29/18			
[REDACTED] MARTINEZ, CA			LABOR RATE	LICENSE NO.	MILEAGE	64,943		COLOR	7			
			YEAR / MAKE / MODEL						DELIVERY DATE	DELIVERY MILES		
			14/JEEP/PATRIOT/4DR 4WD SPORT									
			VEHICLE ID NO.						LING DEALER NO.		PRODUCTION DATE	
			1C4NJRB6ED [REDACTED]									
			F.T.E. NO.		R.O. NO.		R.O. DATE		03/29/18			
[REDACTED]			BUSINESS PHONE		COMMENTS						MO: [REDACTED]	

LABOR & PARTS				TECH(S) 0336		WARRANTY	
RECALL S61 OCUPANT RESTRAINT CONTROLLER							
PERFORMED S61 RECALL REPLACED ORC MODULE							
PARTS-----	QTY----	FP-NUMBER-----	DESCRIPTION-----	UNIT PRICE-----			
JOB # 1	1	CSZE561K-AA	MODULE ORC MODULE 0			JOB # 1 TOTAL PARTS	0.00
						JOB # 1 TOTAL LABOR & PARTS	0.00
RECALL HAS BEEN DOCUMENTED AS COMPLETE BUT HAS NOT ACTUALLY BEEN PERFORMED.							
SUBMIT RECALL CORRECTION.							
PARTS-----	QTY----	FP-NUMBER-----	DESCRIPTION-----	UNIT PRICE-----			
						JOB # 2 TOTAL PARTS	0.00
						JOB # 2 TOTAL LABOR & PARTS	0.00
STATE MANDATED TIRE INFLATION CHECK.							
SET TIRE PRESSURES TO MANUFACTURER'S RECOMMENDATIONS							
RF33PSI RR33PSI LR33PSI LF33PSI							
PARTS-----	QTY----	FP-NUMBER-----	DESCRIPTION-----	UNIT PRICE-----			
						JOB # 3 TOTAL PARTS	0.00
						JOB # 3 TOTAL LABOR & PARTS	0.00

ESTIMATE
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF \$0.00 (+TAX)
COMMENTS
X0882632M7:created 2018-03-27 02:19:00pm taken by Chelsey Dashner D
ROPPING OFF MIGHT NEED SHUTTLE

Dealer who
just did
work!

Jeep**DODGE****WALNUT CREEK CHRYSLER JEEP DODGE RAM****2404 N. MAIN STREET****WALNUT CREEK, CALIFORNIA 94596****(925) 937-5060****CHRYSLER**

U.S. EPA ID # CAD 962414153

ARD00170632

NOTICE TO CONSUMER: PLEASE READ IMPORTANT WARRANTY INFORMATION ON BACK.

CELL: [REDACTED]

CUSTOMER NO.	[REDACTED]		ADRESOR	KRIS LOVE-WALKER	0344	TAG NO.	[REDACTED]	INVOICE DATE	03/29/18	[REDACTED]	
[REDACTED]			LABOR RATE	[REDACTED]	LICENSE NO.	[REDACTED]	MILEAGE	64,943	COLOR	[REDACTED]	
[REDACTED]			YEAR / MAKE / MODEL	14 / JEEP / PATRIOT / 4DR 4WD SPORT				DELIVERY DATE	[REDACTED]		
MARTINEZ, CA			VEHICLE ID NO.	1C4NJRB6ED [REDACTED]				SELLING DEALER NO.	[REDACTED]		
[REDACTED]			ET.B. NO.	[REDACTED]	R.G. NO.	[REDACTED]	R.O. DATE	03/29/18		[REDACTED]	
AD	[REDACTED]	BUSINESS PHONE	[REDACTED]							MO:	[REDACTED]
COMMENTS											

TOTALS

BY SIGNING THIS DOCUMENT YOU ARE ACKNOWLEDGING THE MICHAEL STEAD'S WALNUT CREEK CHRYSLER JEEP DODGE RECOMMENDED MAINTENANCE SCHEDULES EXCEED THE FACTORY RECOMMENDATIONS AND ARE DESIGNED TO MEET THE DEMAND OF AREA ROAD AND WEATHER CONDITIONS.

WALNUT CREEK CHRYSLER JEEP DODGE APPRECIATES YOUR PATRONAGE.

TOTAL LABOR....	0.00
TOTAL PARTS....	0.00
TOTAL SUBLET....	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	0.00
TOTAL MISC DISC	0.00
TOTAL TAX.....	0.00

TOTAL INVOICE \$ 0.00

CUSTOMER SIGNATURE

This notice applies to your vehicle,

S61/NHTSA 16V-668

Jeep



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 2014 Jeep Patriot 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

Recall papers

IMPORTANT SAFETY RECALL

S61/NHTSA 16V-668

This notice applies to your vehicle (VIN: 1C4NJRBB6ED [redacted])

Dea [redacted]

30503346
Submitted 10/11/16
Ref #

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 lessees 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.



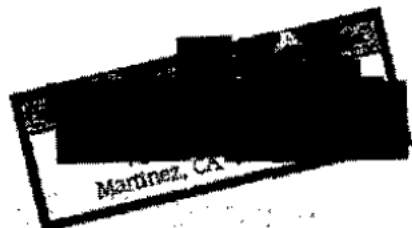
CHRYSLER

DODGE



Jeep

Recall paper



OAKLAND CA 945

12 APR 2018 PM



Administrator
National Highway Traffic Safety Administration
1200 New Jersey Avenue S.E.
Washington, D.C. 20590

20590-

