

From: [REDACTED]
To: [EVOQ \(NHTSA\)](#)
Cc: [REDACTED]
Subject: RE: NHTSA REF # 11233008 Auto accid. June 1, 2019 Location: Pittsburgh, PA
Date: Tuesday, July 23, 2019 7:18:43 PM

Dear NHTSA Complaint review department, I would like to request a vehicle examination and review of an airbag system failure, in an auto accident that totaled my 2013 Dodge Grand Caravan.

Would you please at your earliest convenience Go to examine the vehicle to review the performance of my airbag safety system.

Vehicle location:

* COPART Pittsburgh South. Address: 526 Thompson Run Road, West Mifflin, PA 15122, phone: 412-464-4340

Could you please meet me at COPART as soon as possible to look at / examine this car before it is sold by COPART, Time is of the essence.

The Chrysler / Dodge company also known as FCA Fiat Chrysler Automobiles, had an airbag recall on my vehicle, for defective software installed at the factory which prevents the airbag from opening in an accident situation.

I recently received a letter from Chrysler, who said after looking at the vehicle: the rate of deceleration necessary to activate the airbag system was not present during this accident. This is invalid, because the airbag system should have inflated two front airbags and possibly the right side airbag, in the front end accident that occurred, had the airbag system been operating properly..

I was never notified of the defective airbag recall by Chrysler.

Chrysler did not acknowledge that a defective airbag system was installed at the factory on my vehicle in their letter to me, yet the recall alert for defective airbag system is stated clearly on my VIN report. Which I never saw or knew of until after the vehicle accident.

Please examine the vehicle:

* 2013 Dodge Grand Caravan

* Color: Gold / Light Tan

* VIN #: 2C4RDGCG7D [REDACTED]

* National Highway Traffic Safety Administration (NHTSA) complaint reference number: 11233008

Please contact me to coordinate at [REDACTED]

Sincerely,

[REDACTED]

Sent from my iPhone

[REDACTED]

Customer Service Representative



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