INFORMATION REDACTED PURSUANT TOTHE FREEDOM OF INFORMATION ACT (FOIA), 5 U.S.C.552(B)(6)

OCT 29 2019

CL-11257378-4248

GEORGIA DEPARTMENT OF LAW
Consumer Protection Division

CHRISTOPHER M. CARR
ATTORNEY GENERAL

2 Martin Luther King, Jr. Drive SE
Suite 356
Atlanta, Georgia 30334

www.law.ga.gov
(404) 656-3790

Writer's Direct Dial: 404-651-8600
Fax: 404-651-9018

October 22, 2019

[redacted]

Savannah, Georgia [redacted]

Re: Reference File Numbe[redacted]
Business Name: FCA US LLC

Dear [redacted]

The Georgia Department of Law, Consumer Protection Division received your complaint regarding FCA US LLC. Upon review of this matter, it appears to be the type of allegation handled by the National Highway Traffic Safety Administration (NHTSA).

We have forwarded a copy of your complaint to the NHTSA for review. Please direct all future correspondence to that agency at the following address:

National Highway Traffic Safety Administration
1200 New Jersey Avenue SE, West Bldg.
Washington, DC 20590
Phone: 888-327-4236
TTY: 800-424-9153
Website: http://www.nhtsa.gov

Thank you for bringing this situation to our attention.

Sincerely,

K. Hunter
Customer Service Specialist

cc: National Highway Traffic Safety Administration (w/attachment)

TGD
10/29/19
AS

FAXED
OCT 2 2019
DEPT OF LAW
CONSUMER PROTECTION

-404-651-9018

ATTN: Consumer Protection Division

4 pages

Any questions - call me 24/7 at [redacted]

[redacted]

STATE OF GEORGIA
MERCURY INSURANCE
AUTOMOBILE LIABILITY INSURANCE – IDENTIFICATION CARD

POLICY NUMBER [redacted] EFFECTIVE DATE: 08/27/2019 EXPIRATION DATE: 08/27/2020

Mercury Indemnity Company of Georgia
P.O. Box 31476, Tampa, FL 33631-3476

NAIC# [redacted]

NAMED INSURED

[redacted]

ADDITIONAL DRIVER(S)

Savannah, GA [redacted]

YEAR	MAKE	MODEL	VIN
2014	DODGE	DART SE	1C3CD AA1E[redacted]

[redacted]

WF ID
IN ID#

1

REFERENCE [redacted]
CAMILLE VILLAFRANCA

[redacted]
SAVANNAH, GA [redacted]

home phone - [redacted]

DEAR VALUED CUSTOMER,

WE APPRECIATE YOUR BUSINESS AND THE OPPORTUNITY TO SERVE YOU.

WE HAVE ENCLOSED THE ACCOUNT INFORMATION RETRIEVED BY YOUR RECENT REQUEST NUMBER [redacted] . IF YOU HAVE QUESTIONS OR NEED ASSISTANCE WITH YOUR BANKING NEEDS, PLEASE CONTACT US AT 1-800-SUNTRUST(800.786.8787) OR AT WWW.SUNTRUST.COM. SUNTRUST REPRESENTATIVES ARE AVAILABLE TO ASSIST YOU 24 HOURS A DAY , 7 DAYS A WEEK EITHER ON THE TELEPHONE OR VIA THE INTERNET.

THANK YOU FOR BANKING AT SUNTRUST.

A.G., (page 2)
This is my bank statement, clearly showing my debit card payment for the gear shift cable which is defective as verified by F.C.A. recall (national). They say original receipt "unlegible," so hears my bank statement, showing card transfer. Even the next transaction is from same place. This is clearly harrase and I want my $50.48 (recall) NOW. This

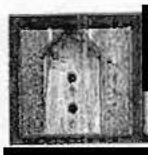
2014 Dodge Dart FCA FAX - 1-877-768-5C 16

Case # [redacted]

(3)

SUNTRUST BANK
PO BOX 305183
NASHVILLE TN 37230-5183

SUNTRUST



[redacted] Savannah, GA [redacted]

07/23/2018

ACCOUNT STATEMENT

TRANSACTION HISTORY

DATE	CHECK #	TRANSACTION DESCRIPTION DETAILS	DEPOSITS/ CREDITS	WITHDRAWALS/ DEBITS	CURREN BALANC
06/29		POINT OF SALE DEBIT TR DATE 06/29 THE HOME DEPOT SAVANNAH GA [redacted]		5.34	
06/29		POINT OF SALE DEBIT TR DATE 06/29 Wal-Mart Super Center SAVANNAH [redacted]		21.19	
06/29		ELECTRONIC/ACH DEBIT AMICA MUTUAL INS. PREM [redacted]		152.02	736.15
07/02		CHECK CARD PURCHASE TR DATE 06/29 MCDONALD'S F11065 SAVANNAH GA		5.34	
07/02		CHECK CARD PURCHASE TR DATE 06/29 MCDONALD'S F11065 SAVANNAH GA		7.27	
07/02		POINT OF SALE DEBIT TR DATE 06/30 WM SUPERCENTER SAVANNAH GA [redacted]		22.14	
07/02		POINT OF SALE DEBIT TR DATE 07/01 Wal-Mart Super Center SAVANNAH GA [redacted]		8.50	
07/02		POINT OF SALE DEBIT TR DATE 07/01 STAPLES 1175 SAVANNAH GA [redacted]		2.45	
07/02		POINT OF SALE DEBIT TR DATE 07/02 STAPLES 1175 SAVANNAH GA [redacted]		5.23	685.22
07/03		TELEPHONE TRANSFER FROM SAV 1190 CONFIRM # 187375025HSA0886 [redacted]	1,000.00		
07/03		CHECK CARD PURCHASE TR DATE 07/01 MCDONALD'S F11065 SAVANNAH GA		6.41	
07/03		POINT OF SALE DEBIT TR DATE 07/02 STAPLES 1175 SAVANNAH GA [redacted]		7.35	
07/03		CHECK CARD PURCHASE TR DATE 07/02 JIMMY JOHNS - 1829 SAVANNAH GA [redacted]		22.64	
07/03		POINT OF SALE DEBIT TR DATE 07/02 KROGER #697 SAVANNAH GA 40069766		5.10	
07/03		POINT OF SALE DEBIT TR DATE 07/02 KROGER FU 318 SAVANNAH GA [redacted]		20.00	
07/03		POINT OF SALE DEBIT TR DATE 07/02 WAL-MART #4530 SAVANNAH GA [redacted]		5.73	
07/03		POINT OF SALE DEBIT TR DATE 07/03 STAPLES 1175 SAVANNAH GA [redacted]		10.29	
07/03		POINT OF SALE DEBIT TR DATE 07/03 HARBOR FREIGHT TOOLS 1 SAVANNAH GA [redacted]		18.82	
07/03	→	POINT OF SALE DEBIT TR DATE 07/03 CDJR SOUTH SAVANNAH SAVANNAH GA [redacted]	→	550.48	
07/03		POINT OF SALE DEBIT TR DATE 07/03 CDJR SOUTH SAVANNAH SAVANNAH GA [redacted]		731.32	307.08
07/05		POINT OF SALE DEBIT TR DATE 07/04 WM SUPERCENTER SAVANNAH GA [redacted]		4.33	
07/05		CHECK CARD PURCHASE TR DATE 07/04 MCDONALD'S F11065 SAVANNAH GA [redacted]		4.27	

[redacted]

(3)

This notice applies to your vehicle,

2014 Dodge Dart
VIN: 1C3CDFAA1[redacted]

V34/NHTSA 19V-293

IMPORTANT SAFETY RECALL

Transmission Shift Cable Bushing

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 2014 Dodge Dart vehicles equipped with a 6-speed automatic transmission.

It is extremely important to take steps now to repair your vehicle to ensure the safety of you and your passengers.

WHY DOES MY VEHICLE NEED REPAIRS?

The transmission shift cable on your vehicle [1] may have been built with a shifter cable bushing on the transmission end of the shifter which can deteriorate and become detached from the transmission. This condition can result in the inability of the driver to actually shift the transmission, even though the driver may move the shifter handle. The true transmission gear position will be displayed on the instrument cluster and on the display next to the shifter. If the driver's door is opened while the transmission is not in "PARK", the vehicle not in "PARK" and door ajar messages will display on the instrument cluster and audible chimes will sound. **If these warnings are not heeded, unintended vehicle movement and vehicle crash can occur.**

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 transmission side shifter cable bushing. The estimated repair time is twenty minutes. In addition, your dealer will require your vehicle for proper check-in, preparation, and check-out during your visit, which require more time. Your time is important to us, so 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 YOUR CHRYSLER, DODGE, JEEP OR RAM DEALER TODAY

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

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

[redacted]

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 recalls.mopar.com, scan the QR code below, or download the Mopar Owner's Companion App.**

Get access to recall notifications, locate your nearest dealer, and more through this website or Mopar Owner's Companion App. 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 V34.

[redacted]

Thurs. 10/3/19 9:00 AM

[redacted]

GEORGIA DEPARTMENT OF LAW
Consumer Protection Unit
2 Martin Luther King, Jr. Drive, S.E.
Suite 356
Atlanta, Georgia 30334

National Highway Traffic Safety Administration
DOT Auto Safety Hotline
1200 New Jersey Avenue SE
West Building
Washington, DC 20590-0001

4 JBG01AB 20590