

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

From: [Vehicle Safety Hotline](#)
To: [NHTSA ODI CED](#); [EVOO \(NHTSA\)](#)
Subject: FW: PLEASE EXPEDITE /Claim #11491252
Date: Thursday, July 20, 2023 4:42:35 PM
Attachments: [REDACTED]

From: [REDACTED] >
Sent: Thursday, July 20, 2023 1:30 PM
To: Vehicle Safety Hotline <vsh@dot.gov>
Subject: Fwd: PLEASE EXPEDITE /Claim #11491252

CAUTION: This email originated from outside of the Department of Transportation (DOT). Do not click on links or open attachments unless you recognize the sender and know the content is safe.

Please advise.

----- Forwarded message -----

From: [REDACTED]
Date: Thu, Jun 8, 2023 at 15:19
Subject: PLEASE EXPEDITE /Claim #11491252
To: <vsh@dot.gov>
CC: [REDACTED]

Dear NSTD,

My van is in Mt.Juliet Chrysler Dodge Jeep Ram; 600 Pleasant Grove Rd. Mt. Juliet, TN 37122
phone # 615-288-8525 - wdaly@mountjulietcdjr.com

The attached receipt is for an electric door harness; which has not solved the problem with this vehicle.

The 2nd items attached are:The Multi-Point Inspection & Part # information(needed) to resolve the issue.

The **TIPM** was replaced last Fall & coded to the VIN, but that did not correct the Safety Issue. I paid over \$1,000 to have that done. I am on SSDI & a Service Connected Combat Veteran with 30 percent Service Connection Disability as well, and cannot work. So, this has been a real financial burden to me. I had researched many hours on this very issue, & had found a lawsuit in 2014 on these TIPM's. Unfortunately, & \$1,000, later, this was not the issue with my van.

My oldest Son got a one-way ticket from TN(where he resides) to MN(where me & my Daughter reside). I gave him my 2009 Dodge Grand Caravan to drive back to TN, where he lives.(I removed the fuse for the wipers, & told him to keep the headlights on while driving(so as not to flash other

driver's, when the phenomenon would happen. I wasn't comfortable with him driving 12-hours back home, (especially the signal lights not reflecting to driver's behind him for lane changes) but he was brave enough to, and thank God no accident happened. He brought it to the dealership to see if they resolve this issue. My intentions are to give it to him to use for driving to work, once he gets it fixed. Due to the part being discontinued, he has to Uber to work.

I have had to get a loan for a newer vehicle last year, which financially burdens me with a large auto payment & more costly insurance.

In October 2022, I was driving onto the freeway entrance ramp, at night, and nearly collided with another vehicle. Hence me making this Claim with NTSD & Chrysler, as well. When this electrical phenomenon happens, it does so every 6-8 seconds while idling &/or driving: The headlights flash on & off; as well the dashboard trouble lights & windshield wipers. Also, the passenger & driver window do not operate at all.

I will be forwarding this email to Chrysler as well.

Please let me know if your Department can help me & my Son with this extremely unsafe driving issue.

As an Honorably Discharged/Somalia 93' Combat Veteran/Survivor), I implore your department to take heed to a deeper investigation regarding this common, on-going safety issue. I am disheartened with how Chrysler has not owned up to the safety discrepancies that are occurring as we speak. These vehicles are still on the road, and it is sickening to think how many people could lose their life, because of it. Life is precious, & Chrysler is not reflecting a company of Integrity.

My Best Regards,

[REDACTED]

--

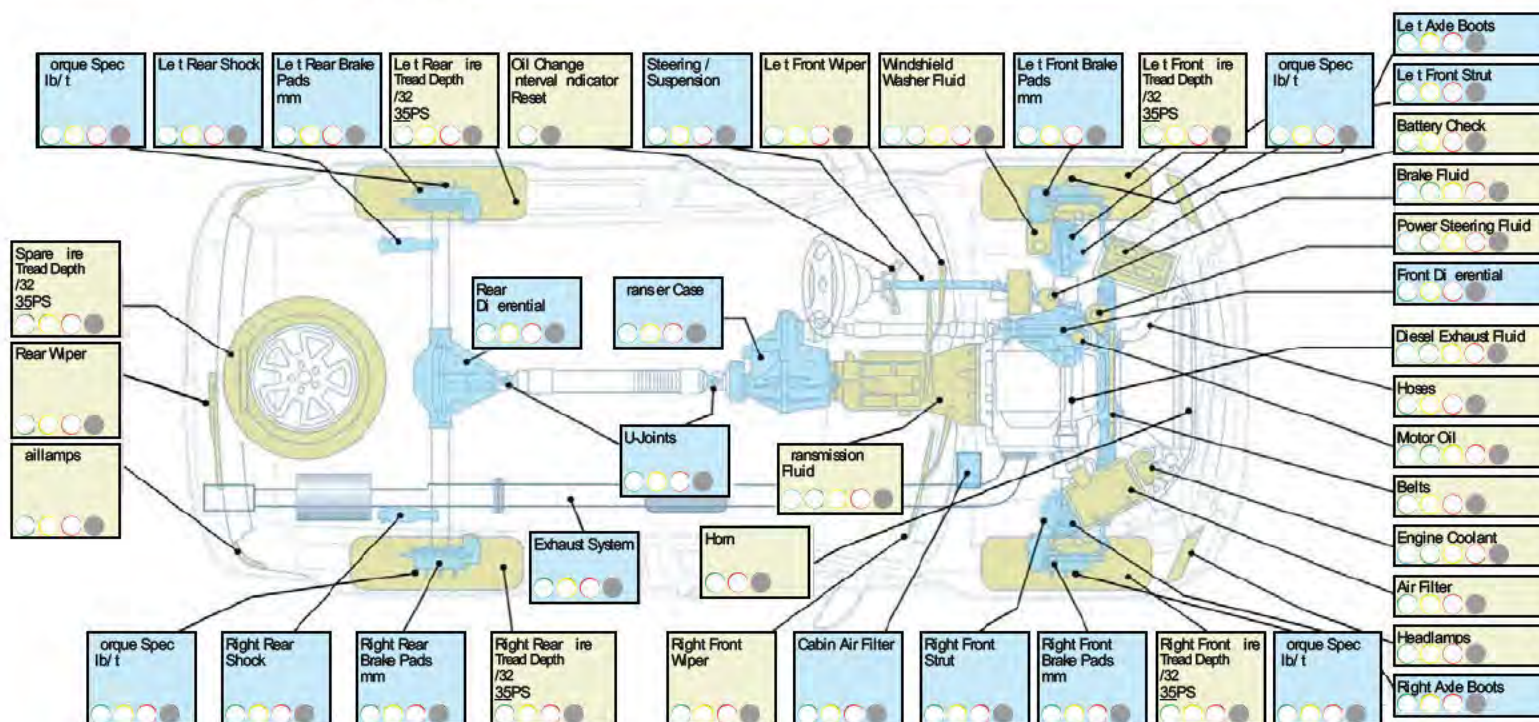
[REDACTED]

Customer Name: [REDACTED] R.O. Number: [REDACTED] Phone: [REDACTED] 2009 Grand Caravan (3.3L) 6cy, Automatic, 2wd
VIN Number: 2D8HN44EX9F [REDACTED] Mileage: 192833 Date: 5/25/2023 Service Advisor: Ben Harvey Service Technician: Jason McCorkle

- Checked and OK
- Will need future attention
- Requires immediate attention
- Not applicable
- Filled

✓ VEHICLE CHECKUP

✓ VEHICLE CHECKUP PLUS



Notes



Mt. Juliet Chrysler Dodge Jeep Ram - Vehicle Inspection Report

600 Pleasant Grove Rd Mt Juliet TN 37122 615 288 8525 wdaly@mountjulietcdjr.com

Complimentary Vehicle Service Inspection

Vehicle Inspection Report - Details

#	Item		Description	Recommendations	Approved/Deferred	Part Sale	Labor Sale	Repair Total
1	Customer Concern	Electrical Concern	Required immediate attention	● Replace Door Module	Approved	\$278.30	\$584.96	\$863.26
				● Replace Wiring Harness	Deferred	\$0.00	\$0.00	\$0.00
				Recommended Shop Supplies and Environmental Fees				\$0.00
				Recommended Sales Tax				\$84.17
				Recommended Approved Total Estimate				\$863.26
				Initial Estimate				\$468.83
				Grand Total (including approved recommended)				\$1,416.26

Approvals provided verbally

Date: 2023-06-01

2D8HN44EX9R 04869307AF Parts Inquiry

Part Number : 04869307AF	Dust ID :
Part Name : WIRING	Part Description :

Supersede Information: 04869307AE Not interchangeable => 04869307AF => DISCONTINUE (Effective Date: Sep 21, 2020)

Pricing Information		Part Attributes		Order Information	
List Price:	234.00 USD	Model Year In/Model Year Out:	2008 / 2009	Multiple Sales Quantity:	1
Dealer Net(Includes Core/Deposit):	140.00 USD	DIMS(Size/LW/H):	Small / 15.56 / 5.45 / 4.80 inches	Supplier Ship Direct:	No
Core/Deposit:	0.00 USD	Weight:	1.7 pounds	Promo Eligible:	No
Whole Sale Compensation:	0.00 USD	Product Line:	E - ELECTRICAL	Corequest Eligible:	No
Price Symbol:	0.00B	Major/Minor:	BODY / G - WIRING CONNECTORS	ARO State:	None
Est. Premium Transportation:	13.70 USD	Part Type Code:	08-015-002	VOR Eligible:	Yes
(Order Type "S" with Delivery Option "A")		Mopar Total Avg Wldy Dmd:	0	Referral Exception(s):	
		Facing PDC Avg Wldy Dmd:	0		
		Return Eligibility:	Yes		

Inventory

Dealer 45888 On Hand / On Order / Source / Bin	Facing PDC - ATLANTA	Source PDC - CENTRLNE	Other PDCs	BSD	Distributor	Preferred Dealer	Other Dealer
Not Available	Not Applicable	0. Replen Info Below	0	0	0	0	0

Delivery Information

Order Type	Delivery Details	Mode	Backorders Exist in System
"A" Stock	MOPAR NO LONGER SUPPLIES THIS PART		No
"E" Daily Stock	MOPAR NO LONGER SUPPLIES THIS PART		No
"S" Special W/O Dlr Pay Prem	MOPAR NO LONGER SUPPLIES THIS PART		No
"S" Special with Dlr Pay Prem	MOPAR NO LONGER SUPPLIES THIS PART		No
VOR (Vehicle off Road)	MOPAR NO LONGER SUPPLIES THIS PART		No

ETA ASSUMES 1 PC ORDERED BEFORE CUT-OFF; AFTER CUT-OFF, ADD 1 DAY. ETA EXCLUDES WEEKENDS.

Replenishment Information

Status of Longest Backorder:	
Facing PDC Replenishment Information	CANNOT DETERMINE. WE ARE WORKING TO OBTAIN PART AVAILABILITY
Source PDC Replenishment Information	CANNOT DETERMINE. WE ARE WORKING TO OBTAIN PART AVAILABILITY