



U.S. Department
of Transportation
**National Highway
Traffic Safety
Administration**

1200 New Jersey Avenue SE.
Washington, DC 20590

November 25, 2014

Mr. Sergio Marchionne
Chairman and CEO
Chrysler Group
800 Chrysler Drive
Auburn Hills, MI 48326

Dear Mr. Marchionne:

I am extremely concerned about both the geographic scope and the slow pace of the recall (14V-354) of various Chrysler Group LLC (Chrysler) products (Model Year (MY) 2003-2008 Dodge Ram pickups, MY 2004-2008 Dodge Durangos, MY 2007-2008 Chrysler Aspens, MY 2005-2008 Chrysler 300s, MY 2005-2008 Dodge Dakota pickups and MY 2006-2007 Mitsubishi Raider pickups). As you know, this recall was prompted by the discovery that Takata air bag inflators installed in vehicles used in areas of high absolute humidity were rupturing when activated in a crash. The consequences of these inflator failures are serious. When these inflators rupture, metal fragments are propelled towards vehicle occupants with sufficient speed to cause serious injury or death.

To alleviate this serious risk, and to facilitate the collection of parts from the field to better understand the root cause and potential scope of this serious safety hazard, ten vehicle manufacturers, including Chrysler, initiated recall campaigns beginning on June 19. Acting at the direction and under the oversight of NHTSA, these manufacturers have regularly met with Takata and the agency to coordinate owner notification programs, availability of replacement parts, testing of field inflators and the replacement of defective inflators. Throughout the process of initiating the recall, providing information to both Takata and NHTSA, making arrangements to provide replacement air bag inflators and collect inflators from the field for testing, Chrysler has consistently maintained its position at the rear of the pack. While other manufacturers provided NHTSA with a list of affected vehicles within days or weeks of filing their initial reports under 49 CFR Part 573 (573 Report), Chrysler did not provide such a list until seven weeks after filing its 573 report. Similarly, although Chrysler initially indicated that it would begin mailing notices to customers in November, it failed to do so.

In my letter of October 29, (copy attached), I urged Chrysler to “take aggressive and proactive” steps to expedite the remedy. Chrysler’s response, sent to NHTSA on November 5, stated that it would not begin mailing recall notices to customers until December 19 because it would not



have replacement parts available prior to that date. Last week, Scott Kunselman, Chrysler's Vice President for Safety and Regulatory Compliance, testified at a Senate hearing, reiterating that Chrysler did not intend to begin its owner notification program until December 19, approximately six months after Chrysler filed its initial 573 report.

Chrysler's delay in notifying consumers and taking other actions necessary to address the safety defect identified is unacceptable and exacerbates the risk to motorists' safety. First, unlike some other manufacturers who have more actively participated in these recalls, Chrysler has had a field incident where a fragmenting inflator injured a customer. This demonstrates the real world potential for death and injury posed by the Takata inflators installed in the recalled Chrysler vehicles. Moreover, Chrysler's decision to delay notification until it has replacement parts deprives its customers of the ability to take their own informed, precautionary measures if they have a car with a potentially defective airbag. This is particularly true where, as in this case, some of the vehicles involved may have defective passenger side air bags. In such a case, an informed customer could reduce the risk of death or injury by choosing to leave the passenger seat unoccupied. Chrysler's delay deprives them of the knowledge needed to make an informed decision.

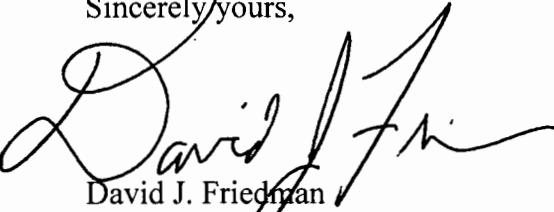
Takata has reported that it will begin shipping replacement parts for the recalled Chrysler vehicles on December 1. NHTSA therefore expects Chrysler to provide notification of the recall as soon as possible, and in no circumstances, later than December 1.

I am also concerned about the geographic areas encompassed by Chrysler's recall. Chrysler's present intention is to restrict its recall to Florida, Hawaii, Puerto Rico and the U.S. Virgin Islands. This limitation is unreasonable given the fact that Takata filed a defect report on November 10, stating that its passenger airbag inflators installed in vehicles that were originally sold, or are currently registered, in southern Georgia, Guam, Saipan, American Samoa and areas along the coast of Alabama, Louisiana, Mississippi, and Texas, as well as in the areas of Chrysler's announced recall, are defective. Based on the broader geographic scope identified by Takata, Chrysler is obligated under the Safety Act to expand its recall to include these additional areas in its current recall.

In sum, NHTSA expects Chrysler to file a 573 Defect Information Report consistent with the demand in this letter, with a schedule for notifying its affected customers, no later than December 1. Chrysler's report must make it clear that Chrysler is conducting a safety recall, to remedy a safety defect, and may not include any statements that may confuse the public as to the nature of Chrysler's actions. In addition, NHTSA expects Chrysler to immediately expand the geographic scope of its recall to, at a minimum, match the scope of the recall announced by Takata.

Should you have any questions, please contact O. Kevin Vincent, NHTSA Chief Counsel, at (202) 366-9511.

Sincerely yours,



David J. Friedman
Deputy Administrator