



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

1200 New Jersey Avenue SE
Washington, DC 20590

OCT 16 2017

Via Certified Mail and Email (delivery receipt requested)

Mr. John Garff
President
Northwest Chrysler Jeep Dodge
19616 Northwest Freeway
Houston, TX 77065-4074

NEF-107aa
AQ17-004
17V-301

Re: Audit of Safety Recall Campaign Completion for New Vehicles

Dear Mr. Garff:

We are writing Northwest Chrysler Jeep Dodge (“Northwest” or “your company”) with a request for more information regarding audit query AQ17-004. As you may know, as part of our continuing investigation we issued a request for information to FCA LLC (“FCA”). We requested copies of the recall notices it supplied Northwest when recall 17V-301 was announced. We also requested FCA supply data on any vehicles Northwest handled between the years 2015 and 2017 where Northwest was provided recall notice about affected vehicles in its possession.

FCA responded to our letter and verified the recall notifications it supplied Northwest at the launch of recall 17V-301. FCA also supplied data for new vehicles Northwest handled for the years 2015 through 2017 where safety recall notices were provided to your company. This data identified three-hundred-thirty (330) vehicles possibly sold or leased and delivered under this recall, as well as other recalls dating back to 2015.

The purposed of this request is to ascertain additional information about the sale or lease and delivery of these three-hundred-thirty (330) vehicles.



DEFINITIONS

Unless otherwise stated in the text, the following definitions and instructions apply to these information requests:

1. “Northwest Chrysler Jeep Dodge” means Northwest Chrysler Jeep Dodge, Inc., including all of its divisions, subsidiaries and affiliated enterprises and its employees, and all agents, contractors, consultants, attorneys and law firms and other persons engaged directly or indirectly (e.g., employee of a consultant) by or under the control of Northwest Chrysler Jeep Dodge (including all business units and persons previously referred to).
2. The term “FCA” means FCA US LLC.
3. The term “communications” is used in the broadest sense of the word and shall mean the exchange, transfer, or relay of any ideas, messages, or information by speech, writing, or other means, whether electronic, paper, or in person.
4. The term “you” or “your” refers to Northwest Chrysler Jeep Dodge.
5. The term “person” includes natural persons, proprietorships, partnerships, firms, corporations, federal, state, and local governments, all departments and agencies thereof, and any other governmental agencies, political subdivisions, groups, associations, or organizations, whether located in the United States or abroad.
6. The term “relate to” or “relating to” means constituting, comprising, containing, setting forth, showing, disclosing, describing, explaining, summarizing, concerning, or referring to, directly or indirectly.
7. The term “explain,” “describe in detail,” or “state in detail” mean the following:
 - a. Describe fully by reference to underlying facts rather than ultimate facts or conclusions of law or fact.
 - b. Particularize as to:
 - i. The identity of each person involved in each such event, including but not limited to persons employed by Northwest Chrysler Jeep Dodge and those persons purporting to act for Northwest Chrysler Jeep Dodge;
 - ii. The specific acts of each person participating in each such event;
 - iii. The date and time of each such event;
 - iv. The address and location of each such event; and
 - v. The identity of each person present during each such event.
8. The term “Document(s)” is used in the broadest sense of the word and shall mean all original written, printed, typed, recorded, or graphic matter whatsoever, however produced or reproduced, of every kind, nature, and description, and all

non-identical copies of both sides thereof, including, but not limited to, papers, letters, memoranda, correspondence, communications, electronic mail (e-mail) messages (existing in hard copy and/or in electronic storage), and faxes. For purposes of this request, any document that contains any note, comment, addition, deletion, insertion, annotation, or otherwise comprises a non-identical copy of another document shall be treated as a separate document subject to production.

9. "Safety recall 17V-301" means the safety recall FCA is conducting through its dealerships to remedy certain model year 2017 Jeep Compass vehicles. Affected vehicles may be equipped with a halfshaft that may not be properly seated. An improperly seated halfshaft may break, increasing the risk of a crash.
10. Other Terms: To the extent that they are used in this information request, the terms "claim," "consumer complaint," "dealer field report," "field report," "fire," "fleet," "good will," "make," "model," "model year," "notice," "property damage," "property damage claim," "rollover," "type," "warranty," "warranty adjustment," and "warranty claim," whether used in singular or plural form, have the same meaning as found in 49 CFR 579.4.
11. The singular includes the plural; the plural includes the singular. The masculine gender includes the feminine and neutral genders; and the neutral gender includes the masculine and feminine genders. "And" as well as "or" shall be construed either disjunctively or conjunctively, to bring within the scope of this information request all responses that might otherwise be construed to be outside its scope. "Each" shall be construed to include "every" and "every" shall be construed to include "each." "Any" shall be construed to include "all" and "all" shall be construed to include "any." The use of a verb in any tense shall be construed as the use of the verb is a past or present tense, whenever necessary to bring within the scope of the document request all responses which might otherwise be construed to be outside its scope.

In order to evaluate whether or not Northwest Chrysler Jeep Dodge has complied with the Safety Act's provision that a dealer not sell a recalled vehicle unless the recall remedy has been performed, certain information is required. Pursuant to 49 U.S.C. § 30166, please provide numbered responses to the following information requests. When documents are produced, the documents shall be produced in an identified, organized manner that corresponds with the organization of this information request letter (including all individual requests and subparts). When documents are produced and the documents would not, standing alone, be self-explanatory, the production of documents shall be supplemented and accompanied by explanation.

INFORMATION REQUESTS

Please repeat the applicable request verbatim above each response. After your response to each request, identify the source of the information and indicate the last date the information was gathered.

1. For each vehicle identification number ("VIN") listed in the attached Appendix A, identify the following:
 - a. The disposition of the vehicle (e.g., sold, leased, etc.);
 - b. The date of the disposition you identified in (a);
 - c. The date on which the vehicle left the possession of Northwest (e.g., delivery date to purchaser); and
 - d. The date on which the recall remedy was performed on the vehicle (if multiple recalls are associated with the VIN, provide remedy dates for each recall and label accordingly).

Provide your responses in a table in Microsoft Access or Excel entitled "Vehicles AQ17-004."

2. Produce copies of all documents, including delivery checklists or other documents that substantiate purchaser (or lessee) delivery dates, that evidence or are otherwise related to your responses to each item within the scope of Request No. 1. Organize the documents separately by VIN.
3. Provide Northwest Chrysler Jeep Dodge's policy for the process it conducts when it receives recall notice from FCA. Provide the date this policy was implemented. Also, explain if any changes have been made to its policy after the discovery that new vehicles were delivered with outstanding safety recalls.
4. Provide any additional information Northwest Chrysler Jeep Dodge considers important for the agency to consider in reviewing and evaluating its responses to any of the requests above. As one example, identify any anomalies in the data or documents and explain the reason(s) for those anomalies.

This letter is being sent to Northwest Chrysler Jeep Dodge pursuant to 49 U.S.C. § 30166(b) and (e), which authorizes NHTSA to conduct any investigation that may be necessary to enforce Chapter 301 of Title 49 and to request reports. It constitutes a new request for information. Northwest Chrysler Jeep Dodge's failure to respond promptly and fully to this letter could subject Northwest Chrysler Jeep Dodge to civil penalties pursuant to 49 U.S.C. § 30165 or lead to an action for injunctive relief pursuant to 49 U.S.C. § 30163. (Other remedies and sanctions are available as well.) Section 5(a) of the TREAD Act, codified at 49 U.S.C. § 30165(b), provides for civil penalties of up to \$21,000 per day, with a maximum of \$105,000,000 for a

related series of daily violations, for failing or refusing to perform an act required under 49 U.S.C. § 30166. This includes failing to respond to ODI information requests.

If Northwest Chrysler Jeep Dodge cannot respond to any specific request or subpart(s) thereof, please state the reason why it is unable to do so. If on the basis of attorney client, attorney work product, or other privilege, Northwest Chrysler Jeep Dodge does not submit one or more requested documents or items of information in response to this information request, Northwest Chrysler Jeep Dodge must provide a privilege log identifying each document or item withheld, and stating the date, subject or title, name and position of the person(s) from, and the person(s) to whom it was sent, and the name and position of any other recipient (to include all carbon copies or blind carbon copies), the nature of that information or material, and the basis for the claim of privilege and why that privilege applies.

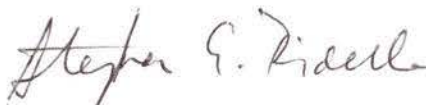
All documents should be bates stamped unless they are to be provided in Microsoft Access or Microsoft Excel format. This includes documentation that Northwest Chrysler Jeep Dodge links electronically to any of the spreadsheets it produces in response to these requests. Unless otherwise stated, please provide documents in chronological order.

Northwest Chrysler Jeep Dodge's response to this letter, in duplicate, together with a copy of any confidentiality request, must be submitted to this office **no later than three weeks from the date of this letter**. If Northwest Chrysler Jeep Dodge finds that it is unable to provide all of the information requested within the time allotted, Northwest Chrysler Jeep Dodge must request an extension from Alexander Ansley, of my staff, at (202) 493-0481 no later than five business dates before the response due date. If Northwest Chrysler Jeep Dodge is unable to provide all of the information requested by the original deadline, it must submit a partial response by the original deadline with whatever information Northwest Chrysler Jeep Dodge then has available, even if an extension has been granted.

If Northwest Chrysler Jeep Dodge claims that any of the information or documents provided in response to this information request constitutes confidential commercial material within the meaning of 5 U.S.C. § 552(b)(4), or is protected from disclosure pursuant to 18 U.S.C. §1905, Northwest Chrysler Jeep Dodge must submit supporting information together with the materials that are the subject of the confidentiality request, in accordance with 49 CFR Part 512, as amended, to the Office of Chief Counsel (NCC-111), National Highway Traffic Safety Administration, Room W41-326, 1200 New Jersey Ave., SE, Washington, D.C. 20590. Northwest Chrysler Jeep Dodge is required to submit two copies of the documents containing allegedly confidential information (except only one copy of blueprints) and one copy of the documents from which information is claimed to be confidential has been deleted. Please remember that the words "CONFIDENTIAL BUSINESS INFORMATION" must appear at the top of each page containing information claimed to be confidential, and the information must be clearly identified in accordance with of 49 CFR § 512.6. If you submit a request for confidentiality for all or part of your response to this IR that is in an electronic format (e.g., CD-ROM), your request and associated submission must conform to the requires in NHTSA's Confidential Business Information Rule regarding submissions in electronic formats (49 CFR 512.6(c)).

Your point of contact for this investigation is Alexander Ansley. Mr. Ansley can be reached on (202) 493-0481 or at alexander.ansley@dot.gov.

Sincerely,

A handwritten signature in black ink, appearing to read "Stephen A. Ridella". The signature is written in a cursive style with a large initial 'S'.

Stephen A. Ridella, Director
Office of Defects Investigation
Enforcement

Enclosures

Appendix A

No.	VIN
1	1C3ADEAZ4FV [REDACTED]
2	1C3CCCB2FN [REDACTED]
3	1C3CCCBG5FN [REDACTED]
4	1C3CCCBG9FN [REDACTED]
5	1C3CCCCG0FN [REDACTED]
6	1C3CCCCG9FN [REDACTED]
7	1C3CCCDG8FN [REDACTED]
8	1C3CDFDH0FD [REDACTED]
9	1C3CDFDH5FD [REDACTED]
10	1C4HJWDG1GL [REDACTED]
11	1C4PJLCB2FW [REDACTED]
12	1C4PJLCB2FW [REDACTED]
13	1C4PJLCB3FW [REDACTED]
14	1C4PJLCB4FW [REDACTED]
15	1C4PJLCB5FW [REDACTED]
16	1C4PJLCB6FW [REDACTED]
17	1C4PJLCB7FW [REDACTED]
18	1C4PJLCB7FW [REDACTED]
19	1C4PJLCB9FW [REDACTED]
20	1C4PJLCB9FW [REDACTED]
21	1C4PJLCB9FW [REDACTED]
22	1C4PJLCS1FW [REDACTED]
23	1C4PJLCS2FW [REDACTED]
24	1C4PJLCS3EW [REDACTED]
25	1C4PJLCS3FW [REDACTED]
26	1C4PJLCS4FW [REDACTED]
27	1C4PJLCS4FW [REDACTED]
28	1C4PJLCS7FW [REDACTED]
29	1C4PJLCS7FW [REDACTED]
30	1C4PJLCS7FW [REDACTED]
31	1C4PJLCS7FW [REDACTED]
32	1C4PJLCS8FW [REDACTED]
33	1C4PJLCS9FW [REDACTED]

34	1C4PJLCS9FW	██████
35	1C4PJLCS9FW	██████
36	1C4PJLDB0FW	██████
37	1C4PJLDB2FW	██████
38	1C4PJLDB8FW	██████
39	1C4PJLDB8FW	██████
40	1C4PJLDB9FW	██████
41	1C4PJLDS0FW	██████
42	1C4PJLDS4EW	██████
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51	1C4PJMBB4FW	██████
52	1C4PJMBS1FW	██████
53	1C4PJMBS2FW	██████
54	1C4PJMBS3FW	██████
55	1C4PJMBS5FW	██████
56	1C4PJMBS6FW	██████
57	1C4PJMBS9FW	██████
58	1C4PJMBS9FW	██████
59	1C4PJMBSXFW	██████
60	1C4PJMDS0E	██████
61	1C4PJMDS1FW	██████
62	1C4RDHAG1FC	██████
63	1C4RDHAG1FC	██████
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124	1C6RR6LM3FS	
125	1C6RR6LT0FS	
126	1C6RR6LT0FS	
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237	2C3CDXCT7FH	██████
238	2C3CDXHG0FH	██████
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248	2C3CDXHG5GH	██████
249	2C3CDXHG6FH	██████

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262	2C3CDZAG3FH	
263	2C3CDZAG7FH	
264	2C3CDZAG9FH	
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267	2C3CDZBG6FH	
268	2C3CDZBG9FH	
269	2C3CDZBT3FH	
270	2C3CDZBT4FH	
271	2C3CDZBT5FH	
272	2C3CDZDJ5FH	
273	2C4RC1HG2GR	
274	2C4RDGBG9GR	
275	2C4RDGCG9GR	
276	3C4NJCBB9HT	
277	3C4NJCBBXHT	
278	3C4PDCAB0FT	
279	3C4PDCAB1FT	
280	3C4PDCAB3FT	
281	3C4PDCAB5FT	
282	3C4PDCAB7FT	
283	3C4PDCAB9FT	
284	3C4PDCBB6FT	
285	3C63RPGL9FG	

286	3C63RPKL6EG	██████
287	3C63RRHL1FG	██████
288	3C63RRKL3FG	██████
289	3C63RRML3FG	██████
290	3C63RRML6FG	██████
291	3C63RRMLXFG	██████
292	3C63RRNL6FG	██████
293	3C6JR6AT5GG	██████
294	3C6TR5PT0EG	██████
295	3C6TRVAG3GE	██████
296	3C6TRVDG1HE	██████
297	3C6TRVDG6HE	██████
298	3C6TRVDG8HE	██████
299	3C6TRVNG5GE	██████
300	3C6UR4GJ9FG	██████
301	3C6UR4GL8EG	██████
302	3C6UR5CL1FG	██████
303	3C6UR5DL1FG	██████
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305	3C6UR5DL4FG	██████
306	3C6UR5DL8FG	██████
307	3C6UR5DL8FG	██████
308	3C6UR5FL2FG	██████
309	3C6UR5FL5FG	██████
310	3C6UR5FL8FG	██████
311	3C6UR5FL9FG	██████
312	3C6UR5GL8FG	██████
313	3C6UR5HL3FG	██████
314	3C6UR5HL5FG	██████
315	3C6UR5HL5FG	██████
316	3C6UR5HL5FG	██████
317	3C6UR5HL8FG	██████
318	3C6UR5JL0FG	██████
319	3C6UR5JL4FG	██████
320	3C6UR5JLXFG	██████
321	3C6UR5ML5FG	██████

322	3C6UR5NL6FG	████████
323	3C6UR5PL6FG	████████
324	3C6UR5PL7FG	████████
325	3C7WRLFL4EG	████████
326	3C7WRMDL0EG	████████
327	ZFBERFAT0G	████████
328	ZFBERFAT6H	████████
329	ZFBERFATXG	████████
330	ZFBERFBT5H	████████

U.S. Postal Service™
CERTIFIED MAIL® RECEIPT
Domestic Mail Only

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9214 8969 0099 9790 1409 8576 81

Certified Mail Fee	\$
Extra Services & Fees (check box as appropriate)	\$0.460
<input type="checkbox"/> Return Receipt (hardcopy)	\$
<input type="checkbox"/> Return Receipt (electronic)	\$3.35
<input type="checkbox"/> Certified Mail Restricted Delivery	\$
<input type="checkbox"/> Adult Signature Required	\$
<input type="checkbox"/> Adult Signature Restricted Delivery	\$1.45
Postage	\$
Total Postage and Fees	\$0.00
	\$5.260

Electronic Return Receipt Requested

Postmark
Here

Sent To **Mr. John Garff**
Northwest Chrysler Jeep Dodge
Street, Apt. No., **19616 Northwest Freeway**
or PO Box No.
City, State, Zip+4 **Houston, TX 77065**