

April 14, 2006

2006 MAY -4 AM 7:22

Gene's Chrysler
3400 Cushman Street
Fairbanks, AK 99701

10157339

Re: Safety recall to install an out-of park alarm system

Dear Mr. Immel,

I received a notice stating that there was a recall on my 2004 2500-Dodge Ram. Upon getting this notice I called your dealership to make an appointment. The appointment was made for April 11 at 10:00. On April 11 at 9:45 I arrived at your service dept. at which time I was told that to honor this recall it may take up to a full week to have it installed. According to the notice I received from DaimlerChrysler is should have taken about one hour only. I had to drive 100 miles one way for this service, I would have thought that your service dept. could have told me the problem before I took the day off from work and drove 200miles. After arriving home I spoke to another person that had received the same notice and they had an appointment for the recall for the very next day without ever knowing that they wouldn't be able to get the alarm system installed as mentioned in the recall, I advised them to call and inquire before leaving. It appears there is a very serious problem with your service dept. who couldn't give me courtesy to tell me there was a problem with the installation and that it would take far longer than notified. I had told her I was coming a good distance for the appointment. I don't know to whom I spoke to when I made the appointment but Tammie Long was the person that I dealt with after arriving. I am not very pleased with the service I received and feel that a good service dept can either make or break a dealership.

Sincerely,

[Redacted Signature]

[Redacted Signature]

Delta Junction

[Redacted Signature]

cc. National Highway Traffic Safety Administration and DaimlerChrysler Corporation

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