

JUL 30 2010

SEQUIM, WA

July 23, 2010

Administrator
National Highway Traffic Safety Administration
1200 New Jersey Avenue SE
Washington DC, 20590

Re. Chrysler Non-Compliance with Safety Recall J32 – Dodge Sprinter 03 Manifold/EGR

Dear Administrator,

On July 16, 2010, I received the above recall notification from Chrysler, and, after having spent the past week in repeated unsuccessful efforts to arrange the necessary modifications without incurring unreasonable inconvenience and expense, I can only conclude that Chrysler is making a deliberate effort to evade honoring the recall by creating hardships and obstacles for the consumer.

I am a handicapped retiree who lives 40 or more miles from the nearest Sprinter dealer, and to reach that dealer requires I cross Puget Sound by ferry at a round trip cost of \$180. The next closest dealer is 100 miles away in Olympia, and that dealer informed me they would require the vehicle for two days.

Therefore, for us to get the recall done will require an 80-200 mile drive, overnight accommodations, and a two day wait. Chrysler refuses to a) recognize that Puget Sound lies between us and their nearest authorized dealer, b) defray the cost of the overnight stay, or c) allow us to have the repair done locally by our own mechanic and reimburse us for the work.

Therefore, it will have to be said that Chrysler is effectively preventing us from having these important safety modifications made and is thus recklessly exposing us to the continued danger of engine fires which prompted the recall to begin with.

I strongly suspect it is this callous disregard to consumer safety which explains that this recall has been seven years in coming, and then only as the involuntary submission to an NHTSA order.

I hope you can intercede further with Chrysler to compel them to honor this recall in our case without the addition of unreasonable inconvenience and expense to us.

Thank you for your attention.

[REDACTED]

[REDACTED]

Cc Chrysler Recall Customer Assistance, Box 21-8007, Auburn Hills, MI 48321, Case 19744178, VIN...35 [REDACTED]

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Sequim, WA

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