



Community Service Patrol
NMS NANA Management Services
1500 East 3rd Avenue, Anchorage, Alaska 99501

JAN 10 2011
EXECUTIVE SECRETARIAT
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January 4, 2011

Administrator
National Hwy Traffic Safety Administration
1200 New Jersey Avenue
S.E. Washington, DC 20590

NOTICE OF COMPLAINT

Re: Chrysler Safety recall J32 – Engine Intake Manifold

Dear Sir or Madam:

The Community Service Patrol operates three vans in the Anchorage, Alaska area. Our vans are responsible for locating and transporting homeless inebriants to the community sleep off center. With the extreme cold winters in Alaska, this is a vital life saving operation and our vans are the life line to the homeless on the streets.

In November 2010, we received a recall notice from Chrysler concerning one of our vans, a 2003 Dodge Sprinter. A copy of this recall notice is attached. After receiving this notice we made an appointment with the Anchorage Chrysler-Dodge Center at 2601 East 5th Avenue in Anchorage. The appointment called for our Dodge Sprinter to be dropped off at the service department on December 15, 2010.

On the morning of December 15th, our Sprinter was dropped off at the dealership. A short discussion was held with the service attendant and he was asked for an approximate time we could expect our van back as the recall notice stated that it would "take about 8 hours to complete." The attendant stated that the fix was a little complicated and might take a couple of days.

ET
1-9-11
TRW

A couple of days went by and then came the beginning of the excuses, 'the mechanic is sick,' 'we're waiting for parts', 'it's in the stall in the garage but I can't find the tech,' etc. These excuses were coupled with promises, 'we'll have it back to you before Christmas', 'It will be done on Monday', 'we'll have it to your no later than 5:00PM on Wednesday,' etc.

Today, January 4, 2011, I again went to the dealership and asked them what is going on as it has been 3 weeks that they have had our van. I was told by the service department person Craig Komis and another man who was identified as his superior, that the van now has other problems and they can't seem to keep it started. They stated that they 'believe' it is getting air into the fuel lines and they will need to probably drop the fuel tank, and then replace all the rubber fittings all along the fuel line. They stated that parts alone would cost the Community Service Patrol over \$600 and labor wasn't even factored in yet.

I informed them and they acknowledged that the Sprinter was running fine when I turned it over to them on December 15th. Three weeks later I still don't have the van back with them now alleging that the vehicle is not running right and wanting to charge us several hundreds of dollars for some repair. I should mention that this vehicle was extensively worked on and serviced by Moore's Automotive in Anchorage in detail in preparation of our winter operation, just a couple of months ago.

I am asking for any assistance which you can provide. I feel that I am dealing with either an incompetent service department or one with questionable practices.

Sincerely,


**Richard H. Gauntt
CSP Manager**



SAFETY RECALL J32 – ENGINE INTAKE MANIFOLD

Dear NANA MGMT SERVICES

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

Chrysler has decided that a defect, which relates to motor vehicle safety, exists in some **2003 model year Dodge Sprinter vehicles**.

The problem is... The engine intake manifold on your vehicle (VIN: WD2YD642735 [REDACTED]) may develop corrosion in the Exhaust Gas Recirculation (EGR) passage. This could lead to exhaust gas leakage onto the dash panel silencer pad. Prolonged exposure of hot exhaust gases on the dash panel silencer pad could result in an underhood fire.

What your dealer will do... Chrysler will repair your vehicle free of charge (parts and labor). To do this, your dealer will replace the engine intake manifold and inspect the dash panel silencer pad. The work will take about 8 hours to complete. However, additional time may be necessary depending on service schedules.

What you must do to ensure your safety... Simply contact your dealer right away to schedule a service appointment. Ask the dealer to hold the parts for your vehicle or to order them before your appointment. Remember to bring this letter with you to your dealer.

If you need help... If you have questions or concerns which your dealer is unable to resolve, please contact Chrysler at 1-800-853-1403.

Please help us update our records by filling out the attached prepaid postcard, if any of the conditions listed on the card apply to you or your vehicle. You may also update this information on the web at www.dodge.com/ownersreg.

If you have already experienced this condition and have paid to have it repaired, you may send your original receipts and/or other adequate proof of payment to the following address for reimbursement: Chrysler Recall Customer Assistance, P.O. Box 21-8007, Auburn Hills, MI 48321-8007, Attention: Reimbursement.

If your dealer fails or is unable to remedy this defect without charge and within a reasonable time, you may submit a written complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Ave., S.E., Washington, DC 20590, or call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153), or go to <http://www.safercar.gov>.

We're sorry for any inconvenience, but we are sincerely concerned about your safety. Thank you for your attention to this important matter.

Customer Services Field Operations
Chrysler Group LLC
Notification Code J32

Note to lessors receiving this recall: Federal regulation requires that you forward this recall notice to the lessee within 10 days.



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CHRYSLER

Jeep



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Anchorage, Ak 99501

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*Administrator
National Hwy Traffic Safety Administration
1200 New Jersey Avenue
S.E. Washington, DC 20590*

