

MAY - 3 2012

C1-10458364-8246

[REDACTED]
DuBois, PA [REDACTED]

April 27, 2012

Administrator, National Highway Traffic Safety Administration
1200 New Jersey Ave., S.E.,
Washington, DC 20590

In regards to the Chrysler Safety Recall L01, Occupant restraint controller module, I have a strong complaint about the way this recall has been addressed.

I am working with the Chrysler dealer, Stoltz, located in DuBois, PA, where I purchased the vehicle.

After receiving the recall notice, we set up an appointment with Stoltz service to address the recall set for **Wednesday, April 11, 2012 at 1 p.m.**

The morning of the appointment I called service again to affirm how long the recall appointment would take. I was trying to determine if I should wait or drop the car off for the afternoon. I was told it would take approximately 1 hour. So I told them I would find a ride and drop the car off for the afternoon, which I did.

Later that day, I was again driven back to the dealership to pick up my car. Expecting the recall to be completed, I was surprised when the service advisor, Travis Lee Roy told me they only "scanned the module and will have to order the correct recall replacement part". I questioned why they didn't have the part already in stock and why wasn't I told earlier that same day when I called that the work would not be complete. The response I got was that this was the Chrysler process for the recall and they were just following the process. When I pressed the issue and asked why I was not told that this recall required 2 visits, I was told that the reason it took them an hour to scan that day was because one guy in the shop got an emergency call and had to take his wife to the hospital. But he assured me this 2 visit process was following the recall process. Obviously, this is not what your recall letter states. In fact the recall letters states the dealer will have the part in stock and it will take approximately 1 hour.

On Friday, **April 27, 2012**, more than 2 ½ weeks later, I still hadn't heard back from Scholz about the part, so I called again. This time I was told by Travis that the part has not yet been ordered. He said I am on the list to order it. In my disbelief I asked why it hasn't been ordered since it has been more than 2 weeks since I had the car in the shop. He told me Chrysler will only allow them to place orders every 4 days and even then they can only order a set number. So even though they need more parts (including mine) they have to wait 4-days between placing orders no matter how many they actually need.

Naturally I am completely frustrated both with the dealer's lack of communication and Chrysler's remediation policy regarding this recall. I am still waiting for the recall to be done on my vehicle. I would very much appreciate both an explanation and an apology.

[REDACTED]
Cc: Stoltz of DuBois
Service Manager
3456 Watson Hwy
Du Bois, PA 15801

NAH
050812
TFW



888-811-1592

SAFETY RECALL L01 OCCUPANT RESTRAINT CONTROLLER MODULE

Dear [REDACTED]

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 the **2008 model year Dodge Grand Caravan and Chrysler Town & Country vehicles.**

The problem is... The Occupant Restraint Controller (ORC) module on your vehicle (VIN: 2A8HR64X68R [REDACTED]) may have been contaminated by water leaking from the Heating, Ventilation & Air Conditioning (HVAC) drain grommet. Water in the ORC module could cause the illumination of the airbag warning light and/or a potential inadvertent airbag deployment without warning.

Also, all involved vehicles that have not had Safety Recall K25 – HVAC Drain Tube & Grommet previously performed must have it completed at this time.

What your dealer will do... Chrysler will repair your vehicle free of charge (parts and labor). To do this, your dealer will replace the ORC module and perform Safety Recall K25, if not already completed. The work will take about one hour to complete. However, additional time may be necessary depending on service schedules.

What you must do to ensure your safety... Simply contact your Chrysler, Jeep, or Dodge 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. **Please 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 the Chrysler Group Recall Assistance Center 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.chrysler.com/ownersreg.

If you have already experienced this condition and have paid to have it repaired, please send your original receipts and/or other adequate proof of payment to the following address for reimbursement: Chrysler Customer Assistance, P.O. Box 21-8007, Auburn Hills, MI 48321-8007, Attention: Reimbursement. Once we receive and verify the required documents, reimbursement will be sent to you within 60 days.

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.

COPY

Customer Services / Field Operations
Chrysler Group LLC
Notification Code L01

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

**DODGE****Jeep****SRT**

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CUSTOMER #: 33253

314032

Stoltz

FAMILY DEALERSHIPS

INVOICE

Stoltz of DuBois - 3456 Watson Hwy., DuBois, PA 15857

Please Remit to: Stoltz Motor Co.

820 Beaver Dr., DuBois, PA 15801

Phone: (814) 371-5055 - Fax: (814) 371-9193

www.StoltzCars.com

DUBOIS, PA

HOME: [REDACTED] CONT:N/A

BUS: [REDACTED] CELL:

PAGE 1

SERVICE ADVISOR: 34951 TRAVIS LEE ROY

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
Clearwater	08	CHRYSLER TOWN & COUN	2A8HR64X68R [REDACTED]		62469/62469		
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
06JUL11 DD			17:00 11APR12		0.00	CASH	11APR12
R.O. OPENED	READY	OPTIONS:					
13:02 11APR12	14:29 11APR12	STK:11C4720A ENG:EGQ 4.0L V6 SOHC Engine TRN:DG2_6-Speed Automatic 62TE Transmission					

LINE OPCODE TECH TYPE HOURS

A RECALL L01

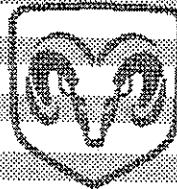
LIST NET TOTAL

OP ORDER PARTS

33675 C

SCAN VEHICLE AS PER TSB ORDER MODULE.

0.00 0.00



DODGE

Jeep

COPY

8152
427 TRAVIS
4/24/15
30

() CASH () CHECK CK NO. ()
 () VISA () MASTERCARD () DISCOVER
 () AMER EXPRESS () OTHER () CHARGE

DATE PAID CASHIER

The seller, hereby expressly disclaims all warranties other expressed or implied, including any implied warranty of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any person to assume for it any liability in connection with the sale of said products.

ALL PARTS ARE NEW OR FACTORY REBUILT UNLESS SPECIFIED OTHERWISE.

Thank You!
 WE APPRECIATE YOUR
 CONFIDENCE IN OUR
 DEALERSHIP.

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	0.00
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

THANK YOU FOR YOUR BUSINESS!!

CUSTOMER SIGNATURE

Stoltz of DuBois
 3456 Watson Hwy.
 DuBois, PA 15801
 (814) 371-8152

Stoltz Toyota Scion
 880 Beaver Dr.
 DuBois, PA 15801
 (814) 371-3333

Stoltz Hyundai
 820 Beaver Dr.
 DuBois, PA 15801
 (814) 371-5055

Stoltz of St. Marys
 988 S. St. Marys Road
 St. Marys, PA 15857
 (814) 781-1010

Stoltz of Coudersport
 5 Chestnut St.
 Coudersport, PA 16915
 (814) 274-3224

CUSTOMER COPY

[Redacted]
DuBois PA [Redacted]

JOHNSTOWN PA 159

27 APR 2012 PM 2 L



NAT'l Highway Traffic Safety Admin.
Administrator
1200 New Jersey Ave. S.E.
Washington, DC 20590

