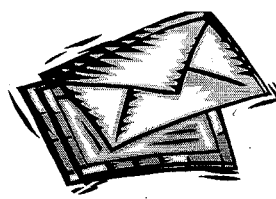


# NHTSA ccmMercury Routing Slip



CL-10560945-7275

INFORMATION Redacted PURSUANT TO THE FREEDOM OF INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)

Printed: 1/14/2014

<b>NHTSA #:</b> ES14-000070	<b>Rec'd Date:</b> 1/14/2014	<b>Referred By:</b> NPO-011
<b>XREF #:</b>	<b>Doc Type:</b> GEN	<b>Doc Date:</b> 1/7/2014
<b>Delivery:</b> CRT	<b>Address To:</b> NHTSA	<b>Due Date:</b>
<b>S10 #:</b>	<b>DOT/I #:</b>	<b>RMP #:</b>
<b>Subject:</b> SUBMISSION FROM [REDACTED] RE SAFETY RECALL N28/NHTSA 13V-234 TRANSMISSION OIL COOLER TUBE- 2012 JEEP WRANGLER		
<b>Ack Date:</b>	<b>Ack By:</b>	<b>Signed For:</b>
<b>Sign Office:</b> ENFORCEMENT	<b>Signature:</b> AS APPROPRIATE	<b>Cleared For:</b>
<b>Cleared Date:</b>	<b>Cleared By:</b>	<b>Closed Date:</b> 1/14/2014
<b>File Loc:</b>	<b>XREF File:</b>	
<b>Added By:</b> CBUTLER x60180	<b>Modified By:</b> Chris.Butler	
<b>Most Recent Comment:</b>		

**Author:**

[REDACTED]  
SEMINOLE, FL [REDACTED]

Tel: Fax: E-mail:

JAN 15 2014

Assigned To	Task	Asgn Date	Deadline	Returned Date
NVS-200	APPROPRIATE	1/14/2014		1/14/2014
NVS-010	INFORMATION	1/14/2014		1/14/2014

NAM  
11514  
SMD

[REDACTED]  
Seminole, FL [REDACTED]

January 7, 2014

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

Dear Administrator:

**Safety Recall N28/NHTSA 13V-234 Transmission Oil Cooler Tube – 2012 Jeep Wrangler**

This letter is to notify your department that the Chrysler Group LLC has been unable to resolve the aforementioned recall in a reasonable amount of time. We were notified of this recall in October 2013 by Chrysler Group, LLC and I promptly contacted the Suncoast Chrysler Dodge Jeep Ram Dealership at 8755 Park Blvd., Seminole, FL at 727-393-4621 for an appointment. However, I was advised the parts were not yet available and I would be notified at a later time for repair. On December 10, 2013, during a routine service, I questioned again about the recall and was informed by the dealer that parts were still not available. On January 7, 2014, we received another notice from Chrysler regarding the recall and again I contacted the dealership. Marsha, the Suncoast Appointment Coordinator, informed me that they were only receiving parts to repair **one** vehicle every **seven** days and that I was 47<sup>th</sup> on the "wait list." At this point, I contacted Chrysler Group Recall Assistance Center at 1-800-853-1403 and spoke with Joe who verified and acknowledged that Chrysler was only releasing parts for one vehicle per seven days to each dealership. At this rate, it will be nearly a year from now until my vehicle is eligible for repair and over a year from the initial recall notification. This does not seem to be a reasonable amount of time for a defect that could cause additional damage to the vehicle and a potential safety hazard. Any assistance you can provide to expedite the resolution of this matter would be greatly appreciated.

Sincerely,  
[REDACTED]

ES14-000070

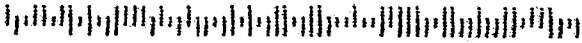
**CERTIFIED MAIL™**



7013 2630 0001 3598 9197

ADMINISTRATOR National Hwy Traffic Safety Admin  
1200 New Jersey Ave, S.E.  
Washington DC 20590

RETURN RECEIPT  
REQUESTED



**DOT Mailroom**

TO: W40-304

Building: DOT

Mailstop: 4 West

Route Sym: NQA-010

external carrier: Certified

Sender:

Manufacturer:

Purchase Order:

Item 1 of 1

**DOT**



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1/13/2014 7:52:56 AM