

CL-10566165-4098

[REDACTED]
Jena, LA [REDACTED]
[REDACTED]

2/10/14

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

FEB 25 2014

Dear Administrator:

In accordance with the advice given on Chrysler Group, LLC's Safety Recall N28/NHTSA 13V-234 Transmission Oil Cooler Tube letter for a 2012 Jeep Wrangler Sport, I am writing to report Interstate Dodge of West Monroe, LA for not repairing the aforementioned safety problem on the scheduled date for vehicle ID number ending in CL [REDACTED]

This repair, as well as work to the windshield wiper electronics, was scheduled to be taken care of on February 7, 2014 with a drop off time of between 7:00AM and 8:00AM. The appointment was made on approximately January 16, 2014 which was approximately 3 weeks prior to the scheduled appointment. I was told on approximately January 16, that the Dealership would repair the recall item, and then identify the needed part for the windshield wiper electronic repair. After the part for the windshield wiper electronics was identified I would have to schedule another appointment to have the wipers worked on. The Service manager/Writer that I spoke with was someone by the name of Johnnie. The events surrounding the complaint are as follows: When I arrived there was one set of customers ahead of me who was in the process of dropping their vehicle off for an unscheduled (walk in) repair involving a squeaky alternator. They, as well as, myself were told that the shop was currently short on staff and the wait would be quite long if at all possible, which to me was quite understandable. The problem began with the fact that the Service Writer took the alternator job ahead of mine which was an already scheduled appointment for a "Safety Recall" and windshield wiper electronics repair. Also, the Service Writer and Manager knew the day before, February 6, 2014, that they were under staffed and would not be able to cover all of their appointments not to mention walk in's. I was also told that the work might be able to be accomplished later in the day, but they would have to keep my vehicle for a day or two longer than scheduled. I then requested a loan vehicle or a ride home, since I was originally told by the Dealership that I would only have a few hours wait, and did not plan to have to get a ride home, which is approximately 70 miles from the Dealership. I was informed that a loan vehicle would in no way be allowed for unless I lived locally. I would have planned otherwise had I been notified of this before my arrival.

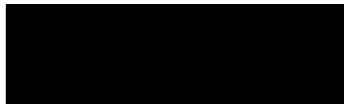
Perhaps I am wrong in my feelings, but with my father being a past Service Manager for a Chrysler and GMC Dealership and thus knowing how these things should operate, I feel that the scheduled appointment should have been put ahead of the walk ins, and most definitely since there was a "Safety Recall" on a particular vehicle, that vehicle should have been put ahead of routine maintenance work. I don't feel I have been treated fairly by this particular Dealership in this matter nor do I feel that the matter was handled professionally or timely as stated in the Chrysler's recall letter. I have not spoken with the Dealership's management, but a copy of this letter is being forwarded to them, as well as Chrysler, as I am mailing you the original.

Thanks for your time.

Sincerely,

[REDACTED]

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SMD



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Washington, DC 20590
Attn: Administrator

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