

August 4, 2014

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

AUG 12 2014

cc: Chrysler Group LLC
ATTN: Recalls
CIMS 482-00-85
PO Box 218008
Auburn Hills, MI 48321-8008

from: [Redacted]
Florence, OR [Redacted]

RE: PERSONAL SAFETY THREATENED
UNABLE TO GET RECALL SERVICE
VIN: 36CTRVAG2EE [Redacted]

Reference letter
to Chrysler Group LLC
per (4) Recalls and
Safety Issues on my
vehicle!
cc: JS

- I have now received **four (4)** recall notices on my new 2014 Dodge Promaster Van.
- #1: DAMAGE TO RUBBER BRAKE HOSES
 - #2: ACCELERATOR STICKING/JAMMING.
 - #3: DAMAGE TO AIRBAGS
 - #4: ELECTRICAL CIRCUITS and BATTERY CORROSION DAMAGE

The closest Dodge/Chrysler dealer is Lithia Dodge in Eugene, Oregon and that is a 120 mile round trip for me from Florence, Oregon to Eugene, Oregon. But Lithia Dodge has refused to even visually check on any of these SERIOUS RECALLS!

This is my **SECOND** communication and notice to Chrysler Group LLC about refusal by Chrysler Group LLC to do these recalls. It is also the **SECOND** letter I will send to the National Highway Traffic Safety Administration concerning my safety as a driver and consumer, AND Chrysler Group LLC's negligence in providing me a dealer within a reasonable distance to perform these recalls/safety checks!

I am again sending copies to my attorney to make sure these documents and this letter are logged to show Chrysler Group LLC has **REFUSED** to perform the required service for these recalls. **My life is in DANGER...** but as usual Chrysler Group LLC, just like GM does not care anything for the SAFETY of their customers. If any of these 4

very DANGEROUS RECALLs affect my vehicle and it's safety and/or safe performance, and I am injured or killed due to these defective recalls, my attorney and others will have this information to pursue the necessary lawsuits. The Lithia Dodge dealer will also be responsible for their negligence in informing me that they would refuse to do the necessary recall service.

There is **NO EXCUSE** for this kind of behavior by Chrysler Group LLC. These recalls **MUST BE SERVICED IMMEDIATELY!!** **You are required to provide me with a service facility that can perform these recalls within a reasonable distance of my residence! I am a senior citizen and do not have the physical ability to drive farther than 120 miles (round trip) to obtain recall or other services needed for my 2014 Dodge Ram Promaster van.**

Chrysler Group LLC **must immediately authorize these necessary recalls and repairs to a local automobile service center in my resident city of Florence, Oregon,** [REDACTED]

Very Disatisfied and Unhappy Customer,

[REDACTED]

||
||
||

[REDACTED]
Florence, OR
[REDACTED]

cc: JJ

NHTSA

2012
[Signature]

Florence, OR

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