

CL-10625683-4663

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

July 28, 2014

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

Chrysler Customer Assistance Center  
P.O. Box 21-8004  
Auburn Hills, MI 8004

AUG -6 2014

RE: Safety Recall N28/ 13V-234 for my 2012 Jeep Wrangler, VIN: 1C4BJWCG9CL [REDACTED]

Dear Sirs:

I received this recall notice more than a year ago. Since then I have taken my Jeep to the local Chrysler dealer, Grand Junction Chrysler, 2578 Highway 6 & 50, Grand Junction, CO.,81501, at least five times. Each time I am told that they do not have the parts to fix my Jeep, because they have not been received from Chrysler, and I will be placed on a waiting list.

I have telephoned the Chrysler Recall Center at 1-800-853-1403 twice and requested assistance to no avail. I then telephoned the NTSA Vehicle Safety hotline at 1-800-424-9153, and requested assistance. The lady who answered the phone said she was unable to help me in this matter and to telephone Chrysler. I stated that I had done this twice with no help. I then requested to speak to a "supervisor" at NTSA Vehicle Safety. I was transferred to a "Mr. Lewis". Mr. Lewis again stated that he was unable to assist me in this matter, that it was a problem between me and Chrysler. I asked Mr. Lewis if the NTSA is unable to assist a consumer in a vehicle safety matter then of what use are they? All he could add is that he was "sorry".

It is apparent the either Chrysler is not furnishing the repair parts to the dealers, or my dealer is just not interested in repairing safety recalls. This in spite of the constant notices from Chrysler Motors that "we are sincerely concerned about my safety", and my constant attempts to have the vehicle repaired.

It is therefore formally requested that both of the addressees above **please do something** to rectify this matter. Chrysler, please send the parts to repair my Jeep to Grand Junction Chrysler, or if they have been furnished the parts, call the dealer and tell them to fix my Jeep. NTSA, do your job, call Chrysler Motors and tell them to fix my Jeep.

Sincerely,

[REDACTED]

Grand Junction, CO [REDACTED]  
Tel: [REDACTED]

cc: Grand Junction Chrysler  
2578 Highway 6 & 50  
Grand Junction, CO 81501

NM  
81514  
SMD



Grand Jct, CO



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