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

LOMBINO • MARTINO

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November 24, 2014

DEC -3 2014

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

Chrysler Group LLC
P.O. Box 21-8004
Auburn Hills, MI 48321-8004

Bud Clary Chrysler Dodge
12056 N Frontage Rd East
Moses Lake, WA 98837

Re: VIN Number 1C4SDJCT2DC [REDACTED]
Safety Recall Notice 14V-154 and 14V-391

[REDACTED]
Moses Lake, WA [REDACTED]

Dear Sir or Madam:

[REDACTED] has contacted our office regarding two recall notices for her Dodge Durango. Ms. [REDACTED] called the dealership, Bud Clary Chrysler Dodge two months ago. At that time she was assured that the parts would be available at the time of the appointment. However, the dealership did not have the parts to make the repairs. They informed Ms. [REDACTED] that they would have to order the part. As a result, the part was not available at the time of appointment. This has caused substantial inconvenience for Ms. [REDACTED]. In addition, Ms. [REDACTED] must now drive a vehicle that apparently has unsafe brakes.

Ms. [REDACTED] requests a Chrysler official contact her as soon as possible and insure that the necessary recall repairs occur as soon as possible. You may direct any written response to our office. We have confidence you will resolve this matter without Ms. [REDACTED] needing to pursue further legal options.

Sincerely yours,

LOMBINO • MARTINO

John Barry

John J. Barry

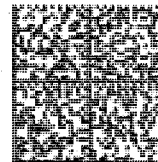
JMC

JJB:tmc

cc: [REDACTED]

[REDACTED]

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