

CL- 10679151- 5947

[REDACTED]
South Glens Falls, NY [REDACTED]
[REDACTED]

February 6, 2015

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

FEB 19 2015

To Whom It May Concern:

Enclosed are copies of three letters I sent to Mr. Richard Thornton, Head of Operations, Customer Care, Chrysler Group. I mailed you a copy of the first two letters and now I am mailing you the third that is being mailed today to Mr. Thornton. I have not heard back from you on these letters. The recall notices indicate "that if a dealer fails or is unable to remedy these defects without charge and within a reasonable time", then I may submit a written complaint to you. I thought by sending you the first two letters that was what I was doing, but apparently not. Therefore, I am complaining now to you per the recall notices.

Neither of my vans have been fixed and it has been about eight months and no word as to when they will be fixed either.

Please advise what else I have to do in order to get my vans fixed under the two recalls noticed in the attached letters.

Thank you.

Sincerely,
[REDACTED]

P.S. Mr. Thornton had his office call me about my letters and they left me a message on my phone on 1/16/15. I have called back three times and no one will return my calls. So there has been no effective response to my letters from anybody.

NH
2/20/15
SMD

COPY

[REDACTED]
South Glens Falls, NY [REDACTED]
[REDACTED]

February 6, 2015

Mr. Richard Thornton
Head of Operations - Customer Care
Chrysler Group LLC
CIMS 423-04-02
800 Chrysler Drive
Auburn Hills, MI 48326

Dear Mr. Thornton:

On December 28, 2014 and January 3, 2015 I wrote you letters about two recalls on my 2012 Town & Country Chrysler and 2013 Dodge Caravan for which there are no parts available.

The recalls are as follows: The 2013 Dodge Caravan has a faulty FOBIK (Frequency Operated Button Ignition Key) and was recalled under L25 and the 2012 Town & Country Chrysler has a faulty rear quarter vent window switch and a recall was issued over 8 months ago under P25 Service Bulletin 08-046-14. Parts are not available to fix these recalls. The vent window switch in the 2012 Town & Country Chrysler was disconnected by Nemer Jeep Chrysler Dodge Dealership in Wilton, New York, about 6 months ago and I am unable to use my vent windows at all. The FOBIK on the 2013 Dodge Caravan has never been looked at even as they don't have the parts to fix it.

On 1/16/15 a woman from Chrysler called me about my letters and left me a message to call her back. I have called her three times since the 16th and she has not called me back.

I want to know when the parts are coming in and my vans will be fixed. This is getting ridiculous. I don't know how you can sell vehicles and not have parts available to fix them.

Sincerely,

[REDACTED]

Letter to Chrysler

copy

[REDACTED]
South Glens Falls, NY [REDACTED]
[REDACTED]

December 28, 2014

Richard Thornton
Head of Operations-Customer Care
Chrysler Group LLC
CIMS 423-04-02
800 Chrysler Drive
Auburn Hills, MI 48326

Dear Mr. Thornton:

I am the owner of a 2012 Town & Country Chrysler Minivan and a 2013 Dodge Caravan that were purchased from Saratoga Jeep Chrysler (now Nemer Jeep Chrysler) in Saratoga, New York.

There are too outstanding recalls on these vehicles. The 2008 Dodge Caravan has a faulty FOBK (Frequency Operated Button Ignition Key) and was recalled under L25. This recall was issued about 8 months ago or more and the parts are still not available to fix the FOBK. This time frame is unacceptable and could be hazardous to our safety.

The 2012 Town & Country Chrysler has a faulty rear quarter vent window switch and a recall was issued about 8 months ago also under P25 Service Bulletin 08-046-14. The dealership disconnected the switch to prevent fire and I have been unable to use my vent windows all of this time and the part is still not available to fix the problem. This time frame is also unacceptable. I paid a lot of money for the Town & Country Chrysler in order to get electric vent windows and I am unable to use them. If you cannot get me the part soon to fix the vent windows I will be pursuing a refund for the package that I paid for with this van to get the electric vent windows.

Please advise when you think these parts will be available to fix these two recalls. I have not been able to get any information from anybody at Chrysler or Nemer.

Sincerely,

[REDACTED]
cc: Administrator, National Highway Traffic Safety Administration

Letter to Chrysler re vent window switch second recall letter

COPY

[REDACTED]
South Glens Falls, NY [REDACTED]
[REDACTED]

January 3, 2015

Richard Thornton
Head of Operations-Customer Care
Chrysler Group LLC
CIMS 423-04-02
800 Chrysler Drive
Auburn Hills, MI 48326

Dear Mr. Thornton:

I am the owner of a 2012 Town & Country Chrysler Minivan and a 2013 Dodge Caravan that were purchased from Saratoga Jeep Chrysler (now Nemer Jeep Chrysler) in Saratoga, New York. On December 28th I mailed you a letter indicating that the recalls on both vehicles had not been fixed due to the parts not being available for some time now. Today in the mail I got the enclosed recall notice. This is one of the notices that my December 28th letter referred to Chrysler sent me the recall notice again. I want to get the vehicle fixed. When will the parts be available. The FOBIK part for the 2013 Dodge Caravan is also still outstanding.

I just find it ironic that I got a second notice about the vent window switch for the 2012 Town & Country Chrysler when Chrysler doesn't have the parts available to fix it. I wanted to share this with you as a follow up to my December 28th letter.

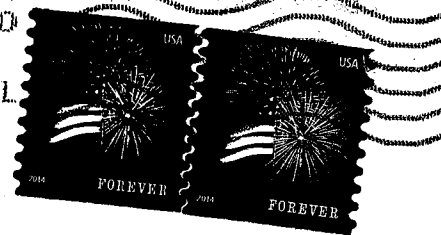
Sincerely,

[REDACTED]
cc: Administrator, National Highway Traffic Safety Administration

South Glens Falls, NY

ALBANY NY 120

07 FEB 2015 PM 3 L



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

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