

CL-106 79173-1174

[REDACTED]
DES PLAINES, IL
[REDACTED]

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

January 14, 2015

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

JAN 22 2015

Dear Customer Service:

I received the enclosed recall notice for the 2nd time. I took my car, 2013 Chrysler Town & Country, in right away, that was over 9 months ago (Sherman Dodge Chrysler Jeep, 7601 N. Cicero Ave., Skokie, IL). Every time I go in for an oil change, tire rotation, etc., I ask about the replacement part and am told they have not gotten it in yet.

This seems to be way to long for a repair. The vent windows popped open after they were disengaged and now I am worried with the cold weather that it might happen again when it is snowing or if this is not repaired before spring when it is raining.

This is my first Chrysler product. I love the vehicle but if this is how Chrysler handles recalls I am very disappointed.

Any assistance would be greatly appreciated. My email address is: [REDACTED]

Very truly yours,

[REDACTED]

NM
12315
SMD



**PLEASE HELP US UPDATE OUR RECORDS
IF ANY OF THE FOLLOWING CONDITIONS APPLY**

VIN (Last 8 Characters of Vehicle Identification Number)

Notification Code

DR [REDACTED]

P25

This service was previously performed on my vehicle (check one if applicable):

- My vehicle was inspected and found to be ok.
- My vehicle was repaired.

This vehicle was (check one if applicable):

- scrapped
- stolen
- exported

This vehicle was sold to (check one if applicable):

- A dealer, or someone whose name and address is unknown.
- Someone other than a dealer (type or print the new owner's name and address below).

Date of sale: _____

Updated name and address (type or print the new owner's name and address or your new name and/or address if it has changed):

Owner's title (check one if applicable):

- Mr.
- Miss
- Mr. & Mrs.
- Dr.
- Mrs.
- Ms.
- Rev.
- Business

First Name [REDACTED] MI _____

Last Name [REDACTED] _____

Street Address [REDACTED] _____

City DES PLAINES

State IL Zip Code [REDACTED]

Email Address [REDACTED] _____



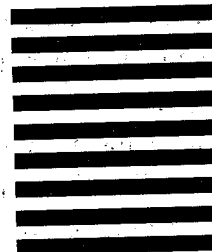
NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES

BUSINESS REPLY MAIL

FIRST-CLASS MAIL PERMIT NO. 9941 DETROIT MI

POSTAGE WILL BE PAID BY ADDRESSEE

RECALL ADMINISTRATION 482-00-85
PO BOX 218008
AUBURN HILLS MI 48321-9959





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