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TO:

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

From:

[REDACTED]
Seymour, Conn. [REDACTED]
Tel. [REDACTED]
Jan. 30, 2015

FEB 18 2015

Re: Dealer and Chrysler Failed to repair recall.

I Leased purchased a 2014 Chrysler Town and Country Van in December 2013 from Fitzpatrick's 430 East Main St. Ansonia, Ct. 06401. I received a recall notice in July 2014 because the rear quarter vent window switch may overheat may cause a burning odor, smoke, or a driver's door fire without warning.

I immediately contacted the dealer to have this repaired and they stated the parts are not available. I have contacted the dealer and wrote Chrysler twice by letter and twice by phone. Contacts were made in August 2014, in Sept. 2014, and by phone in Oct. 2014.

I received a second notice of the same recall at the beginning of Jan. 2015 I contacted the Dealer and they said Chrysler sent out the notice but the parts are still not available and they will put me on a waiting list. This is now 7 months I did tell them that I will file a Lemon law violation because of the safety issue and Matt I talked to from Chrysler by phone number 978-314-8957 said it does not fall under the lemon law and I will be notified when the parts are available.

I am writing you because Chrysler has failed to fix this problem and by writing them and talking to them it seems like they really dont care.

Thank you in advance for any help you can give me and others with this same problem.

[REDACTED]

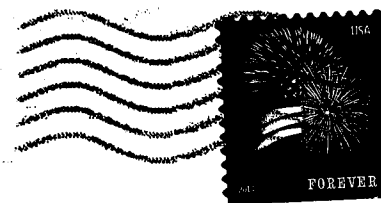
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