

[REDACTED]  
South Salem, New York [REDACTED]

February 3, 2015

Administrators  
National Highway Traffic Safety Administration  
1200 Jersey Avenue, SE  
Washington, DC 20590

FEB 19 2015

To Whom It May Concern:

Last Summer, 2014, I received a recall notice for my 2009 Dodge Caravan, showing at the top – IMPORTANT SAFETY RECALL - L25/NHTSA 14V-373 for Wireless Ignition Node Module Dentents. It states,

“The problem is ... Upon starting your vehicle the Frequency Operated Button Ignition Key (FOBIK), may not fully seat in the “ON” position. If not fully seated, under certain operating conditions (for example bumpy roads) the FOBIK could inadvertently move to the “Accessory” mode. This could cause unintended engine shut off and the passive restraint systems, including the airbags to shut off. This could increase the risk of a crash under certain driving conditions and increase the risk of occupant injury during a crash.”

Upon receipt of this notice, I phoned my Dodge dealer, Meadowland Chrysler, Dodge, of Carmel, New York to bring it in for this recall. I was told at that time that they did not have the part and they would call me when it comes in.

Toward the end of summer 2014 I received a “Customer Special Reminder” from Meadowland for this same recall. Upon receipt, I phoned Meadowland to make an appointment to have this recall taken care of. Again, I was told that they did not have the part and they would call me when it came in.

Finally, I phoned Meadowland again end of December/beginning of January to try to have this taken care of. Again, I was told that they did not have the part. At that time I requested the phone number for Chrysler. I was given: 800-992-1997, and I called them to ask when the part was going to be available to have this Recall taken care of. I was told they did not have the part and they did not know when it would be available.

This is a defect in a vehicle I transport my grandson to school in – a defect which as they state, “relates to motor vehicle safety,” and they don’t have the part and can offer no information as to when they will have it. **PLEASE CONSIDER THIS A WRITTEN COMPLAINT**

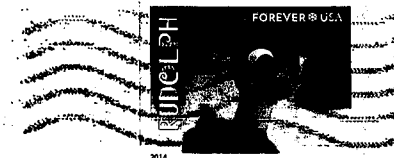
What do we do to get this rectified?

Sincerely, A  
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SMD

South Salem, NY

SOUTH SALEM, NY 11788

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