

February 11, 2015

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

Chrysler Customer Assistance
P.O. Box 21-8007
Auburn Hills, MI 48321-8007

Chrysler safety recall P25/NHTSA 14V-234, VIN: 2A4RR8DG3BR [REDACTED]

FEB 23 2015

I first received a safety recall approximately 8 months ago. At the time the Chrysler dealer (Courtesy Chrysler, Brandon, FL) said they had no replacement parts in stock and would let me know when they could effect the repair. I've contacted them periodically since then. In early January I received another recall notice and subsequently called the Chrysler dealer. They told me the the parts were in but repairs were so backed up the first available appointment would be three weeks away (January 29, 2015).

On the day of the scheduled appointment I traveled to the dealership and checked in at the appointed time. An hour after I checked in, I was informed repair parts were not available and I would have to reschedule. I made a new appointment for the next week (February 5, 2015). I called the dealer the day before the appointment and was told they did not have the repair parts. Again they told me they would let me know if and when they received the parts from Chrysler.

So far this has cost me a lot of time and travel. I hate having a long lived safety issue. It seems this is a way to get me to return to the dealership frequently.

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Sun City Center, FL [REDACTED]
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