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

February 11, 2015

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

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

FEB 25 2015

To Whom It May Concern:

I am writing to recommend you come up with a better way to handle Safety Recalls and reimbursement.

A recall (P25/NHTSA 14v-234) was issued for my vehicle (VIN: 2C4RC1BG7DR [REDACTED]) in May 2014. When I received the first official notification I was told the part was currently not available. I received a second notice the week of January 12th to contact a dealer for replacement of the rear quarter vent window switch. I called a dealer on Thursday January 22nd and was told to bring it in anytime for replacement of the switch. When I arrived on January 27th I was told they were out of stock and would have to return at another time.

I will now have to return a least a second time at my expense. This is approximately a one hour round trip. It seems like you should have enough parts in stock by this time to handle a recall and if you do then a local dealer should not tell someone to come in anytime for replacement if they cannot be assured of having the parts in stock at all times.

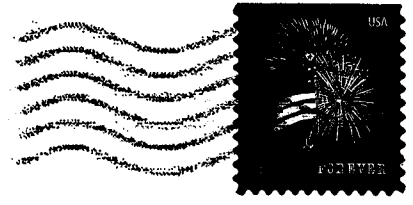
On something as important as a Safety Recall, I do not understand the reason I should incur this extra expense and inconvenience.

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Cary, NC [REDACTED]

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