

01-10701590-4697

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

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

March 11, 2015

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Dear Administrator:

Last September 15, 2014, I received a letter in the mail from Chrysler Group LLC, CIMS 482-00-85, PO Box 218008, Auburn Hills, MI USA 48321-8008, notifying me of a recall on my 2009 Chrysler Town & Country van identified as L25/NHTSA 14V-373, referred to as Wireless Ignition Node Module Detents.

The letter said the part was not yet available and that I should wait for a second follow-up notice before making an appointment with my local dealer to correct the L25 problem.

Then last November 12, 2014, I received an eMail notice from my local Chrysler dealer, Ron Lewis Chrysler Dodge Jeep Ram, 600 Clairton Blvd., Pittsburgh, PA 15236 (Phone: 412-655-7500) stating the following:

"Your Chrysler Town & Country according to our records: VIN: 2A8HR54179R [REDACTED] mileage last visit: 55,936 Date of last visit: 10/16/2014

"RECALL/NOTICE

As of 6/16/2011, this vehicle has the following incomplete recalls/customer satisfaction notices: L25. Please call us to schedule an appointment. Recall/customer satisfaction notice repairs are performed FREE."

Assuming this was the second notice referred to in the original letter from Chrysler Group LLC, I called the dealer, Ron Lewis, the same day, Nov. 12, to see if I could set up an appointment to get the L25 condition corrected, especially since it involved a safety issue. The receptionist sent my call to the Service Department, where I got an answering machine assigned to a Service Department representative named Jeff. I left a message explaining why I called, since I got this second notice, mainly to see if I could set up an appointment to have the L25 condition corrected. Jeff never returned my call.

After waiting and waiting, I called Jeff again on Nov. 19, 2014. He said he got busy, but that he would go to the Parts Department and order the part, then call me when it came in.

Again, I waited and waited, and finally I called the Parts Department directly on Dec. 9, 2014, and was told the part never came in and that I should check in a couple of weeks.

So I waited and waited the "couple of weeks" and finally called Jeff back in the Service Department on Dec. 29, 2014. He said I should wait for a second letter from Chrysler regarding the recall, and when I explained how inconvenient it was not to be able to hang additional things keys and various shopping cards from my FOBK (Frequency Operated Button Ignition Key), he said that I can now put keys and cards, etc., back on the FOBK since the direction from Chrysler not to do so in the original Chrysler letter did not apply to my 2009 Chrysler.

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I didn't feel comfortable with Jeff's response, so I decided the same day, Dec. 29, 2014, to call the Chrysler Group Recall Assistance Center number in the original Chrysler letter, 1-800-853-1403. I got a person named Samantha. She said she would add my car to a special tracking list to expedite getting the part and service done and that I would get an eMail second letter regarding the L25 recall. (To date, I have not heard from the Chrysler Group.) In the meantime, she said, DO NOT put any keys or cards on the FOB/K. So I am still living with the inconvenience of not being able to do so and am still facing a safety issue with my vehicle, despite what Jeff told me earlier.

After waiting and waiting another couple of months, I called Jeff again on March 4, 2015, and got no response. Finally, I called him again on March 10, 2015 and left a message for him to call me. By the end of the day, he called to tell me the part is not in and to check in a couple of months.

Today, March 11, 2015, I again called the Chrysler Group Recall Assistance Center to see what ever happened to the fast tracking for repair my car was supposed to get. I stayed on the phone for about an hour waiting and waiting for someone to answer. When it became apparent there would be no answer, I hung up, and, in frustration, decided to seek your assistance.

If there is anything you can do to help me get this L25 issue resolved (and, for that matter, the many more folks who must be as frustrated as I am in not being able to use our FOB/Ks as we like and feeling safe in doing so) , I will be most grateful.

Thank you in advance for whatever you can do to move this safety issue along. Apparently, we've all been waiting for something to get done since June 2011. Maybe it's time to give Chrysler a push. If you need any assistance in this regard, perhaps my 18th Congressional District Congressman, the Honorable Tim Murphy, can give you a hand.

Thanks for your attention to this matter. It's much appreciated.

Sincerely,

South Park, PA

Phone:

cc: The Honorable Tim Murphy
18th Congressional District
United States House of Representatives
2332 Rayburn House Office Bldg.
Washington, DC 20515-3818

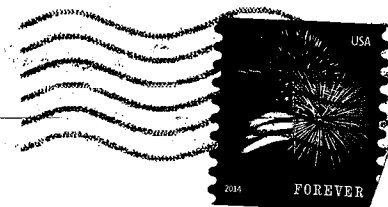
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