

NVS-200

CL-10702649-9166

March 13, 2015

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

[REDACTED]
Houston, TX [REDACTED]
[REDACTED]

MAR 25 2015

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

**RE: The letter is in response to the safety recall to my vehicle
(VIN: 3D3KU28C34G [REDACTED]).**

Dear Sir or Madam,

Since receiving the safety recall notice in early 2015 regarding the passenger airbag inflators, I have been told repeatedly by the service representatives at Helfman Dodge, 7720 Katy Fwy, Houston, TX 77024 that the required parts to repair my vehicle are not available. It has been explained to me that Chrysler has not sent the parts to make the required repairs and therefore the repairs cannot be made. And I should continue to drive my recalled vehicle until contacted with no estimate of delivery of the parts or an estimated time when to return to Helfman Dodge for repairs.

To make matters worse, the dealer service representatives informed me that I must agree to a waiver that releases Helfman Dodge Houston from any damage to my dash before the recall repairs can be made. It was explained to me that there is a high probability that the dash and components will crack and break during the dismantling and installation of the airbags. And any damage to the dash will not be repaired or replaced. The waiver that is required will waive Helfman Dodge Houston from any responsibility to damage, destruction, repair, or replacement to my existing dash and/or components.

I believe it is unacceptable that I cannot successfully have my vehicle repaired as the safety recall instructs. My vehicle cannot be repaired in a timely manner. And there is no indication as to when such repairs might be made and the arrival of the needed parts is unknown.

It is equally troubling to learn that damage to my vehicle during the repairs at the dealership is highly likely and in no way will the dealership (Helfman Dodge Houston) be responsible for damage to my vehicle's dashboard during the repair of the airbag inflators.

NAM
3/30/15
SMD

All attempts to remedy the defects have failed.

As a result I believe I am now placed in a position of jeopardy. I should in no way be responsible for the cost associated with the recall or any damage associated with the repairs performed by my Chrysler, Jeep, Dodge or RAM dealer.

I hereby request:

1. My vehicle repaired immediately as detailed in the important safety recall (P78 / NHTSA 14V-770) and;
2. FCA US LLC cover all replacement cost of a new dash as a result of damage or destruction to my existing vehicle's dash during the safety recall repair by the dealership. Damage or destruction to include cracks, breakage, and/or discoloration as a result of installation of the passenger airbag inflators.

I would appreciate your timely response and any guidance you can provide in regards to my vehicle being repaired and returned to me without damage as soon as possible.

Thank you.



Cc:
FCA US Customer Assistance
P.O. Box 21-8007
Auburn Hills, MI 48321-8007

Houston, TX

NORTH HOUSTON TX 773

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