

CL-10935219-2384

[REDACTED]

Topeka KS [REDACTED]

[REDACTED]

July 1, 2015

Administrator
National Highway Traffic Safety Administration
1200 New Jersey Ave SE
Washington DC 20590

JUL 13 2015

RE: Safety Recall Notice for VIN 2D8HN44E29R [REDACTED]

Dear Sir or Madam:

I received the safety recall notice for the above referenced VIN which is a 2009 Dodge Grand Caravan. I contacted my dealership regarding this notice and was told they would order the part. After a three week wait, I contacted the service manager to ask the status of the order and was told the following. It will be a very long wait because they have 400 vehicles on the waiting list ahead of me. The Dodge/Chrysler home office only sent them 2 replacements. They were told that when those two replacements were installed then the home office would exchange the units on a one to one basis. Therefore they have to install two units, send them in, wait for two more to be sent to them, install them and so on. For 400 vehicles, even if the exchange were done on a daily basis this could take more than a year at least.

This is no fault on our local dealership (Briggs Dodge, 3001 S Kansas Ave., Topeka, KS 66615). However, this seems to be a very unreasonable wait time for a safety issue due to the Dodge company's practice. We use this vehicle primarily for highway driving in our business and I am concerned about the safety issue which is exacerbated by the unreasonable wait time policy caused by the company.

I appreciate any assistance you may give in correcting this dangerous practice on behalf of Dodge/Chrysler regarding compliance with the National Traffic and Motor Vehicle Safety Act.

Sincerely,

[REDACTED]

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7/1/15
SMD

Topeka, KS

KANSAS CITY 640

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