

CL-10744/64-8632

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

ADMINISTRATOR

National Highway Traffic Safety Administration

1200 New Jersey Ave. S.E.

Washington, DC 20390

9/10/15

[Redacted]

SEP 25 2015

Midland Mi. [Redacted]

[Redacted]

Dear Sir or Madame,

I am writing to you in regards earmarking RECALLS on my vehicle. I have experienced very poor customer care from Chrysler and Mopar in resolving the repair on my vehicle.

Recalls that have not been completed or addressed are # 617 & NHTSH/07E064000. Chrysler/Mopar and the dealership state "parts have been discontinued". I find that hard to believe when you can order any of these mopar or delco parts from any automotive store not to mention amazon.com. I was also told by the dealership that they had not been paid for the recalls they did fix by Chrysler. How do you think dealerships will or would survive if they were not being paid for a service? Chrysler customer service rep advised that I pay the dealership and submit the billing to them for reimbursements. What would make a consumer entertain that when its Chrysler's responsibility to pay for parts/ repair's at no cost to the customer earmarking recalls? This has been going on far too long !!! This is the reason I am notifying you by mail. Please advice and thank you. I will be looking forward to hear from you to get these recalls completed in a timely manner. Right now I have been dealing with all of this since the beginning of this year.

Sincerely,

[Redacted Signature]

[Faint, mostly illegible text]

NM  
93015  
SMD

Midland, MI

METROPLEX MI 490

10 SEP 2015 PM 6 L



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NATIONAL HIGHWAY TRAFFIC SAFETY ADMINISTRATOR  
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