

August 18, 2015

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

Administrator:

AUG 25 2015

Dear Sir,

I write to you today out of frustration with the local automobile dealer I purchased a 2012 Jeep Wrangler from. I received the recall notice #P61/NHTSA 14V-631 several months ago. I have tried with no success to have the recall repairs made to my vehicle. I spoke with the people at Chrysler Group Recall Assistance Center and they assured me the parts for the repair have been available for the last six months.

Below is the Yelp review I submitted about this dealership this evening. There are many poor reviews in the Yelp review for the Earnhardt Dodge, Jeep Chrysler Dealership in Gilbert Arizona. Most of which are complaints about warranty and recall service. I am asking for advice as to what my next option should be.

"I have had nothing but bad luck with this dealership. I have attempted to make an appointment to have a recall repair made to my 2012 Jeep Wrangler and have called on many occasions to try to make an appointment to have the repair done. They always say the service writer is busy and to leave a message. I have left 5 different messages over the last three months and have yet to ever get a returned phone call. Today I tried again, I even called the Chrysler recall assistance center to verify the parts are available to make the repair. They told me the parts have been available for the last six months.


Chandler, AZ 

cc.
Chrysler Group LLC
PO Box 218008
Auburn Hills MI 48321-8008

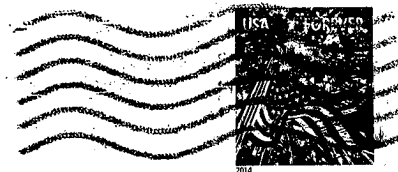
Earnhardt Dodge, Chrysler, Jeep
1521 E. Drivers Way
Gilbert, AZ 85297

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