

CL-10805796-5957

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, D.C. 20590

September 22, 2015

Ref: VIN 2A4RR5DG7BR [REDACTED]

Gentlemen:

OCT -1 2015

I received a recall notice for my 2011 Chrysler Town & Country van around September, 2014. The recall was for the rear vent window switch. I received a second notice of recall within the last month about the same switch. I have contacted my local dealer, Thomson Chrysler Dodge Jeep Ram, on several occasions with no success. They keep telling me that they do not have the parts. It seems as though my switch has a green light and the only parts they have are with the blue light.

This seems absurd that they cannot get parts as simple as a switch so I have no other option than to file this complaint. Any help will be appreciated.

Sincerely

[REDACTED]

Thomson, Ga. [REDACTED]

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SMD

Thomson, GA

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FOREVER

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