

CL-10866846-2786

MIDLAND, TEXAS

October 8, 2015

RE: CASE [REDACTED] SAFETY RECALL
PASSENGER AIRBAG INFLATORS
P78 / NHTSA 14V-770
RECORDS INDICATE THIS VEHICLE REQUIRES
REPAIR FOR NOTIFICATION(S): R25 P81
2004 DODGE RAM 2500 PICKUP
VIN3D7KA28C74G [REDACTED]
OWNERSHIP OF VEHICLE IN THE NAME OF
[REDACTED]

OCT 20 2015

ADMINISTRATOR
NATIONAL HIGHWAY TRAFFIC SAFETY ADMINISTRATION
1200 NEW JERSEY AVE., S.E.
WASHINGTON, DC 20590

Gentlemen:

I have received two notices regarding the above safety recall. As of the date of this letter the following has occurred:

1. First visit to All American Dodge Dealer with the vehicle and the FCA notice. I was told that they "could not get the part." Further, there was no assistance offered. I was told they were dependent on the manufacturer to make the part available and that I would receive another notice when the part was available.
2. Received second notice. Second visit to All American Dodge Dealer with the vehicle and the FCA notice. I was told that they "could not get the part." Again, there was no assistance offered. I was told they were dependent on the manufacturer to make the part available and that I would receive another notice when the part was available. I offered to leave the vehicle with them and wait for the part. All American Dodge in Midland, Texas was not willing to keep the vehicle.
3. One phone call to the RCA US Recall Assistance Center at 1-800-853-1403 which resulted in a nice lady contacting All American Dodge in Midland, Texas. This resulted in a return phone call on September 14, 2015 from Pat in the Service Center at All American Dodge in Midland, Texas. After a brief discussion, Pat said he would check into the matter. Pat called me again the same day and informed me that my vehicle was not needing R-18 but it needed R-25-0 and he would get in touch the next day. As of today, no phone call has been received.

I respectfully request ANY help you can give me regarding this Safety Recall. I respectfully request that you respond to this request in writing. I am afraid to drive this vehicle until this Safety Recall issue is resolved.

Sincerely,

Cc: Attn: Pat - Service Dept.
All American Chrysler Jeep Dodge of Midland
3801 W. Wall St.
Midland, Texas 79703

Attn: Scott Johnson, General Manager
All American Chrysler Jeep Dodge of Midland
3801 W. Wall St.
Midland, Texas 79703

NAM
102315
SMD

MIDLAND, TEXAS

ADDRESS SERVICE
REQUESTED



Administrator
Nat'l Highway Traffic Safety Admin.
1200 New Jersey Ave. S.E.
Washington, D.C. 20590

