

October 27, 2015

[REDACTED]
Ocala, FL [REDACTED]

NOV -4 2015

Re: Passenger Air Bag Notice P40/NHTSA 14V-354, P78 14V-770

Administrator, NHTSA
1200 New Jersey Ave. SE
Washington, DC 20590

Dear Administrator.

We have received no less than five notices regarding the passenger air bag issue on our 2003 Dodge Ram 3500 VIN last 8 digits 3G[REDACTED]. The first notice was sometime in early February 2015. I contacted Crystal Dodge in Inverness, Florida on February 26 who advised that the replacement airbag was on backorder and would call when it came in. After receiving another notice or two I contacted Crystal again on May 14 and was told the same story by Miss Terry.

Having heard nothing and receiving another notice on August 28 I spoke with Kelly at Plaza Dodge, I assume the dealership changed owners, who advised I needed to submit a form to get on a list. She promised that since I had been trying to get the part for so long she would put me at the top of the list and that I should ask for her when I came in to fill out the form

I went to Plaza Dodge the following week and was intercepted by a service rep. When I told him about Kelly's plan he advised that she could not do that and took my name. I ask him if he could simply disable the airbag to avoid injury in the event it exploded and he said it could not be disabled. That is when I decided to write to you. I have been in cars that had switches or buttons to disable the passenger airbag when a child under a certain weight is riding in the passenger seat. If that airbag can be disabled, so can the one on our truck. Surely, it can be unplugged or removed and the truck can continue to operate safely from the known risk of the defective airbag.

Florida Senator Bill Nelson was just on the news having a fit because owners are not having the airbags replaced. That rant reminded me of my problem with the dealership. Please help and hopefully direct me to a dealership that can actually do the job.

[REDACTED]

cc: Senator Bill Nelson

ET
11/05
SMD

Ocala, FL

JACKSONVILLE FL 320

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