

CL- 10838353- 4739

NEF-010

[REDACTED]  
Northport, AL  
January 11, 2016

JAN 23 2016

National Highway Traffic Safety Administration  
Administrator  
1200 New Jersey Avenue S.E.  
Washington, D.C. 20590

Dear National Highway Traffic Safety Administration:

I received notice of the recall "RO3/NHTSA 14-V-373" on my 2010 Dodge Caravan by mail early June 2015. Today, I received a second notice inquiring to whether or not I had the issue resolved. The issue has not been resolved. I am quite frustrated to continually be told by Locklear Dodge that they are "waiting on the parts" to correct what could be a life-threatening issue on my van, for my family and me.

On 6/17/15, I called to schedule an appointment for the recall. They told me I was 46<sup>th</sup> in line, and that they would contact me when they had the parts needed. On 10/05/15, I called to check on the status of parts. They told me I was 17<sup>th</sup> in line, and that they would contact me when they had the parts needed. Just this morning, 1/11/16, I called to check on the status of parts. They told me I was 10<sup>th</sup> in line.

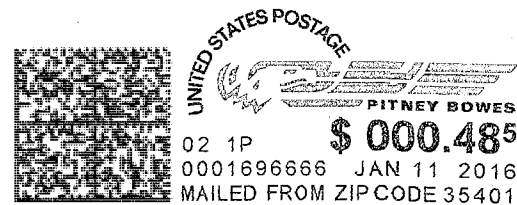
This is simply unacceptable. I would appreciate your prompt attention to this matter.

If you have any questions, please contact me at [REDACTED]

Sincerely,  
[REDACTED]

NM  
2216  
SMD

TUSCALOOSA, AL



National Highway Traffic Safety Administration  
C/o Administrator  
1200 New Jersey Ave.  
Washington, D.C. 20590

