

CL-10838367-5355

## Complaint

1/11/16

FEB -2 2016

We received Safety recall Notice R42/NHTSA 15V-542 late last year regarding the Transmission Control Module. Listed on it was a possible issue with the transmission if the part malfunctions. We have experienced this issue (shifting from drive to neutral) on several occasions to include before the recall came out. We have brought the car to the dealer each time and they weren't able to duplicate the problem. Unfortunately, according to Chrysler, the part will take months to be manufactured. We requested a long-term rental through Chrysler and were denied. Please look into this matter ASAP and assist us in resolving this issue. We are uncomfortable driving this car because we fear that it will shift into neutral at the wrong time and cause an accident. If you need more information, you can contact the dealer (Gerry Wood of Salisbury, NC) or contact us at [REDACTED] or [REDACTED]

Sincerely,

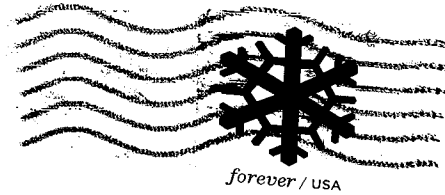
[REDACTED]  
VW: 103CDFDH9ED [REDACTED]

NM  
2416  
SMD

China Grove, NC

CHARLOTTE NC 282

13 JAN 2016 PM 2 L



Administrator.  
National Highway Traffic Safety Administration  
1200 New Jersey Ave., SE  
Washington DC 20590

20590

