

FEB 16 2016

[REDACTED]
Springfield, Missouri
[REDACTED]

January 11, 2016

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

Dear Sir:

I write today to register a complaint with the handling of a Chrysler Corporation safety recall.

Approximately a year ago, I received a safety recall identified as L25/NHTSA 14V-373 from the Chrysler Corporation. The recall was titled "Wireless ignition Node Module Detents". My 2008 Dodge Grand Caravan was being recalled to repair a potential ignition problem that could lead to engine shutdown, increasing the risk of occupant injury during a crash. This notice stated that "Chrysler intends to repair the vehicle, however, the part required to provide a permanent remedy for this condition is currently not available" It further stated that I would be contacted again with a follow-up recall notice when the remedy is available.

The second notice referenced recall R03/NHTSA14V-373 and arrived in May of 2014 as a replacement for the previous recall notice. It requested that I "simply" contact my dealer to schedule a service appointment. I called my dealer, Corwin Dodge Ram, 1025 W. Sunshine St., Springfield, Missouri 65807 to schedule the repair. I was told that they did not have the parts required - that they were on order - and my name would be placed on a list. When the parts came in, they were to call me. I asked for an approximate date for the repair and was told it would be about the 1st of July.

I believe I called again sometime in July and was told the parts were still unavailable and they would call when ready for me to come in for the repair.

After that, I simply failed to continue to follow up and was not contacted by the dealer.

In January, 2016 the third recall notice arrived. This was also identified as R03/NHTSA 14V-373. I called Corwin Dodge once again and was told that they did not have the

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parts and my name would be put on a list. I was told I was #50 on the list. When the parts came in, they would call me.

It was all too familiar. I informed the individual that I was talking with about my experience a year ago and received little explanation beyond blaming Chrysler for the problem. The issue lies with/between Chrysler and the dealer. The customer and/or public safety is obviously not much of a priority in the process.

I would appreciate your consideration and assistance wherever appropriate.

Sincerely,



cc. Corwin Dodge
cci.Chrysler Corporation

SPRINGFIELD, MISSOURI

SPRINGFIELD MO 658

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APPROVED FEB 04 2016

ADMINISTRATOR
NATIONAL HIGHWAY TRAFFIC SAFETY
ADMINISTRATION

1200 NEW JERSEY AVENUE
S.E. WASHINGTON, DC
20590

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