

[REDACTED]
Garfield, Arkansas
January 18, 2016

U.S. Department of Transportation
National Highway Traffic Safety Administration
1200 New Jersey Avenue, SE
Washington, D.C. 20590

FEB -8 2016

Regarding: McLarty Daniel
2201 SE Moberly Lane
Bentonville, Arkansas 72712
Phone: 877-274-3808

Regarding: Recall N46 (fuel tankage leakage)
Recall R60 (air bag inadvertent deployment)

To Whom It May Concern:

I am writing this letter to report a case of extreme negligence and indifference to safety in performing the above recall improvements.

On December 4, 2015, I phoned McLarty Daniel to set up an appointment to have them perform the above recall work. I was told that they could do both of the recall work, but it would require 4 ½ hours work. On December 11, I dropped off my 2003 Jeep Liberty along with two copies of the recall notices stating the work needed to be done. At that time I also requested that they rotate my tires as long as my car needed to be left there.

Upon picking my Jeep up 6 ½ hours later, I noticed on the maintenance sheet that under R60 (air bag) and N46 (fuel tank) all that was listed was; "Recall, Recall? I also noticed that nothing else was listed and asked the service advisor, Alan Aguilar, if the recall work had been done. His exact response was; "Both recalls were taken care of". I again questioned; "Both?", and his reply was again; "It was all taken care of".

During the next week I went on-line to; recalls.mopar.com in order to check if my recall work was recorderd. After seeing that these two recalls were still listed as "incomplete", I called McLarty Daniels on December 17 and spoke with Patricia Lee, Customer Relations Manager at 479-271-1941. I explained that my recall work had not yet shown up on [REDACTED] I then spoke with the service advisor, Alan Aguilar who then informed me that only the N46 (fuel tank) work had been done. He said that it just required an inspection...(in spite of what the recall sheet stated; "two new bolts need to be replaced").

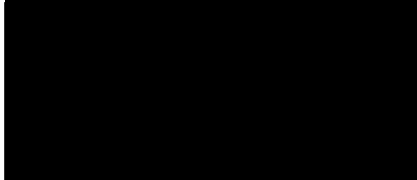
On December 30, I called the Chrysler Group Recall Assistance Center at 800-247-9753 and informed them that my recall work was still listed as "incomplete" on [REDACTED] I was told to stay on the line while they called McLarty Daniel to see why the work had not been filed. After a short while, I was then informed by the Chrysler Group Assistance Center that McLarty Daniel had in fact NOT performed any of the recall work on my Jeep.

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Needless to say, I am infuriated by the lies told and the complete indifference to the safety issues involved. If I had not had the foresight to continually check on-line about the status of my recall work, I would never have known that the work was not done. I wonder how many other McLarty Daniels customers are now driving around and under the impression that their safety recall work was completed, but not aware that the work was not done.

I really like my Jeep Liberty and expect to buy another Jeep in the future, but will never go back to McLarty Daniels, and will certainly spread the word that this dealership is not to be trusted.

Cordially,



Garfield, Arkansas

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