

[REDACTED]
Rosharon, Texas [REDACTED]
[REDACTED]

JUL 23 2016

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

July 19, 2016

Reference Safety Recall: S27 / NHTSA 16V-240
My Vehicle VIN #: 2C3CCABG1DH [REDACTED]

Received safety recall notice on May 30, 2016 for my above listed vehicle. Called AUTO NATION (formally Allen Samuels Chrysler-Dodge) 1515 South Loop West, Houston, Texas and was given an appointment for June 7, 2016. On this day vehicle was turned into Auto Nation for repairs. Received a call informing me that my vehicle was "READY" for pick-up, after receiving my keys and signing for the vehicle I notice a statement on the invoice that read, "parts not available yet". Returned to Service Department and asked a technician what had been done to my vehicle? I was then informed that the parts had to be ordered and I would be notified when the parts arrive.

It's been over fifty days since I received this notice and still no parts in stock. Since this is a MAJOR SAFETY RECALL should there be more prompt action from Chrysler? I am very concerned about the safe operation of this vehicle and question if it should be operated until the effected items are corrected.

Sincerely,
[REDACTED]

NAM
8116
SMD

Rosharon, Texas

NORTH HOUSTON TX 773

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