

NEF-010
CL-108 98856-1670

[REDACTED]
Coram, NY [REDACTED]

Tel : [REDACTED] [REDACTED]

To : The Administrator

AUG 23 2016

National Highway Traffic Safety Administration

1200 New Jersey Ave., S.E.

Washington, DC 20590

Date : 08-14-2016

EXPERIENCE AT BROWN'S CHRYSLER/JEEP DEALERSHIP FOR RECALL REPAIRS

483 Rte. 112 Patchogue, NY 11772

Mon. 8/1/2016 1:35 pm.

I presented my Recall Letter (copy attached) to the Repr. for 2 Recalls (1) R06
and (2) N46

Appointment was made for Mon. 8/8/2016 at 6:00 pm for R06

I was told that I will be called with another appointment for N46 when parts come in.

Mon. 8/8/2016 5:30 pm.

At the Service Desk I met Repr. Chris who looked up and could not find my
appointment on the computer and asked for my information all over again.

He told me that he will put my car in for the R06 repairs but the N46 repairs
will not be done at all.

I then told him that another Repr. on 8/1/2016 had told me that both repairs will be
done but at different times.

Chris raised his voice at me in a very angry tone and actually shouted :

"I don't care who told you anything before. I am telling you now what I will do.

If you don't want it – take your car and leave".

NM
82616
SMD

I then asked to speak to someone else and walked over to another Repr. (unknown) who said that he heard what Chris had told me but he will take care of my car.

My car was driven in to the Work Area at 6:05 pm. and I was told that I can sit in the Waiting Room where I can see the Work Area.

In the waiting Room there were a few men and 1 woman also looking on and waiting At 8:17 pm.(more than 2 hrs. later) the Repr. came and told me in the presence of the other customers, that the repairs cannot be done because the "Check Engine Light" was on and asked me if I was aware that it was on. I told him that no such Light was on. This made him agitated and he answered by saying :

" Well- It is on now "

I asked him why did they not tell me at **6:05 pm** when the car was driven in the Work Area because obviously they would have seen that light on then.

He became very angry at me for asking that question, and he then told me that I gave the first Repr. trouble and now I am giving him trouble so **" your car is done - everything is fixed – if you find anything wrong with it afterwards - fix it yourself "**.

Since there was no Manager in this Service Dept. I went over to the Sales dept. two times and complained about the treatment I was receiving.

The Manager in the Sales Dept. wrote my contact information and told me that the Manager of the Service Dept. will call me the next morning ie. Tuesday 8/9/2016.

Also, the seven customers who were also waiting and witnessed all that transpired became very upset and **they wrote their names and tel nos. and gave me** and said that they will never bring their cars to this Dealership again or have any dealings with Chrysler again (**I have these names and tel. nos**)

Also, the clerk in the Parts Dept. which adjoins the Waiting Room said he saw what was going on and advised me to complain to Management.

Then I was told that I had to sign their invoice (copy attached) or they will not release the car to me.

I left with my car after 9:00 pm not knowing what was done or what was not done to my car and furthermore, I felt very uncomfortable after experiencing their attitude and their handling of my car, that I decided that driving my car might be unsafe so I intend to park it and lay it up until I decide what to do about it.

At this time it will be against my moral upbringing to describe the attitude and behavior of the employees/representatives of this Brown 's Jeep Dealership.

Now, five (5) days have passed – today being Sun. 8/14/2016, and I have not heard from any Manager concerning my complaints – not even a courtesy or feed back call – which lends to the suggestion – that this animalistic and discriminating attitude of the representatives and employees of that Dealership towards customers, is not only condoned and tolerated, but is encouraged.

Now, for more important update :

As it is, I am a [REDACTED] year old male, having been born in the year [REDACTED] [REDACTED], and I am recovering from Open Heart Surgery- triple bypass etc., etc., etc., I was doing fine until my experience at this Dealership, so it was no surprise that while I was driving home from that Dealer I experienced uncontrollable shaking of my body and severe pulling pains in my chest cavity. Somehow I made it home only to be rushed to the hospital by my family and a friend.

Because of the circumstances, both the Cardiologist and my Attorney determined that this setback was directly caused by the stress and anxiety which I suffered from the ordeal at that Dealership and now I am writing this letter while in my hospital bed facing all kinds of medical attention and no assurance that I will make it.

My Attorney asked me to send this my account to you in order to satisfy the requirement of informing all concerned and to give notice of further action to follow.

Yours truly,

[REDACTED]

IMPORTANT SAFETY RECALL

R06 / NHTSA 15V-046

This notice applies to your vehicle (VIN: 1J4GL38KX3W [REDACTED]).

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act.

Dear [REDACTED]

FCA US LLC has decided that a defect, which relates to motor vehicle safety, exists in certain 2002 and 2003 model year Jeep Liberty models; 2002 through 2004 model year Jeep Grand Cherokee models; and 2003 and 2004 model year Dodge Viper models.

The problem is... The airbag system Occupant Restraint Control (ORC) module on your vehicle may experience a front airbag and/or seatbelt pretensioner inadvertent deployment. An inadvertent deployment while driving could distract the driver and cause a crash without warning.

What your dealer will do... FCA will repair your vehicle free of charge. To do this, your dealer will replace the Occupant Restraint Control module. The work will take about two hours to complete. However, additional time may be necessary depending on service schedules.

What you must do to ensure your safety... Simply contact your Chrysler, Jeep, Dodge or RAM dealer right away to schedule a service appointment. Please bring this letter with you to your dealer.

If you need help... If you have questions or concerns which your dealer is unable to resolve, please contact the FCA Group Recall Assistance Center at either fcarecalls.com or 1-800-853-1403.

Please help us update our records by filling out the attached prepaid postcard if any of the conditions listed on the card apply to you or your vehicle. If you have further questions go to fcarecalls.com.

If you have already experienced this specific condition and have paid to have it repaired, you may visit www.fcarecallreimbursement.com to submit your reimbursement request online or you can mail your original receipts and proof of payment to the following address for reimbursement consideration: FCA Customer Assistance, P.O. Box 21-8004, Auburn Hills, MI 48321-8007, Attention: Recall Reimbursement. Once we receive and verify the required documents, reimbursement will be sent to you within 60 days. If you've had previous repairs and/or reimbursement you may still need to have the recall repair performed on your vehicle.

If your dealer fails or is unable to remedy this defect without charge and within a reasonable time, you may submit a written complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Ave., S.E., Washington, DC 20590, or you can call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153), or go to safercar.gov.

We're sorry for any inconvenience, but we are sincerely concerned about your safety. Thank you for your attention to this important matter.

Ask your dealer about the following notification(s). Our records indicate that your vehicle also requires repair for notification(s): N46

Customer Services / Field Operations
FCA US LLC

Note to lessors receiving this recall: Federal regulation requires that you forward this recall notice to the lessee within 10 days.



FCA US LLC

CIMS 482-00-85

PO Box 218008

Auburn Hills MI USA 48321-8008

PRESORTED
STANDARD
U.S. POSTAGE
PAID
FCA US

IMPORTANT!

Address Service Requested

3W R06

SAFETY RECALL NOTICE

IMPORTANT SAFETY RECALL INFORMATION



Issued in Accordance
With Federal Law



3W

R06

020537

CORAM, NY



020537/#75918/R06-3D



NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES

BUSINESS REPLY MAIL

FIRST-CLASS MAIL PERMIT NO. 9941 DETROIT MI

POSTAGE WILL BE PAID BY ADDRESSEE

RECALL ADMINISTRATION 482-00-85
PO BOX 218008
AUBURN HILLS MI 48321-9959



CUSTOMER #

INVOICE



483 Route 112 · Patchogue, NY 11772
 Phone: (631) 289-8500 · Fax: (631) 475-1478
 www.browns112.com
 NYS REPAIR SHOP R 152-0090

CORAM, NY

PAGE 1

HOME:

BUS:

CELL:

SERVICE ADVISOR: 7441 CHRISTOPHER R DUNN

SUB:		COLOR		YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
				03	JEEP LIBERTY	1J4GL38KX3W		278813/278813		
DEL. DATE		PROD. DATE		WARR. EXP.		PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
26JAN03 DD						21:15 08AUG16		0.00	CASH	08AUG16
R.O. OPENED			READY			OPTIONS: ENG:3.7_Liter_MPI				
17:34 08AUG16			20:35 08AUG16							

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
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A Recall / CSN 2 R06 Safety Recall R06 Occupant Restraint Control Module

13 Recall / CSN 2 R06 Safety Recall R06 Occupant Restraint Control Module

6380 W 0.00

1 CBSZR063AA MODULE-OCCUPANT RESTRAINT

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A:

278813 performed r06 recall, came in with check engine light and reset parameters (customer denies check engine light)

B 16 POINT VEHICLE INSPECTION

16P 16 POINT VEHICLE INSPECTION

4820 ISP 0.00

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B:

278813 Performed vehicle check-up, and noted any concerns noted on the checklist.

CHRYSLER

DODGE

Jeep



LIMITED EXPRESS WARRANTY

THESE REPAIRS ARE COVERED BY A LIMITED WARRANTY, LABOR AND PARTS FOR 12 MONTHS OR 12,000 MILES, WHICHEVER COMES FIRST, ON ALL ORIGINAL EQUIPMENT MANUFACTURED PARTS ALL OTHERS 90 DAYS OR 4,000 MILES, WHICHEVER COMES FIRST, WARRANTY REPAIRS TO BE PERFORMED AT SELLER'S PLACE OF BUSINESS.

DISCLAIMER OF WARRANTIES

Any warranties on the product sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty or merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products.

I HAVE EXPLAINED ALL WORK AS STATED ON THIS INVOICE TO MY CUSTOMER. THANK YOU FOR DOING BUSINESS WITH US.

Your Service Advisor:

Customer Signature:

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	0.00
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

CUSTOMER COPY

CERTIFIED MAIL®



7016 1370 0002 1302 5909

Coram, NY

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

W40-304

replace with
LOGO

