

INFORMATION Redacted PURSUANT TO THE FREEDOM OF
INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)

CL-10909273-7535

NEF-010

Sept 7, 2006

SEP 20 2016

Dear Sir,

I am writing in regards to a Recall on my Town & Country 2011 (VIN: 2C4RC1BQ2AR [REDACTED]). It had less than 8,000 miles when I got my 1st notice. When the 2nd notice came they said they had my part it was for a TRANSAXLE Oil Pump. I was told to bring it in for replacement on Aug 31st I got there around 9 am (suppose to take around 7 hrs. I got it back today Sept 7th at about 10 am. 8 days for a 7 hr. job. I was very unhappy. No explanation until I went to the Dealership on Sept 6th. as of then it had not been brought inside the shop for repairs. After I left they put it in and then called me this morning Sept 7 that it was ready. Had I not went over yesterday in person I am sure it would not be yet. I waited 45 minutes back where you wait

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to check in before the service manager even came out to see me. He was paged 4 times. All of this is very unacceptable. I am [REDACTED] yrs old. Have been a customer of theirs since 1990. Bought a new van + 3 since then. I am very unhappy with my experience with the service department.

I have a good relationship with the sales personnel and people up front. That is why I keep going back. In fact my sales person I have been buying from his family since 1963. They are great people. I would ask for no better. Thank you sir for your time. Yours truly,

[REDACTED]
[REDACTED]
Carrollville, Ga
[REDACTED]

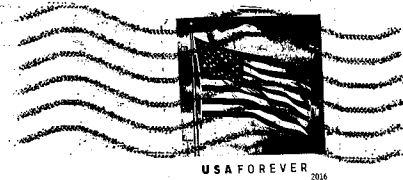


Carnesville
Georgia



ATLANTA METRO 300

08 SEP 2016 PM 9 L



National Highway Traffic Safety Administration
1000 New Jersey Ave, S.E.
Washington DC 20590

Attention:
Administrator

20590-

