

[Redacted]

Santa Barbara, CA

Office
Home

Facsimile
Facsimile

Cell

[Redacted]

SEP 23 2016

September 16, 2016

Certified Mail - Return Receipt Requested

Administrator
National Highway Traffic Administration
1200 New Jersey Avenue, S. E.
Washington, D. C. 20590

Re: 2016 Jeep Grand Cherokee, VIN 1C4RJEBG3GC [Redacted]
Recall #1: Shift Interlock Solenoid Electrical Connector, S28/NHTSA 16V-249
Recall #2: Left Front Brake Caliper, S16/NHTSA 16V-168

To Whom It May Concern:

On July 3, 2016, I purchased the aforementioned new Jeep Grand Cherokee. Since then, I have found it next to impossible to deal with the Service Department at Crown Dodge-Jeep in Ventura, California. While the salesman has been quite helpful, the Service Department and personnel seem absolutely overwhelmed with volume and are virtually non-responsive to phone calls and my email to them dated Friday, September 9, 2016, a copy of which is enclosed. They neither have called me back nor responded to that email.

Since these recalls seem rather critical, I hereby am soliciting your help in resolving the problems. I look forward to hearing from you with respect to any suggestions you might have.

Kind regards,

[Redacted Signature]

cc: Mr. Dan Wallis, Operations Manager
Mr. David Weber, Service Department

NAM
92816
SMD

[REDACTED]

From:

Sent:

[REDACTED] Friday, September 09, 2016 5:16 PM

To:

'service@4crowndodge.com'

Subject:

2016 Jeep Grand Cherokee, VIN 1C4RJEBG3GC [REDACTED] Recall #1: Shift Interlock Solenoid Electrical Connector; S28/NHTSA 16V-249; Recall #2: Left Front Brake Caliper; S16/NHTS 16V-168

ATTENTION: David Weber, Cassie and Terry

Dear Service Personnel,

Earlier this week I received two recalls on a car which I just bought this summer. I have found it extremely difficult and time consuming to get hold of you on the phone. Twice, when your receptionist transferred me to David, I spent in excess of 20 minutes the first time and 8 minutes the second time on hold. Like you, I am extremely busy and do not have time for these extended periods on the phone. Therefore, I have resorted to email and ask that you do the same with respect to responding to me.

In the interest of family safety, I want to resolve these two issues as soon as possible. The Notices of Safety Recall have advised me to set a very specific appointment and to have asked that you confirm that the parts needed are at your facility and are on hold for this specific aforementioned automobile. I would like to make one trip only for both repairs of the stated defects.

At your earliest convenience, will you kindly respond to this request and advise me in writing when you are ready to service this new Jeep. I thank you for your time and consideration in this regard.

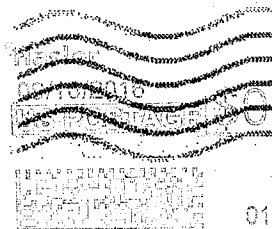
Cordially yours,

CERTIFIED MAIL



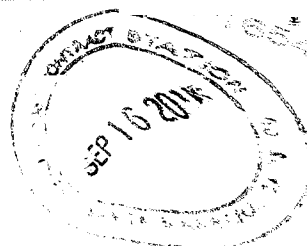
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SANTA BARBARA
CA 931
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1200 New Jersey Avenue, S. E.
Washington, D. C. 20590



**RETURN RECEIPT
REQUESTED**

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