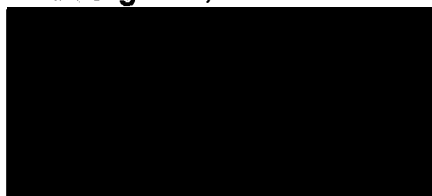


CL-10927924-9182

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



Evergreen, Colorado



NOV 15 2016

1 November 2016

Administrator  
National Highway Traffic Safety Administration  
1200 New Jersey Avenue, S.E.  
Washington, D.C. 205909

Dear Sir or Madam:

Re: R60 / NHTSA 15V-673 Occupant Restraint Control Module

Over a period of more than a year, I have periodically received Safety Recall Notices from Fiat Chrysler Jeep regarding this issue. I have a stack of them on my desk. Despite repeated attempts, the problem is unresolved.

For months, I would call the nearest Chrysler Jeep dealer to schedule an appointment for repair, only to be told that no parts were available. Finally I called (about July of 2016) and was told that yes, the module was now available. I took the vehicle to the dealership for repair (a two hour round trip for both my wife and I) only to be told that the dealer was now out of parts for the repair.

I called again in September 2016 and was told that the module was now in stock. I made an appointment for the repair. We made the 2-hour trip and left the 2004 Jeep Grand Cherokee with the dealer for repair. Late that afternoon, we received a call that the vehicle was ready for pick-up. We again made the 2-hour trip only to find out that nothing had been done. The service manager stated that they were again out of the module.

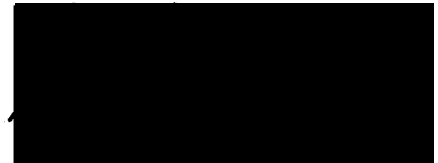
The customer responsiveness of this dealer seems to be unaffected by the fact that I recently purchased a new Jeep from him.

NM  
11/8/16  
SLD

I despair of ever getting this essential safety repair completed on my 2004 Jeep Grand Cherokee. I called the FCA Group Recall Assistance Center, but that telephone call had no result. The Assistance Center representative stated that the dealership did not answer the phone.

The dealer in question is: Auto Nation Chrysler-Jeep West  
16300 West Colfax Avenue  
Golden, Colorado 80401  
(303)-278-0101

Please attempt to shake up this dealer or get Chrysler-Jeep to put the heat on him.

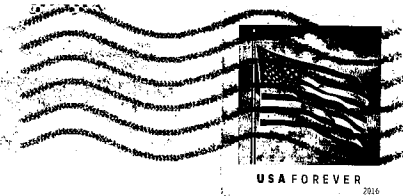


CC: FCA Customer Assistance  
P.O. Box 21-8004  
Auburn Hills, Michigan 48321-8007

Auto Nation Chrysler – Jeep  
16300 West Colfax Avenue  
Golden, CO 80401

DENVER CO 802

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

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