




December 5, 2016

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

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

Re: Recall S27/NHTSA 16V-240  
(VIN 1C4RJEBG7FC )

DEC 16 2016

Gentlemen:

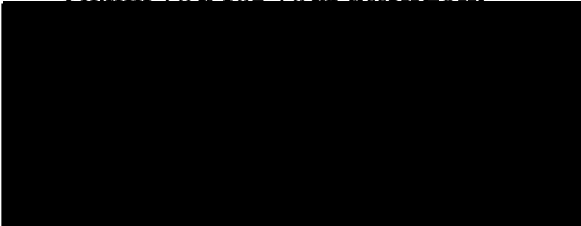
Thank you for your recall notice regarding the Transmission Electronic Shift Lever on my 2015 Jeep Grand Cherokee. The vehicle was purchased from Whitten Brothers in Richmond, VA. After receiving your original notice, I made an appointment for the repairs, and they were purportedly carried out on September 27, 2016.

I recently received a second recall notice stating "...recall repairs were attempted on your vehicle.... FCA US has determined, however, **your vehicle did not receive the complete and proper recall repair.**"


I called Whitten Brothers Service Department on 11/29/16, at 11:55 AM. I was told by the service agent that the repairs were indeed carried out and that the paperwork was improperly filed. I told him that his statement was in contradiction of the recall notice (quoted above), that his explanation was unsatisfactory, and asked to speak with the Service Supervisor. I was directed to a voice mail box, where I left a message explaining the problem, along with my name and phone number.

As of this writing, I have yet to receive the courtesy of a return call from the Service Department. I am greatly concerned with the safe operation of my vehicle, as are you, but apparently, Whitten Brothers is not. I would request that you use your good offices help me get the required repairs done at a reliable dealer.

Thank you for your attention.



ic: Whitten Brothers  
10701 Midlothian Turnpike  
Richmond, VA 23235

 Chesterfield, VA 

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122116  
SMD

**[REDACTED]**  
Chesterfield, VA

RICHMOND VA 230

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