

[REDACTED]  
**Bronx, New York**  
[REDACTED]

SEP 27 2017

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

Re: VIN: 1C4RJFAG3DC [REDACTED]  
Safety Recall: **T36/NHTSA 17V-435**  
Safety Recall: **R71/NHTSA-15V-879**

September 19, 2017

Attention: Administrator:

On August 28, 2017, my Jeep Grand Cherokee "stalled without warning" while I was driving. I called "Eastchester Chrysler Jeep Service Department" located at 4007 Boston Road, Bronx, NY 10466 and informed them my vehicle stalled and I was unable to restart. I Asked "could I have the vehicle towed in for service and was told yes". I called GEICO ROAD SIDE SERVICE and had the vehicle towed to Eastchester Chrysler Jeep.

The following morning August 29, 2017, I called Eastchester Service Department for a follow up on the status of my vehicle and was informed about the above mentioned Recall Notices (T36 and R71). I was informed that a technician was performing a diagnostic to determine the cause of the "no start". Later that day I received a text requesting authorization to repair but there was no language in the authorization request that defined/detailed exactly what repairs they intended to perform. I didn't want to authorize any repairs that went beyond the Recall Notices.

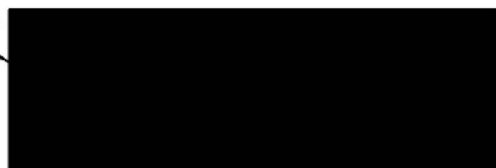
On September 7, 2013, I received a text from Maggie Martir, Service Advisor at Easterchester Chrysler informing me that they had no idea when the part (Alternator) for my vehicle would be available and that I would have to pay a \$35.00 per day storage fee until I moved my vehicle. I called **Fiat Chrysler Automobiles** and spoke to a representative named TIM (reference [REDACTED]) and informed him about the problem I was having getting my vehicle repaired, the storage fees, and the need for a "lender vehicle" while I was waiting for the recall parts to repair my vehicle. He said I was being placed a "Special Tracking" and he would submit my request for a Courtesy Lender Vehicle and that he would call Eastchester Chrysler to resolve the issue about storage fees. I never heard back from TIM and my vehicle is still sitting at Eastchester Chrysler.

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Needless to say, I'm frustrated and terribly inconvenienced by the manufacturing defect of Chrysler's 2013 Jeep Grand Cherokee. I'm being forced to shoulder the full weight and responsibility for their defective product by being charged a "storage fee" while waiting for the parts to repair my vehicle. This is a terrible abuse and disservice. I'm hopeful your office will be able to assist me in resolving the issues outlined in this letter.

Thanking you in advance for your assistance

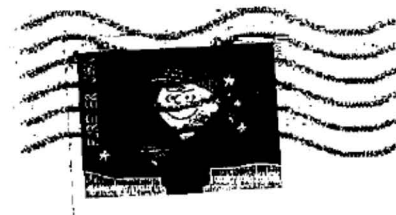




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