

CL-11061770-8022

November 15, 2017

To whom it may concern, Administrator, National Highway Traffic Safety Administration

It is with complete dissatisfaction and frustration that I write this letter. For more than two years we have been trying to get our vehicle serviced due to an electrical issue. The vehicle is a 2004 Dodge Durango, VIN 1D4HB48D24F [REDACTED]. There are three active recalls relating to this vehicle. A couple are for issues with the airbags (15V-313) and (16V-352) another that has to do with the instrument cluster wiring (07V-092). We have repeatedly tried to get these issues resolved especially the latter issue as this has resulted in the vehicle discharging the battery in a very short period of time after the ignition switch is moved to the off position. As you can imagine it is somewhat frustrating and inconvenient to secure a jumpstart every time you come out of a store, the doctor's office or anywhere you go. This has resulted in multiple trips to the local authorized repair shop for diagnosis and for ordering the required parts to correct the issue. Only to never receive them. We have tried to order the replacement parts ourselves only to be told they are not available or out of stock from more than one dealer in Alaska and the northwest. They all tell us we will be contacted when the parts are available. Two years later the parts are evidently still not available as repeated calls and even recent calls to secure the parts ourselves have received the same answer, "the parts are not in stock and we don't know when they will be available." Calling the customer service field operations department has not resulted in any positive action to resolve the issue either.

The vehicle is not operable due to the electrical issue. The battery drains so fast after the vehicle is shut off it is apparent that there is a potential for damage to other systems or for a heat related ignition due to a short or overheated part that is effected by the recalled part or parts. In the recall, it is noted as a potential fire risk. It seems to us that it would be important that the parts be available (after two years of trying to get them) after all fire is serious to most of us.

This vehicle is intended to be the primary transportation of a senior women but due to the lack of cooperation and parts availability she now has to rely on others to complete chores and tasks that she could easily perform herself if only the manufacturer would, in good faith supply the parts to correct the defect it created. We understand the matter is somewhat complicated by the location of the vehicle and proximity of a dealership. The vehicle is located on Kodiak Island in Alaska where unfortunately there is no full-service Chrysler/Dodge/Jeep dealership but there is an authorized repair shop here who has on multiple occasions tried to secure the parts without being successful. Also, multiple phone calls have been made over a two-year period to the customer service department without a resolution.

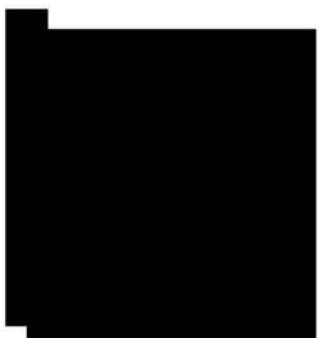
It's time this matter is corrected and the parts for the repair to be acquired and delivered so the vehicle can be made safe and reliable. It should go without saying that this issue has tainted those with knowledge of the issue to look away from the brand and seek vehicles from more responsible and customer friendly manufacturers.

A copy of this letter has been forwarded to the:

Customer Service Field Operations

Fiat Chrysler formerly DaimlerChrysler Corporation

Thank you for your attention. We look forward to resolution to the issue.



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Administrator
National Highway Traffic Safety Administrator
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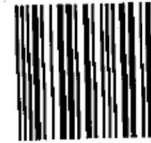
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