

DEC 15, 2017

①

CL-11066388-9086p

DEAR ADMINISTRATOR;

IN Reference to: URGENT SAFETY RECALL, Occupant Restraint Controller - S61/NHTSA 16V-668 2013 Dodge AVENGER 1C3EDZAB3D

I am submitting a written Complaint,

After receiving this notice and being told and shown on the internet that this recall was supposedly repaired in 2015, I went ahead and drove into the dealership in Lafayette, IN. to make an appt. in advance to have this repaired. Today I show up 15 mins. early at the dealership 8:45am, I am then informed that it will be 2 hours before they could even get the car in, and then another 1 1/2 hrs. before it is done, so they then tell me to drop it off and they would have it done by 5:00, when I already had been told (having proof in the e-mails) that I could wait on it, not owning another vehicle or any other way to get anywhere or even to work that afternoon, already inconveniencing my boss & another employee, switching shifts to make it possible for me

DEC 30 2018

NM 1-30-18

10

262

(2)

to get the car in for something that I was informed was already repaired when I bought it 3 months ago.

Now, that being said, it is poor customer service to make someone feel that they are just going to be worked in some time that day after an appt. has already been made

Furthermore, they set up another appt. for my car + I wasn't even so much as asked if the 22nd of Dec. @ 8:30am would even work for me.

8:30am doesn't work for me neither does lost wages when I have to take off work yet again for this.

Missed wages means I might not be able to pay bills.

Not to mention this car was sold to me with 2 bent + 1 cracked (rims). I have already fixed that out of pocket. (Proof of this as well)

(I wasn't informed of this)
I did drive my kids + possibly grandchildren around in this car. Did!! I will not as I don't know how safe this car is?

(3)

This is not my 1st Dodge.

I have bought a brand new Dodge Rampage, 2 jeeps and a Sebring.

I like this Avenger alot, however, I am not a satisfied customer.

What will you do to rectify this situation.

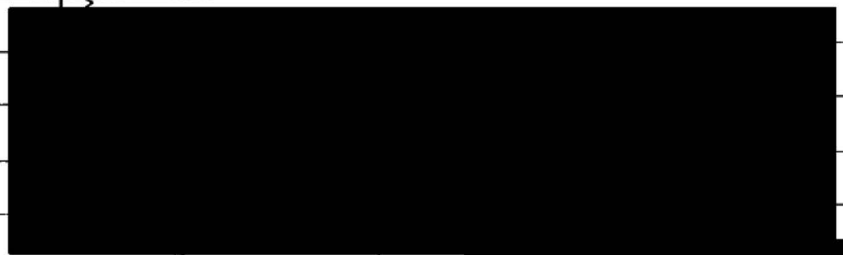
The paper you mailed me said this repair should only take 1 hour.

The dealership states 1 1/2 to 2 hours, but just drop it off.

I cant drop it off.

I look forward to your response, before I make my next move on this situation.

Sincerely,



My DATE OF BIRTH: [REDACTED]



WEST LAFAYETTE IN



INDIANAPOLIS
IN 460
16 DEC '17
PM 6 L



NATIONAL HIGHWAY TRAFFIC
SAFETY ADMINISTRATION
ATTN: ADMINISTRATOR
1200 NEW JERSEY AVE S.E.
WASHINGTON, DC. 20590

