

From: [Ann Marie L Ambrose](#) EQ-11267921-5336
To: [Vehicle Safety Hotline:](#) [REDACTED]
Cc: [REDACTED]
Subject: Safety Recall Jeep Grand Cherokee 2015, NHTSA ODI 11267921
Date: Wednesday, October 16, 2019 7:28:11 PM

To whom it may concern,

Today 15 Oct 2019, my wife brought our 2015 Jeep in to National Dodge in Jacksonville NC to have safety recall repair on it.

She spoke to Brandon Duncan, and it did not go well. She stated that it was the worst customer service she had ever experienced.

Friday, 11 Oct I called NHTSA for file a report and complaint on a safety features and recalls, they are the following:

S27 - Transmission Shift
U65 - Powertrain Module

What was not specific to our jeep was the air bag control system, which deploys air bags without being in an accident.

Long story short, while my wife was driving cross country the drivers side head rest deployed, pics have been attached for review.

While on the phone with NHTSA i was told to make an appointment with the closest doge dealership to have all safety repairs made, on the same day 11 Oct i went in, the representative i spoke to was rude as well and tried to make an appoint at the end of the month, until i made it clear that i was not comfortable driving an unsafe vehicle, so the appointment was made for the 15th.

When my wife brought it in on the 15th, she spoke tp Brandon Duncan, this is where the rudeness comes in. While engaging him about the safety recalls Mr. Duncan told my wife that we would have to pay for the head rest, even though it is a known issue, but when he brought up his system and pointed and rudely told my wife that "see, there is no recall for that on your jeep" all the while he seemed unconcerned about the issues.

I understand that there is a lot going on in the service section, however there is no need to be that rude to a woman who is attempting to fix issues that clearly a safety hazard. If one deploys then it is probable that others may deploy as well.

He could of at least checked the system or have done something to check, however he did not. It was the worst customer service that my wife has had. While i am a fan of dodge, this is not indicative of what i come to receive from my dodge family.

Attached are photos of the vin and head rest, this email has been sent to NHTSA, FCA, and Dodge customer service.

I can be contacted via email or at [REDACTED]. At the very least i would like to have this safety issue addresses and fixed, and that Mr. Brandon apologize to my wife for his rudeness. Thank you and i look forward to your reply.

Please forward this email, i have also sent this same information to the email box on National Dodge Web Site.

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