

[REDACTED]
Kasilof, AK
[REDACTED]

May 13, 2020

Administer
National Highway Traffic Safety Administration
700 7th Street, S.W.
Washington, DC 20590

Re: Air Bag Recall

Dear Administer:

Because I could not get a Recalled Air Bag repaired by any of the Kendall Ford Alaska Dealerships I am writing you this letter.

End of February 2019 in Anchorage, Alaska, I purchased a 1999 Jeep Cherokee; the Air Bag light was on.

March 2019--After returning home with the car I made arrangements with a garage to have a total mechanical check on the car and I asked about the 'Air bag' then decided I would see if there was a recall on the Air Bag.

I checked the internet (Jeep Cherokee 1999-VIN # 1J4FF68S8XL [REDACTED]) and found that the car was on the Air Bag Recall List and Kendall Ford in Soldotna, Alaska was the dealership to call.

Below are conversations about the Recalled Air Bag:

1. April 16, 2019, I talked with Tracy at Kendall Ford Service Department, Soldotna, Alaska. She looked up the VIN number and verified the car had an 'Air Bag Recall'. She said she would order the part and call me back in 1-4 weeks.

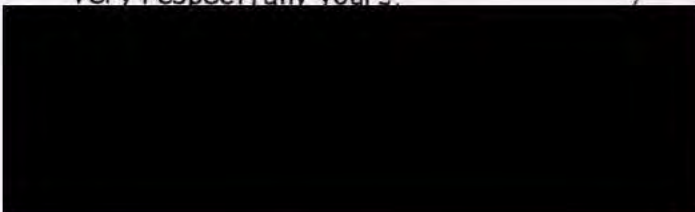
2. I called several times after the initial call (did not document) and could not reach her.
3. May 22, 1999 I called Tracy at Kendall Ford Service Department, Soldotna, Alaska. She said one-more week, she said she would call me next week -- if she had not called me back then I was to call her.
4. June 4, 2019 I called DaimlerChrysler Customer Service and reached Ken in Florida. I talked with Ken from 3:50 pm until 4:46 pm telling him that I had called Kendall Ford in Soldotna, many, many times and could not get anywhere. Ken called Kendall Ford in Soldotna, Alaska and asked to talk with the Manager who was not available so he talked with Tracy in the Service Department who said that the order was cancelled. He said he would call the manager back tomorrow.
5. June 5, 2019 at 1:29 pm, Ken called me back from Daimler Chrysler Customer Service in Florida and asked if anyone had called me back about the 'Air Bag'. I said no. He put me on hold and called Kendall Ford in Soldotna, Alaska. After talking to them he took me off of hold and told me that they said the car was too old and they did not make the parts. I said "Doesn't Takota still make Air Bags"? "Couldn't they get an Air Bag from a salvage yard"? He said "I am going in circles with this dealership". "I will call another dealership." He hung up. (He called at 1:29 pm and hung up at 2:10 pm)
6. June 5, 2019 (almost immediately after talking with me) Ken from Daimler Chrysler Customer Service in Florida called back (it was 2:16 pm). He said he would call Kendall in Anchorage, Alaska and put me on hold. (He had previously called Kendall in Kenai, Alaska and they would not help.) After talking with Kendall Ford in Anchorage he told me that they would not do anything and that they will not be able to find the part. He said that was all he could do and that I could call the National Highway Traffic Safety. I thanked him and we hung up at 2:27pm.

I was depressed over this situation, I put the 'Air Bag' file in a 'Suspense' file and promised myself I would write a letter later. Stuck at home because of Covid 19 I looked at my 'Suspense' file and decided now is a great time to write you.

Can you help me resolve this Air Bag Recall situation and secure an Air Bag for the car?

Thank you for your time, my address, email and phone numbers are listed above.

Very respectfully yours,





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