

INFORMATION REDACTED PURSUANT TO THE FREEDOM
OF INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)

[REDACTED]
Augusta, GA. [REDACTED]

September 9, 2022

National Highway Traffic Safety Administration
Attn: Administrator
1200 New Jersey Ave S.E.
Washington, DC. 20590

RE: Dodge Ram Recall VB2/NHTSA 19V-818

Dear Sir or Madam,

I would like to register a complaint referencing the above recall on our 2017 Dodge Promaster van. After numerous contacts, Fiat Chrysler Automobiles, and the local RAM dealers have not addressed the recall other than to keep telling us we will be contacted when they have parts to make corrections.

Attached is a copy of the safety recall for 2017 Dodge Promaster vans. We attempted to have this matter taken care of as soon as we received notice from Fiat Chrysler Automobiles. It has now been well over two years and the potential problem has turned into a real problem which subsequently resulted in serious damage to our vehicle's motor.

Also attached is a copy of the letter I am sending to FAC. I will appreciate your attention into this matter. Please contact me if you have any questions or require additional information.

[REDACTED]
Thank You Sincerely,
[REDACTED]

[REDACTED]
Augusta, GA. [REDACTED]

September 9, 2022

FCA Customer Assistance
PO Box 21-8004
Auburn Hills, MI 48321-8007

RE: VB2. VIN #3C6TRVDG7 [REDACTED]

Dear Sir or Madam,

Attached is a recall notice we received on our 2017 Dodge Promaster 2500, which we purchased new in 2017. We contacted the closest Ram dealer to get this matter taken care of shortly after we received the notice. That has now been well over 2 years ago and nothing has been done except they tell me your dealerships only receive 2 parts per week to deal with all the recalled Dodge Promaster vans.

Some months ago, the cooling fan failed, and the vehicle overheats if not rolling at least 10mph. I contacted FCA Customer Assistance about the matter and was given no option other than to keep waiting or if I chose to have the repair done myself, they would give consideration into potentially being reimbursed. In a heavy traffic jam, the vehicle overheated where I did not have the option of pulling over (on a mile long 6-lane bridge near Charleston, SC).

Several days later, the motor has now failed and has oil in the water, suggesting a blown head gasket, but noise in the motor suggests more than just that. This should have been taken care of literally years ago. I called Dodge Land of Columbia every two weeks for two months and then every month for several more months. I always got the same answer. I gave up calling because they always said they would call when they had parts. Not long after my last call to them is when I contacted FCA Customer Assistance.

We really think FCA should step up and provide appropriate assistance with your product. If you had taken care of this issue even within a year of the recall, we would not be facing the overwhelming expense we do now. I am copying this letter to the National Highway Traffic Safety Administration per the information on your original recall letter. I can be reached at [REDACTED] or [REDACTED]

Sincerely,
[REDACTED]

EVANS, GA



OUR RECORDS INDICATE THAT YOUR VEHICLE ALSO HAS OPEN RECALL(S): W00

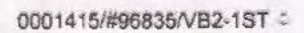
[1] If you no longer own this vehicle, please help us update our records. Call the FCA Recall Assistance Center at 1-800-853-1403 to update your information.

[2] If your dealer fails or is unable to remedy this defect without charge and within a reasonable time, you may submit a written complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Ave., S.E., Washington, DC 20590, or you can call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153), or go to safercar.gov.

[3] You can also mail in your original receipts and proof of payment to the following address for reimbursement consideration: FCA Customer Assistance, P.O. Box 21-8004, Auburn Hills, MI 48321-8007, Attention: Recall Reimbursement.

Note to lessors receiving this recall notice: Federal regulation requires that you forward this recall notice to the lessee within 10 days.





NAME EVANS, GA



Note to lessors receiving this recall notice: Federal regulation requires that you forward this recall notice to the lessee within 10 days.



Augusta, GA

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