

February 6, 2023

Chrysler Corporation
1000 Chrysler Drive
Auburn Hills, MI 48326

Dear Sir/Madam:

I am writing, as a last resort, in hopes that I can get information on the delay in obtaining parts for a Ram Promaster that we purchased from a Ram dealer in Elkhart, Indiana. We have been working with a Ram dealer in Noblesville, Indiana since September of 2022 in trying to replace a seat belt retractor for the passenger side.

During this time, we have been notified that the part is on backorder, and, according to the Ram dealer, it gets backordered daily. The delay in having the repair completed has forced us to drive two vehicles to projects, almost on a daily basis, as we cannot have a passenger, with a defective seat belt.

I have been a steadfast Chrysler person for 40 plus years, still owning 4 Ram trucks, but my patience is nearly gone. We talked with the dealership whom we purchased the vehicle from and they have told us that this appears to be a recall problem and that the servicing dealer will need to maintain control of this repair.

I have tried on two occasions to contact customer service, both times, after explaining the problem, I am disconnected! I sent an email on January 19, 2023, but as yet to get a reply.

Your prompt attention to this matter is of utmost importance to us. The Vin. Number is: 3C6TRVDG3H[REDACTED]. Customers of Chrysler Corporation or any other company should not have to go through what we are experiencing.

[REDACTED]
[REDACTED]
Muncie, IN
[REDACTED]

Cc: National Highway Transportation and Safety Board

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Yorktown, IN

INDIANAPOLIS IN 460

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National Highway Traffic Safety Administration
1200 New Jersey Avenue, SE
Washington, D.C. 20590

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