

From: [DataQuality, DataQuality \(NHTSA\)](#)
To: [EVOQ \(NHTSA\)](#)
Subject: FW: Edits to Complaint #11530174
Date: Friday, September 29, 2023 9:32:46 AM
Attachments: [Complaint #11530174.pdf](#)

From: [REDACTED]
Sent: Thursday, September 28, 2023 7:44 PM
To: DataQuality, DataQuality (NHTSA) <DataQuality@dot.gov>
Subject: Edits to Complaint #11530174

CAUTION: This email originated from outside of the Department of Transportation (DOT). Do not click on links or open attachments unless you recognize the sender and know the content is safe.

Hi,

I am returning the follow up edits to my Complaint #11530174 pertaining to not receiving the recall notice in a timely manner as well as not having my vehicle repaired in a timely manner. I received the recall notice 2 days after my transmission failed due to the recall. My Transmission failed on June 18, 2023. Today is September 28, 2023 and my vehicle is still not repaired and is still sitting at the dealership. I have included all of this in the attached PDF.

Thank you.

--

[REDACTED]

[REDACTED]

[REDACTED]

U.S. Department
of TransportationNational Highway
Traffic Safety
Administration

DOT Auto Safety Hotline
Vehicle Owner's Questionnaire
 To Report Vehicle Safety Defects
 1-888-DASH-2-DOT
 (1-888-327-4236)
 INTERNET: www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 100148

Date Received

03-JUL-2023

Repository ☐Reference No.
11530174**OWNER INFORMATION (Type or Print)**

Name

Address

City

Seattle

State

WA

ZIP Code

Daytime Telephone Number

E-mail Address

Evening Telephone Number

The information you provide will be used to identify potential safety-related defects. We may share your information with the applicable vehicle manufacturer during an investigation or recall in accordance with the routine uses described in the agency's Privacy Act notice. See 49 FR 53971 (Sep. 3, 2004).

VEHICLE INFORMATION17 digit Vehicle Identification Number Located at bottom of windshield on driver's side
3C6TRVCG8KEMAKE
RAMModel
PROMASTERModel Year
2019

Date Purchased

Dealer's Name and Telephone Number
Norm Reeves Honda North Richla 8174850300Engine:
No: Cylinders

Fuel Type:

Original Owner
☐

Dealer's City North Richland

STATE
TXZIP Code
76180

Transmission Type

☐ Antilock Brakes
☐ Cruise Control

Powertrain

Multiple Failure:

Incident Date(s)
23-JUN-2023**FAILED COMPONENT(S)/PART(S) INFORMATION**

Vehicle Components Codes: 100000 POWER TRAIN

Failure Mileage
65000.0

Failure Speed

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make

Tire Model (Name or Number)

Tire Size (Example P215/65R15)

DOT No. (Example: DOTM1 9ABC036)

☐ Original Requirement
☐ Prior Repair

Failure Location:

Tire Component Code

Tire Failure Type:

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make:

Date Manufactured:

Model No./Name:

Seat Type:

Installation System:

Child Seat Component Code:

Failed Part:

APPLICABLE INCIDENT INFORMATION

(Please describe in detail the Incident(s), Failure(s), Crash(es), Injury(ies).)

Crash

☐ Yes ☒ No

Fire

☐ Yes ☒ No

Number of Persons Injured

Number of Deaths

Reported to Police
N**Narrative Description of Incident(s), Crash(es), Injury(ies).**

Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure:
 i.e. parts repaired or replaced (and if old part is available).

The contact owns a 2019 Ram Promaster 2500. The contact stated that the vehicle failed to reverse as needed with the check engine warning light illuminated. The contact then received notification of NHTSA Campaign Number: 23V301000 (Power Train) however, the part to do the recall repair was unavailable. Several unknown dealers were notified of the issue and confirmed that parts were not yet available for the recall repair. The manufacturer was made aware of the issue. The contact stated that the manufacturer had exceeded a reasonable amount of time for the recall repair. The failure mileage was approximately 65,000. Parts distribution disconnect.

I did not receive sufficient notice to get the recall fixed. I received the recall notification 2 or 3 days AFTER my transmission failed due to the recall on June 18, 2023.

It took me over 3 weeks (June 18 - July 11) just to get an appointment at an approved Chrysler dealership (Rairdon's Chrysler Dodge Jeep of Bellingham)

After my vehicle finally arrived at the dealership it took them 7 weeks (July 11 to August 25) to even start working on the return.

I have now been waiting for over a month for the new part to be shipped to the dealership (August 25 - today, September 28). I was first told the part would arrive on September 29, then it was delayed until October 2, and now they are saying it won't be there until October 13.

This van is not only my main mode of transportation, but it is also my home. I have now been without my vehicle and home since June 18.

I have tried to call Chrysler / Mopar but they say there is nothing they can do for me.

They have not offered me a temporary rental vehicle, temporary housing assistance, reimbursement for towing costs, or any solution to fixing my vehicle in a "timely manner". I do not consider having my van at a shop for over 3 months to be a "timely manner". As of now I am still waiting to get my van back and the dealership has pushed the estimated return date to end of October.

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice.

ATTACH ADDITIONAL SHEETS IF NECESSARY

The Privacy Act of 1974-Public Law 93-579. This information is requested pursuant to authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond to this questionnaire. Your response may be used to assist the NHTSA in determining whether a Manufacturer should take appropriate action to correct a safety defect. If the NHTSA proceeds with administrative enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.