

U.S. Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation (NEF-100)
1200 New Jersey Avenue SE
West Building
Washington, DC 20590

Subject: Unresolved Safety Recall – Manufacturer/Dealer Refusal to Perform Required Repair

Dear NHTSA Recall Department,

I am filing an official complaint regarding a safety recall that remains unresolved for my vehicle due to repeated refusals by several dealer centers to perform the required repair. I believe that this situation violates my rights under the federal recall regulations and Title 49 of the United States Code §30120.

Vehicle Information:

- Make/Model: Dodge Sprinter 2500, 2005
- VIN: [REDACTED]
- Current Title Status: California
- State of Registration: California

The vehicle is subject to an active safety recall program. However, Stellantis/FCA and local authorized Dodge and Mercedes-Benz dealers refuse to perform the repair, citing internal limitations – lack of equipment for the repair – and shifting responsibility to each other. This has been happening since May 5, 2025, despite the recall being active and the defect remaining unresolved.

I have repeatedly attempted to obtain the recall repair as required by federal law, but all attempts have been unsuccessful. I am deeply concerned that the manufacturer is failing to meet its obligations to provide free and timely defect remedies as mandated by NHTSA recall law.

I respectfully request that NHTSA investigate this matter and compel the responsible party, Stellantis/FCA or Mercedes-Benz USA, to fulfill its legal obligations.

Please inform me of the next steps and assign a case number so that I can take appropriate action. I kindly request written confirmation of the case number for my records.

Thank you for your attention to this urgent safety matter.

Sincerely,

[REDACTED]

Phone: [REDACTED]

Email: [REDACTED]m

Address: [REDACTED] North Highlands, CA [REDACTED]

RC

[REDACTED]
North Highlands, CA [REDACTED]

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