

DEAR SIRs,

3-15-26

ON FEBRUARY 19TH, MY
HUSBAND TOOK OUR TRUCK
IN TO MARTIN DODGE IN
BOWLING GREEN, KY. TO HAVE
THE RECALLED AIR BAGS
FIXED - VIN: [REDACTED]

2004 DODGE RAM 1500 (S, 7L)
AFTER THEIR SERVICE THE
AIR BAG LIGHT ON THE DASH
BOARD WAS ON. THE DEALER-
SHIP SAID IT HAD NOTHING
TO DO WITH THEIR WORK -
IT HAD NEVER BEEN ON
BEFORE. I GAVE THE DEALER-
SHIP A POOR REVIEW AND
THE GENERAL MANAGER EMAILED
ME TO CALL HIM. I DID AND
HE LISTENED TO MY STORY -
THEN HE LISTENED TO WHAT
THE SERVICE DEPARTMENT
HAD TO SAY. HE CALLED
BACK AND SAID A PART WAS
ORDERED TO FIX THE TRUCK -
THEY HAD WANTED ALMOST
\$200. TO RUN A DIAGNOSTIC -
THE GENERAL MANAGER ALSO
ASSURED ME THE AIR BAGS
WERE WORKING -

(2)

I WAITED 3 WEEKS, NO
CALL. I CALLED THE PARTS
DEPARTMENT AND THE PART
WAS IN. I WANTED TO
TALK TO THE GENERAL
MANAGER AGAIN BUT HE WAS
ALWAYS BUSY.
ONE DAY I CALLED TO TALK
TO THE GENERAL MANAGER
BUT I WAS GIVEN THE
HEAD OF THE REPAIR
DEPARTMENT. ON MARCH
12TH MY HUSBAND TOOK
THE TRUCK BACK IN.
THEY RAN A 2 HOUR
DIAGNOSTIC. HE WAS TOLD
THE AIR BAG SWITCH WAS
BROKEN BUT AGAIN, NOT
THEIR FAULT. FOR \$305.56
THEY WILL PUT IN THE
PART WE NEED. ALSO ANOTHER
\$200. DIAGNOSTIC TO SEE
IF IT WORKS. WE REFUSED.
WE WENT TO THIS DEALERSHIP
WITH WORKING AIR BAGS
AND NOW WE HAVE NO
AIR BAGS - WE SHOULD HAVE
TAKEN OUR CHANCES WITH
THE EXPLODING AIR BAGS

(3)

WE REGRET FOLLOWING
YOUR ADVICE TO HAVE
IT FIXED - IT WAS
SUPPOSED TO BE FREE OF
CHARGE - BUT NOW, IF WE
WANT WORKING AIR
BAGS WE HAVE TO PAY
A LOT OF MONEY -

MARTIN DODGE DOESN'T
WANT TO TALK TO US. I
WAS TOLD TO CALL
CHRYSLER CARES - I DID
THEY STAND WITH THE
DEALERSHIP - WE DON'T
WANT ANYTHING EXCEPT
WORKING AIR BAGS - WE
DON'T BELIEVE IT JUST
HAPPENED TO BREAK THE
DAY THE TRUCK WAS
SERVICED - THE GENERAL
MANAGER SAID THE PART
TO FIX IT WAS ORDERED
BUT THE REPAIR DEPARTMENT

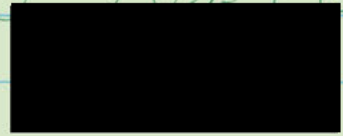
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DIDN'T AGREE-

THANK YOU FOR LISTENING,



BOWLING GREEN,
KY.





Bowling Green, KY.

NHTS
1200 NE
AVENUE
WEST BULDING
WASHINGTON
20501

