

6 May 2026

Jennifer Timian
Recall Management Division (NVS-215)
US DOT - National Highway Traffic Safety Administration
1200 New Jersey Ave. SE,
Washington, DC 20590

Dear Ms. Timian,

I am writing to you for your help in understanding why the owner of a certain vehicle was told he must pay for a transmission replacement when the problem is concordant with the problem covered by a safety recall issued for his make, model, and date of manufacture.

The vehicle is a Dodge Grand Caravan, mfg. date 02-2016. The VIN is [REDACTED]. The owner is [REDACTED].

The dealership facility he presented it to was the Covert Automotive Group in Austin, Texas on October 10, 2025. His invoice number was [REDACTED].

The recall notice numbers are NHTSA Campaign Number 16V-461, Chrysler No. S44. Fault codes were as follows: P1790, P0838, P0944, P0733, P0841.

Currently since the date in October the vehicle is inoperable.

I am writing to you as a friend of [REDACTED]. Please feel free to email me if you have any questions at [REDACTED]. You may also text me at [REDACTED].

I truly appreciate your intervention and help with this matter.

Sincerely,

[REDACTED]
[REDACTED]
[REDACTED]
Austin, Texas [REDACTED]

cc Karen Blaesser, Chrysler

Austin, TX

CERTIFIED MAIL

U.S. POSTAGE PAID

LETTER

TX 76550

Ms Jennifer Timian
Recall Management Division (NV5-215)
US DOT National Highway Traffic Safety Admin.
1200 New Jersey Ave. SE.
Washington, D.C. 20590

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