

Attention: Administrator
National Highway Traffic Safety Administration
400 Seventh Street, S.W.,
Washington DC 20590

CL-10235016-8596

2008 JUL 17 PM 4: 28

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Re :Safety Recall No. 872 – Trailer Hitch Reinforcement Brackets

My Name is [REDACTED] and I own a 1997 Dodge Ram 3500 truck. I am a single female who is a self-employed horse trainer. As you can imagine I rely on my truck for my business and cannot be without it. On June 7th 2008 I had just dropped off a client's horses when I came to a stop sign. When I applied my brakes the hitch on my truck literally tore and my trailer hit the ground. I had to drop the trailer right there as the hitch was still attached to the truck and hanging on the ground. I had to borrow another truck to get it home. I took the truck in to Accurate Trailer Hitch & Welding, (located at 26507 Ruether Ave. Santa Clarita, California) on June 10th, 2008. The owner Sol told me that this was a common problem with these hitches and that they had been recalled. He even gave me a copy of the recall order and service procedure. When I called the dealer to see about the recall they said there was no such recall on my truck's VIN number (3B7MF33D1VM[REDACTED]) and that the tear was just a coincidence. I was very disappointed by this answer as this is my third Chrysler/Dodge product and I have always been happy with them. I am writing this letter because I do believe that the tear was due to a defective part and not just a coincidence. Enclosed you will also find a bill for the replacement hitch. I believe I should be reimbursed for at least the cost of the replacement hitch. I think this was a very dangerous situation and I am very grateful I did not have any horses in the trailer and that no one was hurt. This could have been a very bad accident and I believe Chrysler/Dodge should take responsibility for their defective part.

Thank you for your time and attention to this matter.

Sincerely Yours

[REDACTED]

Ps. I can be reached at cell [REDACTED] or home [REDACTED]

AA
4:29
07/17/08
NJ

DAIMLERCHRYSLER

SAFETY RECALL TO REPAIR OR REPLACE YOUR TRUCK'S TRAILER HITCH

Dear Dodge Ram Truck Owner:

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

DaimlerChrysler Corporation has determined that a defect, which relates to motor vehicle safety, exists in some 1998 through 2000 model year Dodge Ram Trucks equipped with a factory installed trailer hitch.

The problem is...

The trailer hitch on your Ram Truck (identified on the enclosed form) may fatigue and crack. This can allow your trailer to separate from your truck and cause an accident without warning.

What DaimlerChrysler and your dealer will do...

DaimlerChrysler will repair your truck free of charge (parts and labor). To do this, your dealer will inspect your truck's trailer hitch for cracks. Trailer hitches without cracks will have reinforcement brackets installed. The brackets eliminate the chance of a crack developing. Trailer hitches with cracks will be replaced. The work will take about one hour to complete. However, additional time may be necessary depending on how dealer appointments are scheduled and processed.

What you must do to ensure your safety...

- **Simply contact your dealer right away to schedule a service appointment. Ask the dealer to hold the parts for your vehicle or to order them before your appointment.**
- **Bring the enclosed Owner Notification Form with you to your dealer. It identifies the required service to the dealer.**

If you need help...

If you have questions or concerns which the dealer is unable to resolve, please contact the DaimlerChrysler Customer Assistance Center at 1-800-992-1997. A representative will assist you. If your dealer fails or is unable to remedy this defect without charge and within a reasonable time, you may submit a written complaint to the Administrator, National Highway Traffic Safety Administration, 400 Seventh Street, S.W., Washington, DC 20590, or call the Toll Free Auto Safety Hotline at 1-800-424-9393. Washington, DC area residents may call 1-202-366-0123.

We're sorry for any inconvenience, but we are sincerely concerned about your safety. Thank you for your attention to this important matter.

***Buckle up
for Safety***

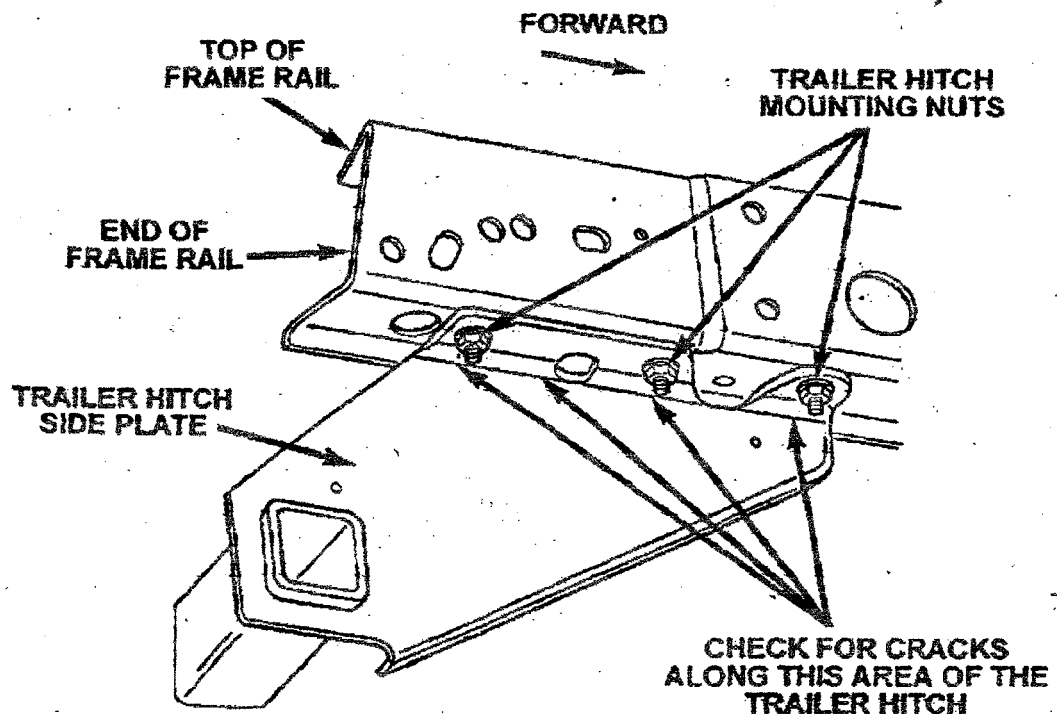
**Customer Services Field Operations
DaimlerChrysler Corporation
872**

Service Procedure

Leek - Tennessee

A: Inspect the Trailer Hitch Assembly for Cracks

1. Raise the vehicle on an appropriate hoist.
 2. Clean the side plate area by the trailer hitch mounting nuts (Figure 1).
 3. Inspect the right and left trailer hitch side plates for cracks as shown in Figure 1.
- Trucks with **NO cracks** on either side of the trailer hitch assembly must have reinforcement brackets installed. Continue with Section "B - Install Trailer Hitch Reinforcement Brackets."
- Trucks with **cracks** on either side of the trailer hitch assembly must have the trailer hitch assembly replaced. Continue with Section "C - Replace the Trailer Hitch Assembly (P/N CBCB8722)." If P/N CBCB8722 is not available, continue with Section "D - Replace the Trailer Hitch Assembly (Mopar 82205979)."

**Figure 1 - Right Side of a 1999-2000 Model Year Hitch Shown**