

OL-1241972-5897

Sept. 17 2014

To whom this letter is mailed:

SEP 24 2014

This information that is the attached letter is true too fact to the best of my
knowledge any more information on this subject can be sought from me [REDACTED]

[REDACTED] upon request. Via phone [REDACTED] or E Mail me at
[REDACTED]

Please take the time to read this enclosed information on an American built
product sold by an American manufacture and bought by an American consumer.
If things like this are ok in America we are in trouble in this country. I know I am a
small fish in in a big ocean with a lot of things going on in this big world, but this a
serious part of my world as a consumer.

Thank you for your time and consideration with this matter, it is greatly
appreciated and I am looking forward to your thoughts and ideas on this matter.

Sincerely,

ET
10814
SMD

September 17, 2014
CEO of Dodge Corporation
Sergio Marchionne
Sir:

I have owned a 2001 Dodge 1500 Series pickup since December 31, 2000. I purchased it brand new from Thomas Sales and Service in Bend, OR. This pick-up has never been used for business purposes. This Dodge 1500's biggest job was to pull our 19 ft. aluminum boat for the last 6 $\frac{1}{2}$ years. This truck just turned 100,000 miles on 8-9-2014.

The VIN number of this vehicle is: 3B7HF13Y31G [REDACTED]

Since 2001, we have had numerous break downs with this vehicle, but none of them in time to activate the "lemon law." We have discussed some of these issues in person with Thomas Sales and Service, and have placed many calls as well to the Dodge Corporation customer service department, and we truly feel as though we have not been heard.

The list of break downs is as follows:

1. Throw-out bearing in the clutch: 10/27/2003 Repaired under warranty
2. Injectors: 12/12/2003 Cleaned injectors, moved throttle body, flushed injectors.
Repaired under warranty
3. Caps and wires replaced in the ignition: 12/16/2003 Repaired under warranty
***After the manufacturer warranty ran out, we purchased the extended warranty for about \$2,000 plus dollars, which partially covered a couple minor repairs.
4. Replaced rear carrier bearings 11/03/05 \$508.37 (38,860 miles) (Out of warranty)
5. Front axle seals replaced: 11/14/05. Partial coverage with extended warranty(Out of manufacturers warranty)
6. Replace all brake rotors twice, light duty rotors installed at factory. First time replaced with light duty at around 30,000 miles then installed at 60 plus heavy duty rotors. \$560.
7. Power steering pump failure: 6/28/2007 \$145.00
8. Power Steering pump failure: 8/05/2007 \$145.00
9. Check engine light wouldn't go off: 4/04/2008 \$95.00
10. Electrical goes out in steering column and truck lost all electrical continuity. Dodge 1500 dead in its tracks no warning: Major safety concern 5/23/2008
Instead of replacing the wiring harness, your certified Dodge dealers fix for the problem was to splice in a section of wiring for the main electrical . \$190.00 (Mileage: 55,500)
11. Rear pinion carrier bearings replaced due to bearing failure: 6/17/2008 \$414.46

12. Right turn signal is inoperable. Low beam headlights went out. When I changed from high beam to low beam, then I had NO headlights. 8/14/2008 for a cost of \$150.00. The repair was done by your certified Dodge dealer. Their fix was to go into the same wiring harness, and add more length to the original wiring harness.

****Note:** The correct repair for number 10 and 12 would have been to replace the original wiring harness with new harness instead of a spliced-together fix.

13. Power steering pump failed: cost 164.00 9/05/2008

14. Center seat console bolting system fell apart and fell out of truck. 1½ hrs. for repair

15. The plastic of the dashboard and housing around instrument panel is cracked in 4 places.

16. Rear carrier bearings replaced 3 times done by a CERTIFIED DODGE DEALER, the last one occurring on 8/20/2010 when the mileage was 74,425 at a cost \$1100.00

17. Front seal and U-joint failure on Jun 11, 2013 cost at certified mechanic \$194.36

18. Gasket on water pump leaking, replaced gasket, water pump and timing chain. Repaired by certified mechanic 4/21/14 \$572.00

19. Clutch failure 7/01/2014 repair \$430.00 reimbursed 230.00 from auto parts store for right 2001 clutch. 2000 year transmission installed in 2001 Ram 1500 from factory.

20. Clutch failure due to the wrong year transmission being installed at the factory. Had to replace the clutch with a 2000 model year clutch for the transmission that had been installed at the factory was a 2000 year transmission instead of a 2001 transmission. We had no way of knowing that Dodge had installed a 2000 model year clutch into our 2001 model year Ram 1500. Cost of repair 763.39, at certified mechanic, date of repair 8/06/14 mileage 99,901.

21. Replaced motor mounts, wore out Cost 87.00 plus 4½ hrs. my labor, mileage 99,974.

I sincerely doubt that if you owned a vehicle that had been so troublesome, you would put up with it for more than a minute, yet we have had this low mileage vehicle since we bought it from the local Dodge dealer's lot, brand new. After every repair, we leave with the hope that it will be the last one, only to be disappointed again and again, and again.

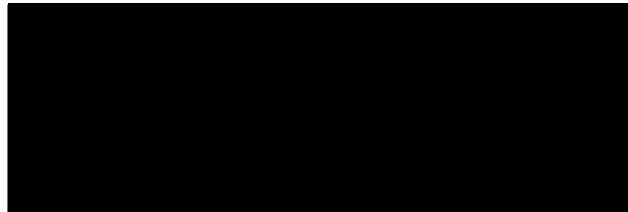
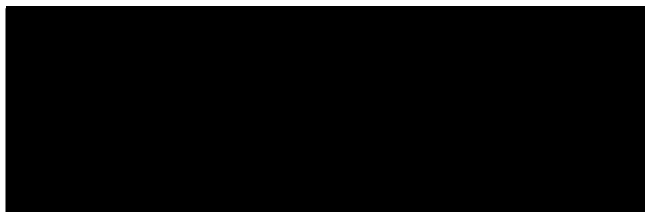
The last time this vehicle was in the shop, we found out that Dodge had put a 2000 model transmission and clutch in the 2001 Ram 1500. Our mechanic said "In the 50 years I have been working in this industry, and owning my own shop, I have never seen anything like it." He was appalled that a big three car manufacturer would do such a thing. At this time, this repair took more than two weeks for the repair to be completed, due to the fact that the transmission wasn't the correct one for the truck. It took all that time to get it figured out. He is likewise appalled at the amount of problems we have had with this pickup. Whenever we tell people all the things that have gone wrong with it, they are shocked, amazed, and appalled as well. Why aren't you shocked and appalled, and eager to make it right?

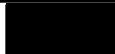
We are sick and tired of putting up with an inferior product, and have really tried to be heard by your company, but that hasn't happened. We are surprised and appalled at the disregard your company has for its customers. We hold out hope that your company will do the right and honorable thing and help us with this lemon. We don't feel right about selling this vehicle to a private party or even to a dealer who will sell it to a private party, knowing all the ongoing problems this vehicle has had. Is this the end of the problems with this Dodge 1500 maybe yes or my guess no. It isn't right that you have not stood behind your product with this many problems. How could I in all good conscience sell this vehicle to somebody else? Before we take further action, we are writing one last letter in hopes that you will make a good choice, and to do the right thing and show the world that your customers are important to you.

Here is what we would like for you to do:

1. Reimburse us for all of the work that we have had to have done to this lemon pickup.
2. Or better yet take this lemon back and reimburse us the original price we paid for the pickup and put it toward the purchase of a different, newer pickup.

I return, we will no longer publicly advertise our frustration toward Dodge Corporation for lack of listening to us, the consumer, and making this right, and for producing such an inferior vehicle. We will tell folks that Dodge does indeed value its customers, and will listen to reasonable complaints and make it right. All we are asking is for you to do the right thing and listen to us, and then make this right. Enclosed is a picture of the Dodge 1500 pickup.



Redmond, Oregon 


cc. Oregon State Attorney General
Michigan State Attorney General
National Highway Traffic Safety Commission
State of Oregon Senators and Representatives
Timothy Kuniskis; President and Chief Executive Officer of Dodge Brand
Ralph V. Gilles; President and CEO of Motorsports
Robert J. Hegeloom; Head RAM Trucks Brand
Jeffrey P. Lux; Head of Transmission Power Train
Pietro Gorlier; President and CEO of Mopar Brand Service Parts and Customer Care
Doug E. Betts Senior Vice President quality control

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