

MAR 28 2018

NEF-010

Alvarado, TX

March 15, 2018

AL-10332595-3382

Administrator
National Highway Traffic Safety Administration
1200 New Jersey Ave, S. E.,
Washington, DC 20590

My name is [REDACTED] on September 20, 2012, I purchased a 2012 3500 Dodge Ram Truck (Vin: 3C63DRAL4CG [REDACTED]). When I bought this truck I was so happy to have a good work truck that would last for years to come. I am a hard working man, employed for Triumph Aerostructures, a veteran of the U.S. Marine Corp, with a family that I provide for. We live paycheck to paycheck and my work truck is how I get to work to provide for my family.

On February 23, 2018, driving home from work on I 35 in Waxahachie, TX, my truck broke down in rush hour traffic, leaving me stranded on the side of the road. Fortunately I didn't hurt anybody, and I wasn't hurt. What did hurt was my pocketbook when I had to tow the truck to my house. Once I got home, I found out that the crankcase was destroyed and possibly the transmission was damaged as well. The following Monday, February 26, 2018, I got yet another recall letter in the mail. This is Safety Recall T79, one of four other recalls. I have taken my truck to each and everyone of the recalls, sometimes waiting months for parts. On this recall, I contacted the dealership, they informed me I would have to tow the truck to the dealership to see if the recall had anything to do with it. If it is the recall, I still have to wait due to the long waiting list. If it isn't the recall, this will be a huge expense that I cannot afford. Either way, should a 6 year old commercial truck be putting your customers through this much hassle? This isn't suppose to happen.

The purpose for this letter is to find a solution, I really need a solution soon. My family and I are having a difficult time without our second vehicle.

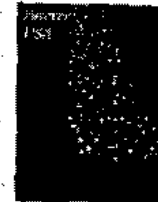


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