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Ellsworth ME

JUL 21 2010

16 June 2010

Douglas D. Betts, SVP Quality
Chrysler Group LLC
1000 Chrysler Drive
Auburn Hills MI 48326-2766

Re: 2008 Dodge Ram 2500 SLT, VIN 3D7KS28A28G

Dear Mr. Betts:

Mr. Press has described you as an "advocate for the customer". I hope you will advocate for me. I tried to contact Alan Stasiak, Customer Relations Manager at your Tappan NY office in September 2009 and sent certified mail, including 29 pages of documentation, to him in October 2009. Mr. Stasiak has never responded to my communication.

The truck was purchased in December 2007 at a cost of \$47,445.10. It is one of four Dodge trucks that my husband and I have bought. We have been loyal to the brand and diligent in scheduling routine maintenance. Serendipitously, we purchased an extended warranty. We did not expect this truck to malfunction at all, and certainly not quickly and continuously as it has done.

The truck has been in the dealership for repairs on a recurring basis; costing lost time from business and many deductible fees. There have been u joint, tie rod, linkage, and axle replacements; several safety recall notices and a recent mystery with the check engine light. We bought your product with the premise that it would last in reliable operating condition for several years. We are nearly 50 and we are not reckless at all. My husband is the only driver and uses the 4 wheel drive, infrequently, during the winter months. Beyond the constant repairs, I am very concerned for his safety in that truck. I am apprehensive knowing that it is not dependable and could cause devastating injury to him.

Before you respond to my concerns, I'd like you to take a moment to consider how you would feel if someone you loved had to rely on an uncertain vehicle every single day. I appreciate your time and look forward to your advocacy.

Kind regards,

RECEIVED - NHTSA

Cc: John Mendenhall, Federal Trade Commission; David L. Strickland, NHTSA;
Fred Diaz, CEO Ram Truck; C. Robert Kluder, Chairman, haggler@nytimes.com

EXECUTIVE SECRETARIAT

[REDACTED] Ellsworth ME [REDACTED]
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12 July 2010

Douglas D. Betts, SVP Quality
Chrysler Group LLC
1000 Chrysler Drive
Auburn Hills MI 48326-2766

Re: 2008 Dodge Ram 2500 SLT, VIN 3D7KS28A28G [REDACTED]
File #1956737

Dear Mr. Betts:

Thank you for designating Mike Brozowski as the liaison between Chrysler and me. Mike called me at 9:09A on Friday, July 2, 2010. Mike is very congenial. He did mention that Chrysler would "take care of" any necessary repairs but he did not offer anything substantive. This offer is meaningless and insulting because, as I mentioned in correspondence dated 16 June 2010, I purchased an extended warranty. I bought your product for quality and durability, believing that it would be safe and reliable for the long term. Motor vehicles are not among those products that the average person would deem disposable. Surely, you are able to offer something a bit more definitive and comprehensive than to "take care of" necessary repairs.

I have exchanged correspondence with the Patrick Law Firm, PC. It seems they have an alliance with another law firm that is representing litigants who have suffered losses similar to mine. It is my impression that they have been working to settle claims quickly for cash, thus avoiding negative "marketing". I am absolutely not interested in a quick cash settlement. I am interested in being treated decently and recovering all of the financial losses I have incurred.

I am a business person with a deep appreciation for good will and customer satisfaction. I would be ashamed and embarrassed if my customers had to resort to certified mail before they received my attention. Kindly respond to my concerns at your earliest convenience so that we may avoid any disagreeable consequences in this unfortunate matter.

Kind regards,

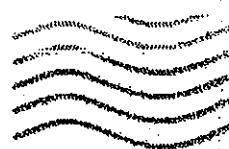
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Cc: John Mendenhall, Federal Trade Commission; David L. Strickland, NHTSA; Fred Diaz, CEO Ram Truck; C. Robert Kidder, Chairman; haggler@nytimes.com

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