

INFORMATION Redacted PURSUANT TO THE FREEDOM OF
INFORMATION ACT (FOIA), 5 U.S.C . 552(B)(6)

ODI Complaint: 10425814

Timeline of events for a 1989 Dodge Dakota Shelby with Chrysler Group 9/30/11

I spoke with Chrysler yesterday for case mgmt.. # 21341979. Now after two weeks of going back and forth Chrysler is refusing to fix this defective truck. I was told by Dave of Chrysler on 9/22/11 Chrysler is not going to provide us with the bolts needed to fix the truck, we are on our own. How would we be able to find the 2 bolts needed to fix the truck? Chrysler claims the truck was sold to a dealership in 2001. This is not true. How come they could not send the recall notice to me?

On 9/22/11 I was advised by the Department of Consumer affairs in CA since it's recall related. I should sue Chrysler in small claims court for this issue with the truck. I was also told the same thing by the NHTSB.

On 9/19/11 I was able to reach a case mgmt. Luanne with Chrysler and she was able to make contact with the Service Advisor Tom of John L Sullivan Dodge, while I was on the phone with her, Tom said they don't have the bolts needed to fix this truck in stock.

On 9/16/11 My Grandfather was on the phone 7 times with Chrysler Group customer service and was given the runaround the case manager Kristen never looked at my case # she had been out of the office since 9/13/11. A case management manager would be getting back to me on Monday 9/19/11.

On 9/16/11 Randy F a service technician with John L Sullivan Dodge refused to lift the truck up on the racks, he just looked at the recall notice and said it was not covered. He was very rude and unprofessional with me. Randy refused to allow me [REDACTED] to contact Chrysler. This service dept. never fixed this kind of problem. This truck came back home in the same condition. I had to rent a trailer for 60.00 and spend another 40.00 in gas, to tow the truck, since I live 45 minutes away from the nearest city.

Chrysler was supposed to call the dealership and approve the repair and to check and see if it was recall related and they would fix it, this was not the case. This company was rude and their customer service is horrible.

On 9/16/11 I filed a complaint against Chrysler Group LLP and John L Sullivan with the FTC # 32477575.

On 9/14/11 Chrysler Group called back and said to take the truck to John L Sullivan service dept. in Marysville CA.

On 9/12/11 Chrysler claims they made every attempt to reach me. I only found out about the recall by chance. When I contacted Chrysler at the number listed on the recall notice I found on the internet.

Notes:

OWNERS WHO TAKE THEIR VEHICLES TO AN AUTHORIZED DEALER ON AN AGREED UPON SERVICE DATE AND DO NOT RECEIVE THE FREE REMEDY WITHIN A REASONABLE TIME SHOULD CALL CHRYSLER AT 1-800-853-1403.

Received on 9/12/11 from sheblyamerican.com

From: Gary Patterson <garyp@shelbyamerican.com>

To: [REDACTED]

Sent: Monday, September 12, 2011 4:43 PM

Subject: RE: Website Message: Management request from [REDACTED]

That is strictly a Chrysler part and recall. Pretty amazing to get a recall after 12 years.. More information is needed. Who refused to fix it? What was their reason. Do you have a copy of the notice?

Best regards,

Gary Patterson
VP Operations.
Shelby American, Inc.
702-942-7325 ext. 120
702-277-8430
<http://www.ShelbyAmerican.com>

They have a Red Dodge Dakota Shelby addition and never received a recall notice for the truck Carroll Shelby built with Dodge/Chrysler.

9/5/11 I lost control during braking to prevent a crash after another car pulled out in front of me. Truck was pulling left and right. When driving this truck when I make a turn to the right and when turning left to go straight I hear a loud clunk underneath this truck in certain spot during a turn almost every time. This truck has been parked since 9/10/11 it is not drive able in this condition. We are requesting Chrysler buy back the truck since it is unsafe to drive.

I received a quote from AAMCO on 8/18/11 to replace the rack n pinion. It's the Steering Gear Attachment reinforcement , two bolts. Not the rack n pinion. Chrysler wanted to know how many Chrysler I currently own I said two the 89 Dodge Dakota Shelby addition #399 which I gave to my grandson [REDACTED] two yrs. ago and a 2005 Dodge Dakota. I have owned 4 Dodge trucks since the early 70's. This is how Chrysler treats long time loyal customers?

On 3/9/11 I [REDACTED] was involved in an accident coming home, I started slowing down and lost control when I was on a curve I could not steer the truck correctly and ended up in a ditch. My truck was towed by the CA Highway Patrol, nobody was injured.