

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

MAR 16 2012

CI-10453048-6070

Dear Sirs,

This complaint is in response to SAFETY RECALL 16 (Left Tie Rod). We received this notice from Chrysler yesterday, March 5, 2012. Of course we are concerned about it because this Dodge Ram 3500 is the one we use for our business in the gas fields here in Wyoming. We live in Superior, WY and work in Wamsutter, WY. The dealership is 75 miles from Wamsutter where we keep the truck. We only have Saturdays available to have this work done. Our dealership (Fremont Motors) in Rock Springs told us that the problem is that they are only allocated a certain amount of these parts at a time and we are looking at somewhere around four weeks to even be able to have our turn. Hello four weeks of driving thousands of miles unsafely??? We have to maintain a commercial policy on this truck because it is in the gas fields and IF that tie rod fails and a crash occurs it doesn't just involve my husband's life but, who knows how many. I called Chrysler Recall Assistance and they connected me to another associate named Suzy who said that they don't recommend driving the vehicle if it isn't safe but, if we take it to the dealership (150 miles) and the dealership says it is unsafe they can install aftermarket parts to correct the problem. If the dealership can't do the job that day the vehicle is there HOW long? If Chrysler can't allocate enough parts to fix these commercial vehicles ASAP they should pay for rental vehicles and the labor to put all the gas field equipment in them while ours sit and wait. As loyal Dodge owners we are surprised they care so little about customer service or safety. I will send a written copy of this to all parties involved as well as any interested news sources.

Sincerely,



Double RM Welding Inc.

VIN 3D6WH48A87G [REDACTED]

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12/10/30/12

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