



U.S. Department
of Transportation

**National Highway
Traffic Safety
Administration**

1200 New Jersey Avenue, SE
Washington, DC 20590

March 29, 2012

Double Welding, Inc.
P.O. Box 185
Superior, WY 82945

NVS-216 nam
Ref. No. 10453048

Dear Double Welding, Inc.:

Thank you for your correspondence concerning your model year (MY) 2007 Dodge Ram 3500 truck. Your correspondence was received by the National Highway Traffic Safety Administration's (NHTSA) Office of Defects Investigation.

NHTSA is the Federal agency responsible for improving safety on our Nation's highways. We are authorized to order manufacturers to recall and repair vehicles or motor vehicle equipment when our investigations indicate that they contain safety defects in their design, construction, or performance. We also monitor the adequacy of manufacturers' recall campaigns. In order for the agency to initiate an investigation, we look carefully at the body of consumer complaints and other available data to determine whether a defect trend may exist. We do not have authority to act on isolated problems or resolve disputes between individual owners, dealers, or manufacturers.

You state that you received a Chrysler recall notification (NHTSA Safety Recall Campaign No. 11V-350) that addresses a problem with left tie rod ball studs that may fracture in certain MY 2003 through MY 2011 Dodge Ram trucks. You have concerns with the difficulty you will encounter in completing the recall because your dealer is 75 miles away. The dealer told you parts for the recall will not be available for 4 weeks. In addition, your truck has gas field equipment installed for your business. You request that Chrysler provide you a comparable rental truck equipped for gas field service if excessive time is required at the dealership to complete the recall.

We have not been notified by Chrysler of any parts shortage problems, but Chrysler may have established limits on how many parts each dealer is allocated at a time. It is not unusual for manufacturers to limit the volume they automatically deliver to dealers. Due to the volume of vehicles involved in a recall, manufacturers may conduct the recall in phases. Also manufacturers may limit recall part distribution and ordering to avoid waste by dealerships for parts they did not order or do not need. The vehicle inspection portion of the recall takes approximately 20 minutes to complete. If your vehicle fails the inspection the dealer will need approximately 1 hour 20 minutes to replace the left tie rod. The information you provided has been entered into our database. It will be considered with future reports to identify any safety defect trends that

may require our attention. For your information, the investigation and recall process can be found on our web site at www-odi.nhtsa.dot.gov/recalls/recallprocess.cfm. We recommend you continue to work with your dealer and Chrysler regarding the parts availability and logistic to complete the recall on you vehicle.

Chapter 301 of Title 49 of the United States Code (U.S.C.) requires a manufacturer of motor vehicles or motor vehicle equipment that contains a defect relating to motor vehicle safety or fails to comply with a Federal motor vehicle safety standard to remedy the defect or noncompliance without charge. However, our statute does not require manufacturers to reimburse owners for additional costs associated with a safety recall. Nor does the statute authorize the Federal government to reimburse vehicle owners for any cost associated with safety recalls or assist vehicle owners in obtaining reimbursements for cost associated with an alleged defect.

Should you encounter a safety-related problem with a motor vehicle or motor vehicle equipment in the future, we would appreciate it if you would complete an electronic Vehicle Owner's Questionnaire online at www.nhtsa.dot.gov/ivoq or call the Auto Safety Hotline at 1-888-327-4236. Also, a summary listing of vehicle owners' complaints, safety recalls, manufacturers' service bulletins, etc. can be obtained at www.nhtsa.dot.gov/cars/problems.

Sincerely yours,



Randy Reid, Chief
Correspondence Research Division
Office of Defects Investigation
Enforcement