

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

C1-10454092-6330

Administrator, National Highway Traffic Safety Administration

1200 New Jersey Ave, S.E.

Washington, DC 20590

MAR 27 2012

RE: Chrysler Recall L16

Left Tie Rod

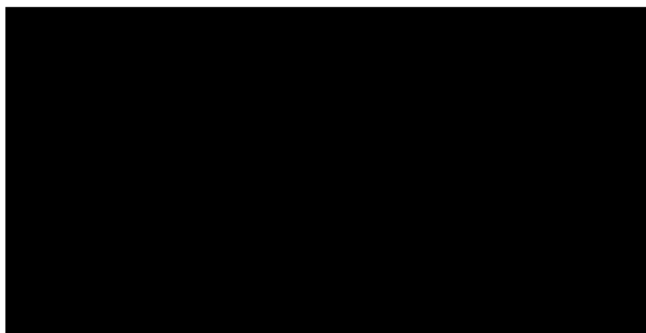
VIN # 3D7LX38C56G [REDACTED]

Gentleman:

Chrysler Corporation has denied payment for this recall notification which was paid for by me.

Canceled bank checks (two different banks), a copy of the maintenance work order for work accomplished by the Providence Dodge dealership located at 804 Lancaster Pike, PO Box 606, Quarryville, PA 17566 was registered mailed to Chrysler 3/12/2012. A phone call from Chrysler at my home on 3/17/2012 denied payment with the qualification that the recall was not met by required dates for completion. Chrysler during this conversation did confirm the parts identified on the work order were the ones identified for this recall. During this call I requested Chrysler to submit to me in writing this denial justification and was told that I had to make the request through Chrysler in writing.

I will not play games



Airville, PA. [REDACTED]



Attachments:

Canceled checks, Chrysler work order from Providence Dodge, recall notice with VIN #, Postal receipt for certified mail.

NH
032802
TPW



SAFETY RECALL L16 LEFT TIE ROD

Dear [REDACTED]

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

Chrysler has decided that a defect, which relates to motor vehicle safety, exists in some 2008 through 2011 model year Ram Trucks. Also involved are 2003 through 2008 Ram Trucks that had the steering linkage replaced with Mopar service parts.

The problem is... The left tie rod ball stud on your truck (VIN: 3D7LX38C56G [REDACTED]) may fracture under certain driving conditions. This could cause a loss of directional control and/or a crash without warning. Also, the front axle track bar bolt torque must be checked and tightened if required.

What your dealer will do... Chrysler will repair your vehicle free of charge (parts and labor). To do this, your dealer will tighten the front axle track bar bolt, inspect the left tie rod end and replace it if required. The work will take about ½ hour to inspect and an additional hour if the tie rod requires replacement. However, additional time may be necessary depending on service schedules.

What you must do to ensure your safety... Simply contact your Chrysler, Jeep, or Dodge dealer right away to schedule a service appointment. Ask the dealer to hold the parts for your vehicle or to order them before your appointment. Please bring this letter with you to your dealer.

If you need help... If you have questions or concerns which your dealer is unable to resolve, please contact the Chrysler Group Recall Assistance Center at 1-800-853-1403.

Please help us update our records by filling out the attached prepaid postcard, if any of the conditions listed on the card apply to you or your vehicle. You may also update this information on the web at www.dodge.com/ownersreg.

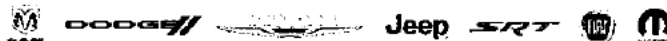
If you have already experienced this condition and have paid to have it repaired, please send your original receipts and/or other adequate proof of payment to the following address for reimbursement: Chrysler Customer Assistance, P.O. Box 21-8007, Auburn Hills, MI 48321-8007, Attention: Reimbursement. Once we receive and verify the required documents, reimbursement will be sent to you within 60 days.

If your dealer fails or is unable to remedy this defect without charge and within a reasonable time, you may submit a written complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Ave., S.E., Washington, DC 20590, or call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153), or go to <http://www.safercar.gov>.

We're sorry for any inconvenience, but we are sincerely concerned about your safety. Thank you for your attention to this important matter.

Customer Services / Field Operations
Chrysler Group LLC
Notification Code L16

Note to lessors receiving this recall: Federal regulation requires that you forward this recall notice to the lessee within 10 days.



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FAC is a registered trademark of Fiat Group Motor Vehicle & Components Division. All other marks are the property of their respective owners.

0018348/050009 / L16

PLEASE HELP US UPDATE OUR RECORDS
PART OF THE FOLLOWING CONDITIONS APPLY:

VIN (Last 8 Characters of Vehicle Identification Number)

Notification Code
L16

This service was previously performed on my vehicle (check one if applicable):

☐ My vehicle was inspected and found to be ok.

☐ My vehicle was repaired.

This vehicle was scrapped ☐ stolen ☐ exported

This vehicle was sold to (check one if applicable):

☐ A dealer or someone whose name and address is unknown.

☐ Someone other than a dealer (type or print the new owner's name and address below)

Date of sale:

Updated name at address (type or print the new owner's name and address or your new name and address if it has changed):

Owner's title (check one if applicable):

☐ Mr. ☐ Mrs. ☐ Ms. ☐ Dr. ☐ Business

☐ Mr. ☐ Mrs. ☐ Rev. ☐ Other

First Name

Last Name

Street Address

City

State

Zip Code

Email Address

7:30 AM 3.6.12 Super

CUSTOMER #: 8623130

57735



Chrysler • Dodge • Jeep

804 Lancaster Pike; PO Box 606

Quarryville, PA 17566

(717) 284-9900

INVOICE

AIRVILLE, PA

PAGE 1

HOME: [REDACTED] CONT:N/A

BUS: [REDACTED] CELL:

SERVICE ADVISOR: 63 JEFF LIZOTTE

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
WHITE	06	DODGE RAM350	3D7LX38C56G		48928/48929	T009	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
25MAR06 DD			17:00 20OCT09		VARI	CASH	20OCT09
R.O. OPENED		READY	OPTIONS: DLR:68768 ENG:5.9 Liter Turbo Diesel				

07:01 20OCT09 16:09 20OCT09

LINE OPCODE TECH TYPE HOURS

A REMOVE AND INSTALL STEERING LINKAGE, ARM, DAMPNER.

9996 STANDARD

18	CP	1.22		103.28	103.28
18	IAS	0.29			(N/C)
18	IAP	0.00			(N/C)
1	52122362AE STEERING			273.58	273.58
	CP				(N/C)
1	68039930AA ARM			65.32	65.32
	CP				(N/C)
1	52122370AB DAMPER			127.36	127.36
	CP				(N/C)
2	6502835 NUT-HEX FLANGE LOCK			0.97	1.94
	CP				(N/C)
3	6505623AA NUT			2.43	7.29
	CP				(N/C)
	IAP				

PARTS: 475.49 LABOR: 103.28 OTHER: 0.00 TOTAL LINE A: 578.77

...replaced steering linkage and pitman arm and damper. rotated tires.

B INSPECT FRONT BRAKES AND REPLACE PADS AND RESURFACE BRAKE ROTORS.

CLEAN, LUBE AND ADJUST HARDWARE AS NECESSARY. MOUNT TIRES USING

THE PROPER TORQUE SPECIFICATION

FBTR FBTR

18	CP	1.62		114.17	114.17
18	IAS	0.38			(N/C)
18	IAP	0.00			(N/C)
1	V1013267 PAD KIT-FRONT DISC BRAKE			48.36	47.79
	CP				(N/C)
	IAP				

Providence Chrysler Dodge Jeep is an Equal Opportunity Employer. We are an affirmative action employer. We are committed to the principles of equal opportunity and non-discrimination in all our business dealings. We do not discriminate on the basis of race, color, sex, religion, national origin, age, or handicap. We are committed to the principles of equal opportunity and non-discrimination in all our business dealings. We do not discriminate on the basis of race, color, sex, religion, national origin, age, or handicap.

STATEMENT OF DISCLAIMER

The factory warranty constitutes all of the warranties with respect to the sale of this item. The Seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item.

THANK YOU FOR
YOUR BUSINESS!

HOURS OF OPERATION
MONDAY - FRIDAY
7:30AM - 5:00PM

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
LESS INSURANCE	
SALES TAX	
PLEASE PAY THIS AMOUNT	

CUSTOMER
SIGNATURE X

CUSTOMER COPY

CUSTOMER #: 8623130

57735



INVOICE

Chrysler • Dodge • Jeep

804 Lancaster Pike, PO Box 606

Quarryville, PA 17566

(717) 284-9900

AIRVILLE, PA

PAGE 2

HOME: [REDACTED] CONT: N/A

BUS: [REDACTED] CELL:

SERVICE ADVISOR: 63 JEFF LIZOTTE

COLOR	YEAR	MAKE/MODEL		VIN	LICENSE	MILEAGE IN/ OUT		TAG
WHITE	06	DODGE RAM350		3D7LX38C56G		48928/48929		T009
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE	
25MAR06 DD			17:00 20OCT09		VARI	CASH	20OCT09	
R.O. OPENED		READY	OPTIONS: DLR:68768 ENG:5.9 Liter Turbo Diesel					

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
PARTS:	47.79	LABOR:	114.17	OTHER:	0.00	TOTAL LINE B:	161.96

,,,replaced front brake pads and turned rotors.

C INSPECT REAR BRAKE PADS. REMOVE AND REPLACE REAR BRAKE PADS. RESURFACE REAR ROTORS. CLEAN, LUBE AND ADJUST REAR BRAKE HARDWARE AS NECESSARY. REMOUNT TIRES USING FACTORY TORQUE SPECIFICATIONS.

RBTR RBTR

	18	CP	1.62			114.17	114.17
	18	IAS	0.38				(N/C)
	18	IAP	0.00				(N/C)
	1	V2013257	SHOE KIT				
		CP			48.36	47.79	47.79
		IAP					(N/C)
PARTS:	47.79	LABOR:	114.17	OTHER:	0.00	TOTAL LINE C:	161.96

,,,replaced rear brake pads and turned rotors.

D REMOVE AND REPLACE LEFT FRONT UPPER AND LOWER BALL JOINTS
9996 STANDARD

18	CP	5.99			509.49	509.49
18	IAS	1.41				(N/C)
18	IAP	0.00				(N/C)
1	5086672AB	BALLJOINT				
	CP			115.40	115.40	115.40
	IAP					(N/C)
1	5086674AB	BALLJOINT				
	CP			90.54	90.54	90.54
	IAP					(N/C)
PARTS:	205.94	LABOR:	509.49	OTHER:	0.00	TOTAL LINE D: 715.43

,,,replaced left upper and lower ball joints.

E INSPECT ALL WHEELS. SET TIRE PRESSURE PERFORM VEHICLE ALIGNMENT TO

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
LESS INSURANCE	
SALES TAX	
PLEASE PAY THIS AMOUNT	

THANK YOU FOR YOUR BUSINESS!

HOURS OF OPERATION
MONDAY - FRIDAY
7:30AM - 5:00PM

CUSTOMER SIGNATURE X

CUSTOMER COPY

CUSTOMER #: 8623130

57735



INVOICE

Chrysler • Dodge • Jeep

804 Lancaster Pike; PO Box 606

Quarryville, PA 17566

(717) 284-9900

AIRVILLE, PA

PAGE 3

HOME: [REDACTED] CONT: N/A

BUS: [REDACTED] CELL:

SERVICE ADVISOR: 63 JEFF LIZOTTE

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
WHITE	06	DODGE RAM350	3D7LX38C56G		48928/48929	T009
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT
25MAR06 DD			17:00 20OCT09		VARI	CASH
R.O. OPENED	READY	OPTIONS: DLR:68768 ENG:5.9 Liter Turbo Diesel				

07:01 20OCT09 16:09 20OCT09

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL

FACTORY SPECIFICATIONS.

FEA FEA

18	CP	1.22			72.86	72.86
18	IAS	0.29				(N/C)
18	IAP	0.00				(N/C)

PARTS: 0.00 LABOR: 72.86 OTHER: 0.00 TOTAL LINE E: 72.86

,,,performed fea.

F INSTALL STICKER

9996 STANDARD

18	CP	0.00			0.00	0.00
18	IAS	0.00				(N/C)
18	IAP	0.00				(N/C)

1 PAS-PA STATE STICKER

CP	1.62	1.62	1.62
IAP			(N/C)

7757897

PARTS: 1.62 LABOR: 0.00 OTHER: 0.00 TOTAL LINE F: 1.62

,,,installed psi sticker ai97757897 12/10

SPLIT FOR REPAIR ORDER 81/19 LABOR

SPLIT FOR REPAIR ORDER 81/19 PARTS

Split 794.16 MEET
1000.00 - Florida

STATEMENT OF DISCLAIMER		THANK YOU FOR YOUR BUSINESS!		DESCRIPTION	TOTALS
The factory warranty constitutes all of the warranties with respect to the sale of this item/vehicle. The Seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/vehicle.		HOURS OF OPERATION MONDAY - FRIDAY 7:30AM - 5:00PM		LABOR AMOUNT	913.97
				PARTS AMOUNT	778.63
				GAS, OIL, LUBE	0.00
				SUBLET AMOUNT	0.00
				MISC. CHARGES	0.00
				TOTAL CHARGES	1692.60
				LESS INSURANCE	0.00
				SALES TAX	101.56
				PLEASE PAY THIS AMOUNT	1794.16

CUSTOMER COPY

PROVIDENCE CHRYSLER
 DODGE JEEP
 1201755271
 DO NOT WRITE, STAMP OR SIGN BELOW THIS LINE
 RESERVED FOR FINANCIAL INSTITUTION USE

FOR DEPOSIT ONLY
Providence Chrysler
Dodge Jeep
1201755271

DO NOT WRITE, STAMP OR SIGN BELOW THIS LINE
RESERVED FOR FINANCIAL INSTITUTION USE *

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Results of document citation.

- Collected when ethnographic
- Status of sports may appear to be changing
- Adapted to "Official Document" written in book of checks

FEDERAL RESERVE BOARD OF GOVERNORS REG CC

60-295 6910
313

AIRVILLE, PA

DATE 10.20.09

**PAY TO THE
ORDER OF...**

Providence Dodge

\$ 794.14

seven hundred ninety four dollars & 16/100 DOLLARS

**M&T Bank****Forrest Avenue Office**

MEMO

PA DL #

Bank of America



Capture Date: 10/22/2009 Sequence #: [REDACTED]

AIRVILLE PA

10.20.09
Date

63-27631 FL
90759

Pay to the
Order of

Providence Dodge

\$ 1000.00

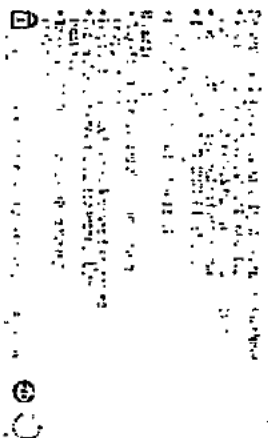
one thousand dollars

Dollars

Bank of America

For PA ID # [REDACTED]

Bank of America



10/21/2009 12:00:00 PM
10/21/2009 12:00:00 PM
10/21/2009 12:00:00 PM
10/21/2009 12:00:00 PM
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10/21/2009 12:00:00 PM

FOR DEPOSIT ONLY
Providence Chrysler
Dodge Jeep
1201755271

Electronic Endorsements

Date	Sequence
10/21/2009	[REDACTED]
10/22/2009	[REDACTED]
10/22/2009	[REDACTED]

Bank #	Endrs Type	TRN	RRC
231372691	Rtn Loc/BOFD	Y	
31000040	Undetermined	N	
111012822	Undetermined	N	

Bank Name
SOVEREIGN BANK
FED RES BANK OF PHIL
BANK OF AMERICA, NA

No Payee Endorsements Found

PLEASE PRESS FIRMLY

7009 2820 0004 1875 2621



U.S. POSTAGE
PAID
BROGUE, PA
17309
MAR 22, 12
AMOUNT
\$8.10
00086001-01



Flat Rate
Mailing



For Domestic use 7009 2820 0004 1875 2621

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International Mail Manual (IMM) at pe.usps.gov
or ask a retail associate for details.

From:/Expéditeur:

AIRVILLE, PA

To:/Destinataire:

NATIONAL HIGHWAY TRAFFIC SAFETY ADMIN
1200 NEW JERSEY AVE, S.E.
WASHINGTON, DC 20590

RE: CHRYSLER RECALL 216
ATTN: ADMINISTRATOR

Country of Destination:/Pays de destination:



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to Cradle CertificationSM for their ecologically-intelligent
design. For more information go to mbdc.com/usps
Cradle to Cradle CertifiedSM is a certification mark of MBDC.

Please recycle.



Recycled
Paper



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