

9-9-2012

C1-10476348-4458

SEP 10 2012

ADMINISTRATOR, NATIONAL -
HIGHWAY TRAFFIC SAFETY ADMINISTRATION

1200 NEW JERSEY AVE, S.E.
WASHINGTON, DC 20590

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

RE: CHRYSLER SAFETY RECALL
L16 LEFT TIE ROD

DEAR ADMINISTRATOR:

YES, THE LEFT TIE ROD END WAS INSPECTED, AND
THE AXLE TRACK BAR BOLT TORQUE WAS TIGHTENED. YOU
DID NOT REQUIRE THE PART (THE ROD BALL JOINT) TO
BE REPLACED, AND 6 MONTHS LATER IT BROKE,
I LOST DIRECTIONAL CONTROL WITHOUT WARNING,
AND ME AND OTHERS COULD HAVE BEEN KILLED.
THANKS FOR YOUR PROTECTION.

Coalinga, CA

NAM
091012
PLW



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: 3D73Y4CL1BG[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

Hanford

CHRYSLER Dodge Jeep RAM

369 N. 11th Avenue
Hanford, CA 93230
Phone: (559) 583-7000
Fax: (559) 583-1573

E.P.A. # CA000148136

B.A.R. # ARD264040

CUSTOMER NO. 20167	ADVISOR PATRICK PENN	734	TAG NO. 343	INVOICE DATE 03/12/12	INVOICE NO. CHCS73320
[REDACTED] COLINGA, CA	LICENSE NO.		MILEAGE 13,733	COLOR /	STOCK NO.
	YEAR / MAKE / MODEL 11/DODGE TRUCK/3500/CREW 169WB 4X4 L				DELIVERY DATE
	VEHICLE I.D. NO. 3 D 7 3 Y 4 C L 1 B G				DELIVERY MILES
	F.T.E. NO.				SELLING DEALER NO.
RESIDENCE PHONE	BUSINESS PHONE	P.O. NO.		R.O. DATE 03/12/12	PRODUCTION DATE
COMMENTS					MO: 13733

LABOR & PARTS
J# 1 99CHZ000L16 RECALL L16 HOURS: 0.30 TECH(S): 1B WARRANTY
 RECALL L16 - - Left Tie Rod
 OPEN RECALL L16
 02L16182 0.3
 Inspect tie rod angles and tighten track bar bolt
 JOB # 1 TOTAL LABOR & PARTS 0.00

ESTIMATE
 CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
 ORIGINAL ESTIMATE OF \$0.00 (+TAX)
 TECHNICIAN CERTIFICATION
 18 ROYCE LOFTIS 9083

TOTALS

 * [] CASH [] CHECK CK NO. [] *
 * [] VISA [] MASTERCARD [] DISCOVER *
 * [] AMER XPRESS [] OTHER [] CHARGE *

 TOTAL LABOR.... 0.00
 TOTAL PARTS.... 0.00
 TOTAL SUBLET... 0.00
 TOTAL G.O.G.... 0.00
 TOTAL MISC CHG. 0.00
 TOTAL MISC DISC 0.00
 TOTAL TAX..... 0.00
 TOTAL INVOICE \$ 0.00

All installed parts and associated labor are warrantied for 12 months or 12,000 miles whichever occurs first. Chrysler remanufactured engines and transmissions are warrantied for 3 years or 100,000 miles. THANK YOU FOR YOUR BUSINESS!!

CUSTOMER SIGNATURE

STATEMENT OF DISCLAIMER
 The factory warranty constitutes all of the warranties with respect to the sale of this item/items. 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/items.

SERVICE DEPT. HOURS:
 7:30 AM - 5:30 PM MON. - FRI.

WE ACCEPT:
 VISA • MASTERCARD
 AMERICAN EXPRESS

THANK YOU FOR YOUR VISIT!

WE WANT YOU COMPLETELY SATISFIED

IMPORTANT
 You may receive a questionnaire from the manufacturer regarding this service visit. If for any reason you cannot grade us "Completely Satisfied," please contact your Service Manager

(559) 583-7000

Coalinga, CA

WANTERFIELD CA 932

10 SEP 2012 PM 31



Administrator
National Traffic Safety Administration
1200 New Jersey Avenue, S.E.
Washington, DC

20590

20590

