



U.S. Department
of Transportation

**National Highway
Traffic Safety
Administration**

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

1200 New Jersey Avenue, SE
Washington, DC 20590

October 15, 2012

[REDACTED]
Coalinga, CA [REDACTED]

NVS-216 nam
Ref. No. 10476348

Dear [REDACTED]

Thank you for your correspondence concerning your model year (MY) 2011 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 had the recall remedy for NHTSA Safety Recall Campaign No 11V-350 completed on your MY 2011 Dodge Ram 3500 truck. The recall addresses a problem with the left tie rod ball stud on certain MY 2003 through MY 2011 Dodge Ram trucks. Dealers are instructed to tighten the track bar, inspect the left tie rod and replace it if required. You included your March 12, repair order that indicates the dealer complete the recall by tightening the track bar and inspecting the tie rod angles. However, 6 months later you lost control of your truck when the tie rod broke without warning which could have been resulted in a crash.

We sympathize with you concerning the failure of the recall remedy. However, we cannot guarantee the success of the remedy as installed in your vehicle by your dealer. In addition, we do not have any reason to believe that the corrective action submitted by the manufacturer will not work. We are monitoring the adequacy of the recall remedy as applied to affected vehicles. We recommend that you contact Chrysler and the dealer that performed the recall if you have any unresolved issues. The information provided has been entered into our database and will be considered with future reports to identify any safety defect trends that may require our attention. You may visit our web site at www.nhtsa.gov for information on NHTSA's investigation and recall process.

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