


INFORMATION Redacted PURSUANT TO THE FREEDOM OF

 <p>U.S. Department of Transportation National Highway Traffic Safety Administration</p>		<p>INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)</p> <p>Vehicle Owner's Questionnaire To Report Vehicle Safety Defects 1-888-DASH-2-DOT (1-888-327-4236) INTERNET: www.nhtsa.dot.gov/hotline</p>		<p>FOR AGENCY USE ONLY 100148</p>	
<p>Date Received OCT 28 2013 22-MAR-2013</p>		<p>Repository <input type="checkbox"/></p> <p>Reference No. 10504132</p>			
<p>OWNER INFORMATION (Type or Print)</p>					
<p>Name [REDACTED]</p>		<p>Daytime Telephone Number [REDACTED]</p>		<p>E-mail Address</p>	
<p>Address [REDACTED]</p>		<p>Evening Telephone Number</p>			
<p>City DENVER</p>	<p>State CO</p>	<p>Zip Code [REDACTED]</p>			
<p><i>The information you provide will be used to identify potential safety-related defects. We may share your information with the applicable vehicle manufacturer during an investigation or recall in accordance with the routine uses described in the agency's Privacy Act notice. See 49 FR 53971 (Sep. 3, 2004).</i></p>					
<p>VEHICLE INFORMATION</p>					
<p>17 digit Vehicle Identification Number Located at bottom of windshield on driver's side 1D7RV1GT6AS [REDACTED]</p>		<p>Make DODGE</p>	<p>Model RAM 1500</p>	<p>Model Year 2010</p>	
<p>Date Purchased</p>	<p>Dealer's Name and Telephone Number</p>		<p>Engine; No: Cylinders</p>	<p>Fuel Type:</p>	
<p>Original Owner <input type="checkbox"/></p>	<p>Dealer's City</p>	<p>State</p>	<p>Zip Code</p>		
<p>Transmission Type <input type="checkbox"/> Antilock Brakes <input type="checkbox"/> Cruise Control</p>	<p>Powertrain</p>	<p>Multiple Failure:</p>		<p>Incident Date(s) 14-FEB-2011</p>	
<p>FAILED COMPONENT(S)/PART(S) INFORMATION</p>					
<p>Vehicle Component Code: 100000 POWER TRAIN</p>			<p>Failure Mileage 74000</p>	<p>Failure Speed 35</p>	
<p>ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE</p>					
<p>Tire Make¹</p>	<p>Tire Model (Name or Number)</p>		<p>Tire Size (Example P215/65R15)</p>		
<p>DOT No. (Example: DOTM9ABC036)</p>	<p><input type="checkbox"/> Original Equipment <input type="checkbox"/> Prior Repair</p>	<p>Failure Location:</p>			
<p>Tire Component Code</p>			<p>Tire Failure Type:</p>		
<p>ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE</p>					
<p>Make:</p>	<p>Date Manufactured:</p>	<p>Model No./Name:</p>			
<p>Seat Type:</p>	<p>Installation System:</p>				
<p>Child Seat Component Code:</p>		<p>Failed Part:</p>			
<p>APPLICABLE INCIDENT INFORMATION <i>(Please describe in detail the incident(s), Failure(s), Crash(es), and injury(ies).)</i></p>					
<p>Crash <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No</p>	<p>Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No</p>	<p>Number of Persons Injured 0</p>	<p>Number of Deaths 0</p>	<p>Reported to Police N</p>	
<p>Narrative Description of Incident(S), Crash(es), and Injury(ies). Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure; i.e., parts repaired or replaced (and if old part is available).</p>					
<p>TL* THE CONTACT OWNS A 2010 DODGE RAM 1500. THE CONTACT STATED THAT WHILE DRIVING 35 MPH, THE REAR END OF THE VEHICLE SWERVED LEFT AND RIGHT UNCONTROLLABLY. THE VEHICLE WAS BROUGHT TO A STOP WAS LATER TOWED TO A DEALER FOR DIAGNOSIS. THE CONTACT WAS INFORMED THAT THE REAR AXLE SEIZED, THE PINION SHAFT HAD BECOME DETACHED, AND THE U JOINT DETACHED. THE MANUFACTURER WAS CONTACTED AND INFORMED THE CONTACT THAT SINCE THE VEHICLE WAS USED FOR TOWING, IT WAS INELIGIBLE TO BE REPAIRED UNDER NHTSA CAMPAIGN NUMBER: 12V474000 (POWER TRAIN). THE VEHICLE HAD NOT BEEN REPAIRED. THE FAILURE AND CURRENT MILEAGE WAS 74,000.</p>					
<p>Include, if available: Police/Fire Department Report, Photos, and Repair Invoice.</p>			<p>ATTACH ADDITIONAL SHEETS IF NECESSARY</p>		
<p>The Privacy Act of 1974-Public Law 93-579 This information is requested pursuant to authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond to this questionnaire. Your response may be used to assist the NHTSA in determining whether a Manufacturer should take appropriate action to correct a safety defect. If the NHTSA proceeds with administrative enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.</p>					



National Center for Dispute Settlement

43230 Garfield • Suite 130
Clinton Township, MI 48038
(800) 936-4303
(586) 226-2470
Fax: (586) 226-2559

June 26, 2012

[REDACTED]
Denver, CO

RE: CASE #74125001CO

Dear [REDACTED]

Your request for arbitration under the binding arbitration process administered by NCDS for Chrysler Group LLC has been received and assigned the case number which appears above.

After a review of your application, we have determined that it is not within the jurisdiction of the binding process, because your vehicle was not purchased as an employee of Chrysler Group LLC or under an employee, friends or family incentive code. In addition, your application would be out of jurisdiction for the non-binding process because the non-binding process is not available in your state.

Therefore, your situation falls outside the jurisdictional limits of the NCDS arbitration process and will be closed accordingly. We are returning your documents herewith. You may seek other remedies available within the state.

Sincerely,

NCDS

Diane Kimbrough x 120
Case Administrator

enclosures

cc: Customer Relations Manager, Chrysler Group LLC

NCDS

JUN 25 2012
RECEIVED

[Redacted]
Denver, Colorado [Redacted]

May 3, 2012

Via Certified Mail/Return Receipt Requested

Chrysler Group LLC
Denver Business Center
12225 East 39th Avenue
Denver, Colorado 80239-3414

Chrysler Group LLC
National Center for Dispute Settlement
Customer Arbitration Process
P.O. Box 560208
Dallas, Texas 75356

Re: Dispute of Warranty Coverage Denial on VIN:1D7RV1GT6AS [Redacted]
Request for Discovery/Arbitration

Dear Sir or Madam:


Please accept this as my formal complaint/request for discovery regarding the denial of warranty coverage on my 2010 Dodge Ram 1500, Vehicle Identification Number:1D7RV1GT6AS [Redacted]. At the time of my purchase of the aforementioned vehicle, the purchase included a 100,000 mile power train warranty. On January 31, 2012, while I was driving the truck, the rear differential locked-up, the drive shaft fell onto the road, and the pinion shaft snapped in half. At this time, the truck had approximately 62,000 miles. Upon bringing the truck to Pro Chrysler Dodge for repair on the same date, I was informed that the necessary parts for repair would be ordered. At that time, I was given the impression that the work would be covered under my warranty. My experience with the Pro Chrysler Dealership has always been positive. I believe Pro Chrysler acted in my best interest and did what they could to accommodate me. Within a week after, I was informed that a "Zone Representative" would be out to inspect my truck, and it was out the dealership personnel's control to determine warranty coverage. Subsequently, I was informed by Pro Chrysler Dodge that the Zone Representative determined that the repairs would not be covered under the warranty. The denial of the warranty coverage was based the fact that I towed with my truck even one time. Specifically, I towed with my truck a total of only 3 times and 150 miles. In my understanding of the owner's manual and maintenance schedule, which states: "Inspect the front and rear axle fluid, change if using your vehicle for police, taxi, fleet, off road or frequent trailer towing," the truck should be placed under a more aggressive maintenance schedule. Since Chrysler does not provide a definition of "frequent," from a reasonable-person standpoint, my situation does not fall under a category of "frequent" towing. The

language used in the maintenance schedule is simply unacceptable because it is not direct or absolute in regard to the servicing of the differential. With that said, this was not applicable to my situation and the warranty should have covered the necessary repairs. I find that Chrysler's advertisement of the 100,000 power train warranty is extremely misleading because they did not honor their warranty when my truck needed repairs because of defective parts and same should have been covered under this warranty. I believe that Chrysler is strictly liable for the coverage of the repairs under laws applicable to this matter.

At the time of the above occurrences, I was under duress to obtain a truck for use to keep my business going or I would lose my business contracts if I was unable to perform them. Since I must have a truck to conduct my business, having my truck back in a short time period was essential to keep my contracts. Due to circumstances beyond my control, I was forced with the choice of either 1.) unexpectedly paying for the repairs on my 2010 truck or 2.) finance a 2012 truck with a much larger payment. Due to the fact that I could not afford to pay the large cost required for the repairs on the 2010 truck in the requested large cash amount, I was left with no other choice but to be placed under a new financing agreement for a newer and more expensive truck; regardless of that fact that it was much larger than I wanted or that I could afford (because I needed a truck to keep my business).

I and my large extended family have and continue to be loyal Chrysler and Mopar customers but I feel rather betrayed by the company. Chrysler claims to hold itself to high standards in regard to customer service, however; my experience with this situation is that Chrysler cheated me out of a warranty I paid for with the purchase of my 2010 truck and did not honor the warranty for what I believe was an obvious defect in parts. I feel Chrysler should take action to resolve this concern and remedy same for all damages, inconveniences and expenses because of Chrysler's mishandling of the warranty claim on my 2010 Dodge Ram 1500.

Respectfully submitted,



cc: Pro Chrysler Jeep Dodge, 1800 W. 104th Avenue, Thornton, CO 80234



A Perfect Experience Every Time.

1800 WEST 104TH AVENUE
 THORNTON, COLORADO 80234-3602
 PHONE 303-469-1931
 FAX 303-469-4107
 www.projeep.com



CELL: [REDACTED]

CUSTOMER NO. 191881	ADVISOR LOUIS RUGGIERO	TAG NO. 1804	INVOICE DATE 02/16/12	INVOICE NO. JECS484554
[REDACTED]	LABOR RATE	LICENSE NO.	MILEAGE 62,831	COLOR GRAY/
DENVER, CO [REDACTED]	YEAR / MAKE / MODEL 10/DODGE/1500/PK	DELIVERY DATE 08/28/10	DELIVERY MILES 62,831	STOCK NO. R12620A
[REDACTED]	VEHICLE I.D. NO. 1 D 7 R V 1 G T 6 A S	SELLING DEALER NO.	PRODUCTION DATE	
[REDACTED]	F.T.E. NO.	P.O. NO.	R.O. DATE 02/01/12	
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS	MO: 62831	

JOB# 1 CHARGES

LABOR
 J# 1 03JEZ DIFF/DR SHAFT INSP TECH(S):1408 0.00
 CUSTOMER STATES THE REAR END HAS LOCKED UP
 HAS CHRYSLER POWERTRAIN. REQUEST JOSH REESE TO WORK ON
 REAR DIFFRENTIAL LOCKED UP AND SHEARED PINION GEAR
 VEHICLE HAS BEEN TRADED IN.
 NO REPAIRS MADE AT THIS TIEM
 RECOMMEND REPLACE REAR AXLE ASSEMBLY WITH USED REAR AXLE.
 REPAIR DECLINED AT THIS TIME

CLAIM WAS DENIED BY CHRYSLER POWERTRAIN

JOB# 1 TOTALS

JOB# 1 JOURNAL PREFIX JECS JOB# 1 TOTAL 0.00

ESTIMATE
 CUSTOMER HEREBY ACKNOWLEDGES RECEIVING ORIGINAL ESTIMATE OF \$47.50 (+TAX)

COMMENTS
 TOW IN

TOTALS

** We are now PRO CHRYSLER JEEP DODGE !!!
 IMPORTANT NOTICE !! Soon you may be receiving a "Customer One" questionnaire from Chrysler Corporation regarding your recent vehicle service visit here at Pro Chrysler Jeep Dodge. If there is ANY reason you can't grade us "COMPLETELY SATISFIED" on each question, please contact, Jason Burke, Jeff Burke, Bill Sack Luis Rggiero, Jacob King, Donnie Hoag or Phil Stiebler at 303-469-1931, We thank you for your business.

 * CASH CHECK # *
 * CREDIT CARD *
 * CHARGE A/R *
 * CASHIER *

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

DISCLAIMER OF WARRANTIES
 Any warranties on the products sold hereby are those made by the manufacturer. The Seller, Pro Chrysler Jeep Dodge hereby expressly DISCLAIMS all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and Pro Chrysler Jeep Dodge neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products.

REPAIR ORDER NOTICE
 Colorado law provides from imposition of a lien in favor of any person who repairs or bestows labor on personal property such as motor vehicles. If the repair or service work authorized in this Repair Order is not paid for, or is paid with a check, draft, or order which is subsequently dishonored for any reason, or is charged to an account which is not paid when due, the law gives the motor vehicle repair garage the right to take possession of the motor vehicle and/or commence an action in court to foreclose the lien which may result in the vehicle being sold pursuant to court order.

NO PARTS OR LABOR WARRANTY WHEN USED PARTS ARE INSTALLED

THANK YOU
FOR BRINGING
YOUR VEHICLE
TO US
FOR SERVICE

CUSTOMER SIGNATURE
 ***** DUPLICATE INVOICE *****



U.S. Department
of Transportation
**National Highway
Traffic Safety
Administration**

1200 New Jersey Avenue SE
Washington, DC 20590

Dear Consumer:

NVS-216rr

As a follow-up to your report to the Vehicle Safety Hotline (VSH), we have recorded your information on the enclosed Vehicle Owner's Questionnaire (VOQ) form. Please review the form and make changes, additions and corrections as necessary. Additionally, please provide a more detailed description of the failures(s) you reported that you believe relevant to safety. Also, if available, include copies of repair invoices, letters to the manufacturer, or any other document related to the problem(s) you reported. If a crash or fire occurred, include a copy of the police or fire department report.

It is helpful to be as thorough as possible in your report so that our ability to use your report will be maximized. If you do not have the information, it is not necessary to complete all the boxes. However, it is very difficult to identify the scope of a vehicle problem unless the vehicle identification number (VIN) is known. The VIN is located inside the vehicle on the dashboard adjacent to the left (driver's side) of the windshield pillar and on the drivers' door or the driver's door jam. It may also be listed on a dealer repair invoice or your insurance or registration cards. When reporting a tire problem, the brand name, tire line and complete tire size should be included. Be certain to provide the DOT tire identification number. It is usually located near the rim flange of the tire on either side of the tire.

We do not make your personal information (name, address, phone numbers, etc.) available to the general public. However, if we open an investigation that involves your vehicle, we will provide the manufacturer of your vehicle with a complete copy of your report. The information you provide may assist the manufacturer and NHTSA in determining if a safety-related defect exists.

Any information provided is entirely voluntary. There is no consequence or penalty of any kind if you do not wish to provide it. We seek this information to develop both statistical and investigative evidence that will help identify potential safety related problems in vehicles or vehicle equipment, e.g., tires, child safety seats, jacks, etc.

When completed, please fold and staple or tape the form so that the pre-addressed portion of the form is on the outside. If a larger envelope is used, tape the VOQ form to the larger envelope so that the pre-addressed portion of the form is showing.

If further assistance is needed, please contact the VSH at their toll-free number, 1-888-327-4236.

Thank you for your cooperation.

Sincerely,

Randy Reid Chief
Correspondence Research Division
Office of Defects Investigation
Enforcement

Enclosure: VOQ





Denver Co



DENVER CO 802

16 OCT 2013 PM 3 L



ENERGY POLICY MONTH



National Highway Traffic Safety
Administration Office of
Defects Investigation
U.S. Department
of Transportation

1200 New Jersey Ave Se
Washington D.C. 20077-9382

200779382

