

Re: Safety Recall M34/NHTSA 12V-474

5-13-13

CL-10514213-7374

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

MAY 22 2013

I'm writing to complain about a recall Chrysler was suppose to have completed by the first quarter of 2013. I just called to inquire again about this recall and was told they still haven't began to make the part for this recall.

As the enclosed letter states this problem can cause an accident to occur.

I've reduced my driving with this vehicle to a minimum but I must use it from time to time. My warranty on this vehicle is expiring as I don't use it like I wanted to when I bought it. Slick little trick Chrysler is pulling on their customers. I believe they should be required to extend warranty on these vehicles plus make needed repairs.

If you have questions please contact me at:

Phone #

Address

New Harmony, UT

Thank You,

ET
52413
SMD



Heather:

435-634-4200

Blanca or Brandy?

Checked at S. Wade on 1-26-13 and torque o.k.

**SAFETY RECALL M34 / NHTSA 12V-474
REAR AXLE PINION NUT**

Dear [REDACTED]

This interim notification letter 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 **2009 and 2010 model year Ram 1500 series trucks and Dodge Dakota trucks equipped with a 9.25" rear axle.**

The problem is... The rear axle pinion nut on your truck (VIN: 1D7RV1GT2AS [REDACTED]) may have been built without an adhesive patch on the pinion nut threads. The lack of this adhesive patch could allow the rear axle pinion nut to loosen and/or the rear driveshaft to separate from the rear axle. A loose pinion nut could cause the rear axle to seize and a separated driveshaft could cause a loss of motive power. Either situation could cause a crash without warning.

What Chrysler is doing... Chrysler intends to repair your vehicle free of charge (parts and labor). Unfortunately, the parts required to provide a permanent remedy for this condition are currently not available. Chrysler anticipates the remedy parts will be available within the 1st quarter of 2013. Chrysler will contact you again by mail, with a follow-up recall notice, when the remedy parts are available.

What you must do to ensure your safety... Once you receive your follow-up recall notice in the mail, 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.

If you need help... If you have questions or concerns, please contact the Chrysler Group Recall Assistance Center at 1-800-853-1403.

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.

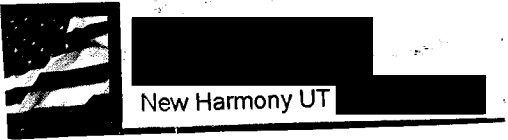
We're sorry for any inconvenience, but we are sincerely concerned about your safety. Thank you for your attention to this important matter.

Customer Services / Field Operations
Chrysler Group LLC
Notification Code M34

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



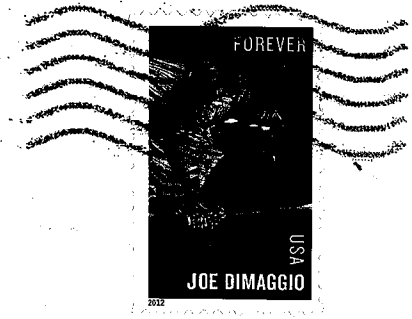
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New Harmony UT

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U.S. Dept. of Transportation

NHTSA

Office of Defect Investigation (NVS 210)

1200 New Jersey Ave, SE, West Building

Washington DC 20590

