

NVS-200
CL-10534590-1842

July 29, 2013

AUG - 7 2013

Administrator,
National Highway Traffic Safety Administration
1200 New Jersey Avenue, S.E.,
Washington, DC 20590

RE: Dodge Ram Safety Recall #N08 / NHTSA 13V-038, Rear Axle Pinion Nut

Dear Administrator,

In March of this year I received the above mentioned recall notice for my 2010 Dodge Ram 1500, VIN #1D7RV1GTXAS [REDACTED]. Prior to receiving the official recall notice I had read several accounts (on on-line forums) of other truck owners experiencing driveshaft separations at the rear axle. These incidents occurred at speed, and resulted in not only significant damage to the vehicle, but also predictable loss of control and significant risk to the vehicle occupants.

When I began reading about multiple instances of this problem I contacted my service advisor at Goldstein Chrysler Jeep Dodge in Latham, NY. to determine if there was a systemic problem or if these were coincidental. At the time of my initial call in 2012 there had been no recall notice issued. As I stated earlier, in March of this year I received a recall notice from Chrysler for my specific vehicle.

Upon receipt of the recall notice I immediately contacted my service advisor since this seems to be a potentially serious problem that, in my opinion, has the potential to result in serious bodily injury to either the vehicle occupants and/or neighboring vehicles should the operator lose control as a result of a failure of the driveline components. I was informed that the "parts were not yet available" to make the repairs, and that I would hear from Chrysler when they were available.

Fast forward five months, and Chrysler has taken absolutely no action to remedy this potentially deadly manufacturing flaw with my vehicle. I have spoken to my service adviser, as well as two different customer representatives from Chrysler, and all anyone can tell me is "I don't know". Nobody knows what the holdup is in manufacturing the needed parts; nobody knows when the parts might be available to make the repairs; nobody knows what Chrysler is doing for the truck owners who have already experienced failures. Nobody knows anything, but they sure cashed my check without any problem.

In 6 weeks I will be driving this vehicle from New York State to Phoenix Arizona, and quite frankly the possibility of a rear driveline failure at highway speed scares me to death. I am simply amazed that Chrysler continues to be so nonchalant about this defect, and I am unbelievably frustrated that I am forced to deal with their indifference and arrogance after spending in excess of \$40k for this vehicle.

Please consider this communication a formal complaint against Chrysler regarding their inaction to remedy this problem in a timely fashion. Customer satisfaction aside, the safety of vehicle users should be paramount - and Chrysler clearly could care less about that. I implore you to take whatever action is necessary to ensure that Chrysler rectifies this dangerous vehicle defect immediately.

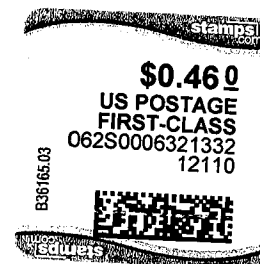
Regards,

[REDACTED]
Clifton Park, NY [REDACTED]
[REDACTED]

Cc: Goldstein Chrysler Jeep Dodge

ET
8813
SMD

Clifton Park, NY



NATIONAL HIGHWAY TRAFFIC SAFETY ADMINISTRATION
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