

**From:** Reid, Randy (NHTSA)  
**Subject:** FW: [REDACTED] complaint  
**Date:** Thursday, August 15, 2013 3:03:25 PM

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

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**From:** [REDACTED]  
**Sent:** Wednesday, July 31, 2013 1:55:30 PM (UTC-06:00) Central Time (US & Canada)  
**To:** [sergio.marchionne@chrysler.com](mailto:sergio.marchionne@chrysler.com); [doug.betts@chrysler.com](mailto:doug.betts@chrysler.com); [shawn.morgan@chrysler.com](mailto:shawn.morgan@chrysler.com);  
[reid.bigland@chrysler.com](mailto:reid.bigland@chrysler.com); [timothy.kuniskis@chrysler.com](mailto:timothy.kuniskis@chrysler.com)  
**Cc:** KC Snyder; [rlundquist@yarkauto.com](mailto:rlundquist@yarkauto.com); Region 5, NHTSA (NHTSA); [armyconsumer@us.army.mil](mailto:armyconsumer@us.army.mil)  
**Subject:** Soldier, Loyal Customer needs your help

Gentlemen,

My name is [REDACTED] I am currently deployed in Afghanistan and I am half way through a 12 month deployment. I am an Army Officer and lead a platoon of 35 soldiers in a very difficult mission. My soldiers do not occupy a base or defend it, we head out on missions where we face the enemy almost everyday. To date we have not lost any soldiers or experienced any significant injuries... my focus lies with bringing them all home to their families safely. I am not writing to you for consideration of sorrow or pity I am only including these details so that you fully understand the circumstances of my situation.

My wife [REDACTED] has been taking care of things at home since I have been gone. She does this so that I can concentrate on the difficult mission that I have with the knowledge that things at home are in order. She cuts the grass, paints around the house, takes care of the kids, gets them up in the morning and tucks them in at night. She pays the bills, takes care of taxes and keeps the finances in order. One thing that weighs on her and she has been working on for months is trying to settle or get some response from Chrysler in reference to our case #22290955 that was filed with your company over a year ago. I will not get into *all* of the details in this email and I will try to be brief:

**July 2010:** We bought a new 2010 RAM Truck (Vin #1D7RV1CT1AS [REDACTED]) from Yark Automotive in Toledo, OH. This was the 7th new Chrysler I have purchased and my 3rd Ram Truck. My father retired from Jeep and I have been loyal to the brand for years.

**June 2011:** My wife and I were towing a small U-Haul trailer on a trip from Ohio to Florida when the Drive shaft disconnected from the rear differential while going through the Tennessee Mountains. We were on Interstate 75, the rear wheels locked up and we came to a screeching halt.

The truck was towed to a dealer in Georgia right across the state line. The mechanic said he has repaired this problem before (more than once). He made a quick repair so that we could get to Florida and told us as soon as we get to Florida have it all checked out and he gave us a list of parts that would NEED to be replaced.

We were on a tight schedule and had continued to Florida that evening. We arrived in Florida very late at night and the next day and took the truck to Wallace Jeep in Port St. Lucie. The dealer told us that they have seen this problem before, the Chrysler case manager however told us that they have never heard of this problem. We were given a rental car and all of the repairs would be covered under the warranty. The repairs however never happened. We were first told that the part would arrive in a couple days... then a couple more days... then we were told that the part could not be found but there

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is one in Texas (or other state) and that they would get it the next week. Ultimately we were told that the part did not exist and that it would have to be MADE with no idea when it would be complete.

All of this time we were on vacation! We had to worry about how we were getting home and when. My wife and I had to work the following week and we had our son staying with neighbors. This vacation was supposed to be a relaxing time before my deployment. We tried to work with the Chrysler representative Elizabeth on our case but she (or corporate rules) would not allow her to do ANYTHING. We discussed shipping the truck to Ohio and we would get home. We discussed flying home and back, we discussed one of us staying longer but needed a hotel. Chrysler would do nothing to help us other than say that we could do any of those things and submit receipts and that "Chrysler would consider them for reimbursement". We did not have money for multiple trips or flights. We even went as far as to ask Chrysler if they would discount another new truck or car and we would just trade in the truck and buy something else. Chrysler would not even supply a discount.

Ultimately we were desperate to get home so we worked with Wallace who was willing to trade in the truck as is and we purchased the least expensive car we could get. We absorbed over \$2000 in negative equity and I lost almost 2 years of payments on my truck. In addition I now have a car I don't really want and no truck.

When we returned home my wife submitted receipts for expenses and we never heard anything back. Shortly after that I was researching the issue and noticed an Article in Consumer Reports noting that Chrysler was being investigated for Dodge Ram drive shaft problems where "rear wheels lock up". Not knowing of the exact problem I glossed over it but then I saw that Chrysler issued a RECALL (NHTSA# 12V-474) for the "pinion nut backing off" which was the same problem that I had. I was misled about knowledge of the issue by Chrysler.

This has been an on-going issue for Chrysler and Chrysler had an easy way out of this by helping me in some small way to get home or even offering a discount on a different vehicle. I would have even bought another Chrysler... but I didn't.

So this brings us to today. My wife has submitted receipts again and even filed a complaint with the Attorney General in Ohio. This happened over a month ago and we have gotten no response from Chrysler. We have even asked for a status and even that request has been ignored. I have contacted Ronald L. Burdge an Attorney who specializes in Consumer protection Law. They are reviewing my case and as a last effort I am writing this email to try and get a response to what is an obvious injustice. I have also filed a complaint with the FTC and the NHTSA.

Here I am in Afghanistan using my valuable time to write this message instead of focusing on the important mission in front of me. This issue has gone ignored for too long and needs to be addressed so that I can enjoy my return home and my wife can take a break from burdening the worry of what could have been solved so easily with an honest fix or re-call earlier or even a *discount* on a new truck.

I am asking for the negative equity in the sale of the truck, the payments that I had made on the truck up to the time of sale and the expenses that my wife and I incurred because of our extended stay in Florida. All of the details and receipts have been sent to Shannon Hoffman of the Chrysler Executive Referral Team.

My wife [REDACTED] can be reached by email at [REDACTED] or by phone at [REDACTED]. I can be reached by email at [REDACTED]

Thank you for your time-

[REDACTED]