

NVS-200

CL-10544866-1362

DEC 03 2013
EXECUTIVE SECRETARIAT

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RECEIVED - NHTSA

[Redacted]

Mukilteo WA [Redacted]
November 22, 2013

National Highway Traffic Safety Administration
1200 New Jersey Ave SE
Washington DC 20590

RE: Recall on 2010 Dodge Ram / VIN 1D7RV1CT5AS [Redacted] / ODI 10544866 / REF 23976358

Hello:

Several months ago we received a recall notice (N08/NHTSA 13V-038) concerning the rear axle pinion nut on our 2010 Dodge Ram with the above noted VIN. Every time we had our truck serviced after receiving that notice we would check to see if the parts were in and were always told they were not yet available, but not to worry as it was not a serious reclal. Then in August while driving on the freeway and pulling our boat the gears started falling from the rear end and were all over the highway as a result of the recall not being performed. All four wheels locked due to the drive-line breaking the transfer case. It was a very harrowing experience and if we had not had the weight of our boat on the back of our truck, we could have easily flipped, rolled and goodness knows what bodily harm or even death that could have occurred.

We did contact Chrysler's customer assistance department, but were told that we had no recourse due to the "incidental or consequential damages" section of the limited warranties section of the booklet that came with our vehicle. That is understandable if the problem was due to a warranty issue. However, this was a recall that was not attended to as it should have been.

We have since purchased a new vehicle, so the 2010 Ram is no longer in our possession. Our main concern is that others may not be as fortunate as we were if the Chrysler Corporation does not make the parts available to those who do own the affected vehicles. Another notice has made been received, so we are aware that the problem has not been resolved.

In conclusion, we seemed to have had an angel looking out for us as it was a terribly frightening incident. It is upsetting that Chrysler would not compensate us in anyway and this has put a damper on our opinion of that company. Thank you for allowing me to state my thoughts.

Sincerely,

[Redacted Signature]

Copy: Chrysler Customer Assistance
PO Box 21-8007
Auburn Hills, MI 48321-8007

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Mukilteo WA [Redacted]

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