

OCT 17 2013

NVS-200

CL-10549120-2558

EXECUTIVE SECRETARIAT
2013 SEP 30 A 10:31

[REDACTED]
Albuquerque, NM
[REDACTED]

21 September 2013

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

RE: SAFETY CALL N08 / NHTSA 13V-038 REAR AXLE PINON NUT

To Whom It May Concern:

Attached letter and RECALL notice from Chrysler is forwarded for your perusal. As indicated I am very unhappy. Five months (according to your web site, actual recall was initiated in February 2013) waiting for parts to arrive IS excessive.

Someone needs to kick Chrysler's behind and RESOLVE this recall. I am hoping you are an organization that can do that.

I eagerly await your response.

Sincerely,

[REDACTED]
MCPO, USN (Retired)

NAM
101713
SMD

[REDACTED]
Albuquerque, NM
[REDACTED]

21 September 2013

RECALL ADMINISTRATION 482-00-85
PO BOX 218008
AUBURN HILLS MI 48321-9959

RE: SAFETY RECALL N08 / NHTSA 13V-038 REAR AXLE PINION NUT

To Whom It May Concern;

Attached enclosure was received in April 2013. Beginning in April, once a month (May, June, July, August and latest call 20 September 2013), I have called your customer care number, 800-853-1403 to be told "I am sorry but parts are on order and you will be contacted when parts are finally received" or words to that effect. Customer care did make an appointment for me at a local dealership and my RAM pick-up's pinion axle nut was tight.

Even though my RAM pick-up appears to be safe to drive NOW, this recall worries me and I want a PERMANENT fix as YOU have indicated YOU will do. It has been over five (5) months since I was FIRST notified of this recall, and still no parts. To me this is not only disappointing, but is OUTRAGEOUS. I would think Chrysler would have better vendors than this!

Your customer care representatives can only tell me Chrysler has parts on order. Customer care is unable to tell me when parts will be available to FIX this recall. Five months is a LONG time to wait. I expect better out of an organization that has normally given me good value for my money. I am EXTREMELY DISAPPOINTED in Chrysler and this recall. I have NEVER had this much trouble getting parts for a recalled event.

With this being a SAFETY recall I am forwarding a copy of this letter to Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Ave., S.E., Washington, DC 20590.

My safety, my families' safety is in YOUR hands. Do what you said you were going to do and obtain necessary parts to REPAIR this recall NOW.

I eagerly await your response.

Sincerely,

[REDACTED]
MCPO, USN (Retired)



SAFETY RECALL N08 / NHTSA 13V-038 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 model year Chrysler Aspen and Dodge Durango vehicles; and 2009 through 2012 model year Dodge Dakota and Ram 1500 series trucks equipped with a 9.25" rear axle.**

The problem is... The rear axle pinion nut on your truck (VIN: 1D7RB1CT5AS[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). The parts required to provide a permanent remedy for this condition are currently not available. 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.

Please help us update our records by filling out the attached prepaid postcard if any of the conditions listed on the card apply to you or your vehicle. You may also update this information on the web at www.dodge.com/ownersreg.

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.

If your dealer fails or is unable to remedy this defect without charge and within a reasonable time, you may submit a written complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Ave., S.E., Washington, DC 20590, or call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153), or go to <http://www.safercar.gov>.

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 N08

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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CHRYSLER GROUP LLC

CIMS 482-00-85
PO Box 218008
Auburn Hills MI USA 48321-8008
Electronic Service Requested

PRESORTED
FIRST CLASS MAIL
U.S. POSTAGE
P A I D
PERMIT #2655
DETROIT, MI

IMPORTANT!

SAFETY RECALL NOTICE

AS [REDACTED] N08 0126629

[REDACTED]
ALBUQUERQUE, NM [REDACTED]



0126629/#57938 / N08 ODD



NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES

BUSINESS REPLY MAIL

FIRST-CLASS MAIL PERMIT NO. 9941 DETROIT MI

POSTAGE WILL BE PAID BY ADDRESSEE

RECALL ADMINISTRATION 482-00-85
PO BOX 218008
AUBURN HILLS MI 48321-9959



VIN (Last 8 Characters of Vehicle
Identification Number)

Notification Code

AS

NO8

This service was previously performed on my vehicle (check one if applicable):

- ☐ My vehicle was inspected and found to be ok.
☐ My vehicle was repaired.

This vehicle was (check one if applicable):

- ☐ scrapped ☐ stolen ☐ exported

This vehicle was sold to (check one if applicable):

- ☐ A dealer, or someone whose name and address is unknown.
☐ Someone other than a dealer (type or print the new owner's name and address below).

Date of sale: _____

Updated name and address (type or print the new owner's name and address or your new name and/or address if it has changed):

Owner's title (check one if applicable):

- ☐ Mr. ☐ Miss ☐ Mr. & Mrs. ☐ Dr.
☐ Mrs. ☐ Ms. ☐ Rev. ☐ Business

First Name _____ MI _____

Last Name _____

Street Address _____

City _____

State _____ Zip Code _____

Email Address _____

Albuquerque, NM

ALBUQUERQUE NM 870

21 SEP 2013 PM 4 L



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

20590

