



U.S. Department
of Transportation

**National Highway
Traffic Safety
Administration**

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

1200 New Jersey Avenue, SE
Washington, DC 20590

January 27, 2014

[REDACTED]
Albuquerque, NM [REDACTED]

NVS-216 nam
Ref. No. 10549120

Dear [REDACTED]

Thank you for your correspondence concerning your model year (MY) 2010 Dodge Ram 1500 truck. Your letter was received by the National Highway Traffic Safety Administration's (NHTSA) Office of Defects Investigation. We regret any inconvenience our delay in responding may have caused you.

NHTSA is the Federal agency responsible for improving safety on our Nation's highways. We are authorized to order manufacturers to recall and repair motor vehicles or motor vehicle equipment when our investigations indicate that they contain safety defects in their design, construction, or performance. We also monitor the adequacy of manufacturers' recall campaigns. In order for the agency to initiate an investigation, we look carefully at the body of consumer complaints and other available data to determine whether a defect trend may exist. However, we do not have authority to act on isolated problems or resolve disputes between individual owners, dealers, or manufacturers.

You indicate that 5 months ago you received a recall notice concerning the rear axle pinion nut on your MY 2010 Dodge Ram 1500 truck. The recall notification letter states that when parts are available you will be re-notified and should schedule an appointment with a Chrysler dealer to have the remedy completed. You contacted your dealer and the Chrysler Group Recall Assistance Center who advised that they are waiting for parts. You believe the amount of time the recall has been delayed for parts is excessive and request assistance from NHTSA in resolving this matter.

We are aware of the recall (NHTSA Safety Recall Campaign No. 13V-038) that addresses an undersized pinion spline that can allow relative motion between the nut and companion flange which may cause the rear axle pinion nut to loosen in certain MY 2009 through MY 2012 Dodge Ram 1500 trucks manufactured between February 27, 2008, through June 30, 2009, and from December 1, 2009, through October 20, 2011. We understand your concerns regarding the delay in the recall. Chrysler began mailing owners a second notice in December 2013, indicating the recall parts are now available and to contact their dealer for an appointment. Please note that it is

not unusual for manufacturers to not have an adequate inventory of recall parts shortly after a recall is announced. Recall parts availability can be affected by numerous factors including, but not limited to, redesign, testing, manufacturing and logistics. We recommend that you continue to work with Chrysler and your Dodge dealer for further assistance.

Should you encounter a safety-related problem with a motor vehicle or motor vehicle equipment in the future, we would appreciate it if you would complete an electronic Vehicle Owner's Questionnaire online at www.nhtsa.gov or call the Auto Safety Hotline at 1-888-327-4236. Also, a summary listing of vehicle owners' complaints, safety recalls, manufacturers' service bulletins, etc. can be obtained from our web site.

Sincerely yours,



Randy Reid, Chief
Correspondence Research Division
Office of Defects Investigation
Enforcement