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NVS-200

CL-10550220-2263

OCT 24 2013

EXECUTIVE SECRETARIAT

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RECEIVED - NHTSA

[redacted]

BAGRAM AIRFIELD APO, [redacted]

DATE: October 3, 2013

SUBJECT: Case No. 570859 - "CHYSLER SAFETY RECALL NOB/ NHTSA 13V-038 - REAR AXLE PINION NUT"

Dear Madame/Sir:

I contacted the National Highway Traffic Safety Administration on September 2, 2013 via your internet portal to submit my written complaint to the Administrator regarding our Dealer's poor response to "CHYSLER SAFETY RECALL NOB/ NHTSA 13V-038 - REAR AXLE PINION NUT". I got a response from your organization stating that my electronic letter was not the acceptable form of notification and that I had to present my complaint via traditional mail.

In compliance with your traditional mail requirement; I hereby submit the following to the National Highway Traffic Safety Administration as my written complaint regarding our Dealer's poor response to "CHYSLER SAFETY RECALL NOB/ NHTSA 13V-038 - REAR AXLE PINION NUT".

According to the National Highway Traffic Safety Administration (NHTSA), on October 2, 2012, Chrysler Group LLC (Chrysler) submitted a Defect Information Report (DIR) to NHTSA identifying a safety defect in approximately 48,058 vehicles built with an axle pinion nut that can loosen, which could result in lock-up of the rear axle and/or separation of the rear drive shaft from the rear axle (NHTSA Recall No. 12V-474). The vehicles involved in this recall are model year (MY) 2009 and MY 2010 Dodge Ram 1500 (46,677).

On December 27, 2012 I purchased my truck (2010 DODGE RAM 1500 Serial# 1D7RB1CT3AS[redacted]) from Central Florida Chrysler-Jeep-Dodge (DL#[redacted].

In April 2013 I received an interim notification letter "CHYSLER SAFETY RECALL NOB/ NHTSA 13V-038 - REAR AXLE PINION NUT". Chrysler stated that the Interim notification letter was sent to me in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act. The notification stated that Chrysler intends to repair my vehicle free of charge (parts and labor). However, according to the interim notification, the parts required to provide a permanent remedy for this condition are currently not available and Chrysler promised to contact me again by mail, when the remedy parts are available.

I am currently deployed in Afghanistan and have been since February 2013. When this letter arrived at my home my wife contacted the Dealer and was told that they would contact her when they have the part. Since we received the Interim notification letter from Chrysler my wife would not drive the truck because she is afraid, rightly so, of the stated consequence of this defect as clearly stated by the Administrator, National Highway Traffic Safety Administration and I quote:

NAM
102813
SMD

DATE: October 3, 2013 - SUBJECT:Case No. 570859 - "CHYSLER SAFETY RECALL NOB/ NHTSA 13V-038 - REAR AXLE PINION NUT"

"CONSEQUENCE of this defect is that if the rear axle pinion nut loosens, the axle can lock up and cause a loss of vehicle control and/or a vehicle crash with little warning."

On July 27, 2013 around 2:45 PM Eastern Time, after waiting three months to hear from the Dealer my wife and I contacted the Dealer and spoke with Judson, a Sales Representative. Judson informed us that the truck is safe to drive and hung up on us when we told him that the recall clearly states that the consequence of this defect can be a loss of vehicle control and/or a vehicle crash with little warning.

On July 29, 2013 at 9:00 AM Eastern Time I called the Dealer to lodge a complaint and find out when our truck would be fixed. I spoke to a Customer Service Representative who informed me that if I wanted to complain I could speak to the General Manager, Tom Grabbe. I spoke with Tom Grabbe on July 29, 2013 and he informed me that the Dealership cannot do anything about repairing the truck and my complaint until I return home to the United States. I do not return home from my deployment until February 2014.

The proposed REMEDY is that Chrysler will notify owners which they have done, and dealers will install a pinion nut retainer, free of charge, which they have not done. Since the recall began our efforts to get our Dealer to fix the truck have been in vain. Our Dealer has failed or is unwilling to remedy this defect within a reasonable time. Further, I believe that the Dealer's treatment of my wife and I is bordering on being Un-American. I do not understand why I have to wait when my wife is authorized to pursue the recall repairs for our truck. My deployment does not interfere with the Dealership doing its due diligence and installing a pinion nut retainer to fix this defect.

Based on these facts, I hereby submit my written complaint to the Administrator, National Highway Traffic Safety Administration.

Respectfully,

[redacted]

[redacted]
Bagram Airfield
APO, AE [redacted]

U.S. Department of Transportation
National Highway Traffic Safety Administration
1200 New Jersey Ave, SE
West Building
Washington, DC 20590