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

U.S. Department
of Transportation

**National Highway
Traffic Safety
Administration**

1200 New Jersey Avenue, SE
Washington, DC 20590

February 12, 2014

[redacted]

APO, AE [redacted]

NVS-216 nam
Ref. No. 10550220

Dear [redacted]

Thank you for your correspondence concerning your model year (MY) 2010 Dodge Ram 1500 truck. The National Highway Traffic Safety Administration's (NHTSA) Office of Defects Investigation has looked into this issue and we are pleased to respond. 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 serious 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, sufficient data must exist to warrant the expenditure of agency resources. However, we do not have authority to act on isolated problems or resolve disputes between individual owners, dealers, or manufacturers.

You indicate several months ago you received a recall notice for your MY 2010 Dodge Ram 1500 truck that addresses a problem with the rear axle pinion nut (NHTSA Safety Recall Campaign No. 13V-038). As of September 2, 2013, Chrysler has not completed the recall because the parts are not available. Your wife is afraid to drive the truck because it may cause a crash. You are submitting your letter to report Chrysler and the dealer's poor response to the recall.

We are aware of Chrysler's difficulty in providing the necessary parts to complete NHTSA Safety Recall Campaign No. 13V-038 and understand your frustration. According to our records the recall was recently completed on your truck. Please note that it is not unusual for manufacturers to not have an adequate inventory of recall parts or a final remedy shortly after a recall is announced. Recall parts availability and recall remedies can be affected by numerous factors including, but not limited to, redesign, testing, manufacturing and logistics. Some manufacturers limit the volume of recall parts they automatically deliver to dealers. Due to the volume of vehicles involved in a recall, manufacturers may conduct the recall in phases. Also, manufacturers may limit recall part distribution and ordering to avoid waste by dealerships for parts they did not order or do not need. We recommend that you contact Chrysler or your dealer for any unresolved matters concerning the recall.

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

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