

OCT 31 2013

CL-10551257-9599

Nuremberg Community Ambulance Association

[REDACTED]
Nuremberg, PA [REDACTED]
[REDACTED]

2013 OCT 29 P 2:54

RECEIVED - NHTSA

Chrysler Customer Assistance
P.O. Box 21-8007
Auburn Hills, MI 48321-8007

October 19, 2013

Dear Customer Services/Field Operations;

We have received on August 9, 2013 the Safety Recall Notice N26/ NHTSA 13V-239 for Front Axle Tube Welds for our 2012 Dodge Ram four wheel drive truck VIN 3C7WDLCL5CG [REDACTED]. We have contacted the Chrysler Customer Services to get the Front Axle Differential Housing repaired and have been advised that no permanent remedy is currently available. The Recall states the vehicle should not be used for high torque or heavy load driving maneuvers while in four wheel drive mode. Also a fractured universal joint could result in a loss of motive power and cause a crash without warning. The Recalled Dodge Vehicle is a Basic Life Support Community Ambulance with a 100 Square mile coverage area and travel distances to hospitals of 30 miles. The unit needs to be driven with a patient and crew where minutes count to make certain the patient has the best outcome. We cannot therefore place these people at risk to the potential of a crash. We have been trying to arrange repair but have so far been unsuccessful. Chrysler has not inspected the vehicle, arranged repair or sent any written correspondence that remedy parts are available as noted in the recall notice. Our members feel that based on the Recall warning we should not put at risk our crew or this ambulance by emergency use. We purchased the Dodge 4 wheel drive Ambulance to use for access to remote locations and Winter driving and we have not been able use it for this purpose. Our Truck Foremen has made it clear to Chrysler Customer Services that this is a 911 Emergency Vehicle and it is needed to provide emergency services to the 5 townships we cover.

We feel that it is the responsibility of Chrysler to repair the vehicle as quickly as possible to get it back into safe service for our residents. We are also losing revenue having this unit out of service yet we are still required to pay the vehicle loan and insurance coverage. In over 2 months, Chrysler has not advised us where or when we can have the safety issue repaired. We therefore need to bill Chrysler \$200 per day for lost income starting October 15 until the repair is completed. This bill will be sent to the Chrysler Customer Assistance address above along with any costs incurred with the recall repair. We hope you respond quickly by getting our ambulance back into safe service. If you have any questions please contact our Treasurer, [REDACTED] Phone [REDACTED] Ext [REDACTED] or E-mail [REDACTED]

Respectfully,

The officers of the Nuremberg Community Ambulance

CC: Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Ave., S.E. Washington, DC 20590

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SMD

NUREMBERG COMMUNITY
AMBULANCE ASSOCIATION, INC.

NUREMBERG, PA

HARRISBURG PA 171

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Administration
National Highway Traffic Safety Administration
1200 New Jersey Ave., S.E.
Washington, DC 20590

