

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

January 10, 2014

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

JAN 17 2014

Re: Safety Recall No. N62 / NHTSA 13V-528
(VIN: 3D7MX46C06G [REDACTED])

Dear Administrator:

The above safety recall (copy attached) concerns the left tie rod ball stud on the referenced vehicle; however, I have experienced problems with both the left and right tie rods, and feel the right tie rod should also be recalled.

In a letter to Chrysler Customer Assistance (copy attached), I have requested reimbursement for repairs to the left tie rod and informed them of a crash caused by the defective right tie rod, with all vehicle repairs being paid by my insurance provider.

Any assistance in this matter would be greatly appreciated.

Sincerely,

[REDACTED]
Ravenden Springs, AR [REDACTED]

Enclosures (2)

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January 10, 2014

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

Attention: Reimbursement

Re: Safety Recall No. N62 / NHTSA 13V-528
(VIN: 3D7MX46C06G [REDACTED])

Dear Customer Assistance:

In reference to the above safety recall, please find included, herewith, copies of receipts dated August 20, 2013, from Hughes Auto Parts & Repairs, Inc. in the amount of \$58.51 (tie rod) and Powell's Welding & Machine Works in the amount of \$43.20 (labor), totaling \$101.71 for replacement of the left tie rod on the above referenced vehicle.

Although there is not a safety recall of the right tie rod at this time, I feel there certainly should be. Prior to the above incident involving the left tie rod, during year 2011 while driving the above referenced vehicle the right tie rod also malfunctioned, causing the vehicle to veer across the on-coming traffic lane, into a ditch and finally crashing into an embankment. Since all costs for repairs to my vehicle, including replacement of both left and right tie rods, were paid by my insurance provider, I am forwarding a copy this letter and the recall information to them so a determination can be made regarding any claims they may have.

Furthermore, I am forwarding a copy of this letter and the recall information to the Administrator, National Traffic Safety Administration to make them aware of the problems I have also encountered with the right tie rod.

Please forward my reimbursement amount of \$101.71 to me at the address shown below.

Sincerely,

[REDACTED]

Ravenden Springs, AR [REDACTED]

Enclosures (2)

Page 2

Copy: Paul Higginbottom, Agency Manager
Farm Bureau Insurance
P. O. Box 69
Ash Flat, AR 72513

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

IMPORTANT SAFETY RECALL N62 / NHTSA 13V-528

This notice applies to your vehicle (VIN: 3D7MX46C06G [REDACTED]).

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

Dear [REDACTED]

Chrysler has decided that a defect, which relates to motor vehicle safety, exists in some **2003 through 2008 model year Dodge RAM 1500/2500/3500 series Trucks** that had the steering linkage replaced with MOPAR service parts.

The problem is... The left tie rod ball stud on your truck may fracture under certain driving conditions. This could cause a loss of directional control and/or crash without warning.

What your dealer will do... Chrysler will repair your vehicle free of charge (parts and labor). To do this, your dealer will inspect the steering linkage on your truck and replace steering linkage component(s) if required. The inspection will take less than ½ hour. If linkage replacement is required, the work will take an additional 1 hour to complete. However, additional time may be necessary depending on service schedules.

What you must do to ensure your safety... Simply contact your Chrysler, Jeep, or Dodge dealer starting January 6, 2014 to schedule a service appointment. Ask the dealer to hold the parts for your vehicle or to order them before your appointment. **Please bring this letter with you to your dealer.**

If you need help... If you have questions or concerns which your dealer is unable to resolve, 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

Note to lessors receiving this recall: Federal regulation requires that you forward this recall notice to the lessee within 10 days.

**DODGE****CHRYSLER****Jeep****SRT**

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ADMINISTRATOR
NATIONAL HIGHWAY TRAFFIC
SAFETY ADMINISTRATION
1200 NEW JERSEY AVE., S.E.
WASHINGTON, DC 20590

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