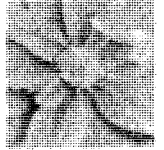


CL-10562030-9534

From: [REDACTED]
Subject: **2008 Dodge Ram Truck Recall**
Date: December 28, 2013 3:32:32 PM EST
To: National Highway Traffic Safety Administration
Cc: [REDACTED]



Dear Sirs.

JAN 24 2014

I would like to express my extreme dissatisfaction with Chrysler Group. My 2004 Dodge Ram was recalled for tie rods in February of 2013. I took the truck to Smith Motors at the time of service a Chrysler dealer located in Warren County NJ. (the only dealer within 15 miles) the service tech looked over the truck for about fifteen minutes and said there was not an issue with my vehicle.

June 2013, I am driving on route 22 in PA, with no warning the truck starts to shimmy hard, so hard I thought I was going to be forced into a guardrail or worst yet cause injury to another driver. I was able to keep control and take the truck to a reputable repair shop. I was informed the tie rods were so worn, the steering damper broke. My out of pocket expense for this is \$225 dollars.

I contacted Chrysler customer service in November 2013 stating the above facts and at the minimum requested a reimbursement of my out of pocket expense. I was told since Smith Motors is no longer under the Chrysler umbrella that was not possible. This is unethical at best since, at the time of recall Smith Motors was affiliated with Chrysler.

only 25,000 miles when this happened

My family and I are long time Chrysler, Dodge and Jeep supporters. I appreciate your time and consideration on rectifying the above injustice.

Sincerely,

[REDACTED]

NAM
12814
SMD



2621 Rte 57
Stewartville, NJ 08886 USA
Phone: 908-454-6973 Fax: 908-454-3809
On The Web at: www.ok4wd.com

Invoice
*** Reprint ***
Date printed: 11/20/13

Ticket #: O-144002-01
Ticket date: 6/5/13
Station: 2
Orig ord #: O-144002

Sold to:

WASHINGTON, NJ

Ship to:

Customer #: 6890464
Sls rep: 740

Ship date:
Location: MAIN

Ship-via code:
Terms: Due 15th of Month

Quantity Item #

1 M12ES3624

1 M12DS1464

Description
TIE ROD END DG R 02-03
DRAG LINK DG R 02-03

Ship-from location Price Unit flag
\$30.00 Each
\$95.00 Each

Ext
30
95

Notes: acs

User: 740

Total line items: 2

Sale subtotal: 125.00

Tax: 8.75

Total: 133.75

Order amt applied: 133.75

Net tender: 0.00

Order #: O-144002

Order total 0.00

Order amt due 0.00

Deposit balance:

Initial deposit balance

Payment: 6/4/13 MC/VISA 0.00

Deposit applied 133.75

New deposit balance 133.75

0.00

www.ok4wd.com

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Sale Prices Good Until 12/02/13

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mpanied by this receipt. No deposits returned. deposits forfeited if merchandise is not picked up within 30 days. The seller hereby expressly disclaims all
anties either expressed or implied. the seller neither assumes or authorizes any other person to assume for it any liability in connection with the sales of this
handise. Some parts sold and installed do not meet certain local, state and federal laws and emission requirements. These items are for off road use only.

CONTROL NO.

*Your NAPA Parts Store is The Right Place to Go!***C & M AUTO PARTS**203 ROUTE 31 NORTH
WASHINGTON, N.J. 07882
908-689-6661

All returns subject to a 10% handling charge.
No returns on electrical items or tools.
All returns must be made within 5 days in resalable condition.

This property is sold to you with the definite understanding that
it is purchased for resale, unless tax has been added to the price.

RECEIVED BY

X

ALL GOODS RETURNED MUST BE ACCOMPANIED BY THIS INVOICE.

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Napa Quality Parts
Open Mon Thru Fri 9 To 6
NJ



DATE	INVOICE NO.	STORE NO.	CM	SLS
10/1/2013	523409	07871	71	0
TIME	PURCHASE ORDER NO.		ATTENTION	
11:00			STEERING D	
INVOICE TYPE		Cash		

QUANTITY	PART NUMBER	LINE	DESCRIPTION	PRICE	NET	TOTAL	CODE
1.00	6C-2904	NS	2004 Dodge Truck Ram 2500 3/4 Ton - Pickup Steering Assem	46.49	46.4900	46.49	
SUB TOTAL			46.49				
			MISC	0.00			
			TAX	3.0000			
			TOTAL			49.49	



Washington, NJ

NNJ METRO P&DC 076

15 JAN 2014 PM 1 L



National Highway Traffic Safety Admin.
1200 New Jersey Ave. S.E.
Washington, D.C. (South Port)
20590

