

NVS-200

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1/22/2014

Falmouth, Ky.

EXEDUTIVE SECRETARY
2013 JAN 28 A 7 47

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Customer Services/Field Operations
Chrysler Group LLC

JAN 30 2014

I am very displeased with your handling of warranty issues with my 2005 Dodge 2500 Ram pickup. When the truck had approx. 25,000 miles on it the front ball joints both sides, front axle u joints both sides and front wheel bearings were all worn out and need replaced. I contacted my nearest dealer And was told nothing was under warranty!! Sorry about my luck!! Every Universal Joint in the truck has been replaced because of failure. Does this not seem strange to you?

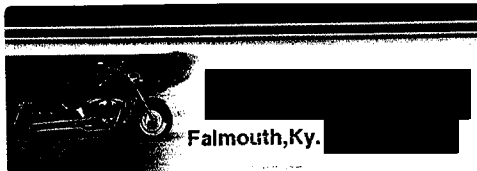
I had the defective parts replaced at a repair shop close to me. While putting the invoice for the repairs in the glove compartment, I noticed that the vehicle drive train was still under warranty. I called the dealer back and questioned and was told I should have called back, and they would have repaired the issues. Who calls back a second time to be told no warranty? Would you? After fighting with Chrysler for weeks they agreed to pay for parts only and no labor. Do you work for free? No one else does! So I had to eat about 450.00 labors for this warranty repair. The complete Exhaust System rusted through on the truck also. This should have been replaced by Chrysler also because of emissions. Same story no warranty!! This truck had .9 miles on it when I picked it up from the dealer. It has been in a controlled garage from day one. Never sit outside in any weather at all. Now with 36,288 miles the Rt. Tie Rod End fractured, I had to have the truck towed to have it repaired. I received a recall notice years previous to inspect the Rt. Tie Rod End the dealer says fine no issues. Recently I received a Safety Recall Notice (N62) concerning the Rt. Tie Rod end fracturing. When I called about the recall I was told to send a copy of the repair invoice and Chrysler would pay for the previous repair. This as usual is not a true statement. I was told they will pay for nothing unless MOPAR parts were used! What a crock of crap, this is!! I am just thankful that this part broke in a parking lot and not while driving on the road with my family.

I am very displeased with your handling of these issues. While on the phone with your warranty Rep., I ask to speak with a supervisor and was told she could not allow me to do this. Great way to do business! This is the fourth Dodge Truck I have owned and it will be my last. I have already paid to have my truck repaired, so it doesn't make much difference if you reimburse for the repairs or not. What you need to be discussing with management is if more people are like me and tired of your way of conducting business and purchase other brands you will be out of a job. Just wanted to say thanks also for borrowing from the US government and not paying it back also. Great way to do business, maybe management needs to be revamped, and start selling a product that will last and stand behind it would go a long way to being prosperous in business.

I am also going to contact the Administrator, National Highway Traffic Safety Administration concerning this tie rod repair issue.

Thanks so much for you time and have a great and safe day,

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