

Mapleton, Ia.
Jan 27-14

to Administrator : FEB - 5 - 2014

I have a 2012-3500
Big Horn Dodge Mega-cab-pickup.
(Veh - 3C63D3LXCG [REDACTED]) I bought
this pickup at Woodhawn in Blair, Neb.

On Dec 10th, I found out we needed
a new gear Box on this pickup, so they ordered
one & when it came in I went there on Dec 17th
to have the new Gear Box put on. After they put
the new Gear Box on & I drove it, it was ~~worn~~
worse than the one they took off. So they had
to order another new one. (they ordered 3 - in case
one wouldn't be my good) We had to drive the
pickup this way & it was very dangerous, because
you couldn't keep it going straight down the
road or stay home. On Jan 3rd we went
back to the dealer to get the new one put on,
but it didn't work either, so they put on
the 3rd new one & it wouldn't work either.
The gear boxes were all loose inside & had
so much play you couldn't drive with them.
So they decided to bring in a new 2014 Dodge
3500 & put the gear box off it - On my pickup
because I had been waiting since Dec 10th
to get it fixed. That fixed my pickup !!

My Complaint is why do they send
bad worn out parts that don't work to
a dealer & expect them to put them on for their
~~customers~~ customers? What can you do about
this problem? I am really disappointed
& tired of waiting on Chrysler. In December,

AM
2/5/14
SHD

U received a Recall Safety Notice for
Our 2012 Dodge Mega Cab 3500 pickup for
the "left tie Rod Ball Stud". It said we
could have it fixed after Jan 6, 2014.
So Woodhouse or Blair, where we bought
it from, put our name on the list - but
we can't get it fixed - because they
can't get any parts from the company
to fix it. It is now Jan 27th. & they
still don't have & can't get the parts
So we can't drive our pickup & don't
care to drive our pickup with a Recall
snat - for the whole month of January -
or who knows how long - I called the
number on the Recall to enquire
about the delay & they couldn't keep
me either. They said I have to put my
name on the list & wait!! we planned
on going South with our pickup & camper,
& we are still waiting - what can you
tell us about this or what can we
do? Our pickup only has 26,000, ~~mi~~
miles on it & we should be able to
enjoy driving it whenever we want
to.

Please let me hear from you
as soon as possible.

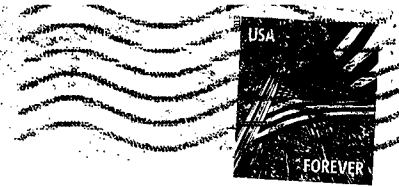
Sincerely,

Mapleton, IA



SIOUX FALLS SD 570

28 JAN 2014 PM 2 L



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

20590

