

NNS-200

CL-10564086-5986


San Antonio, TX 

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

EXEMPTED FROM DISCLOSURE
2013 FEB -5 10 3 30
INFORMATION Redacted PURSUANT TO THE FREEDOM OF
INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)

FEB - 6 2014

Safety Recall N49/NHTSA 13V-529

I received safety recall notice N49/NHTSA 13V-529 in late December 2013 stating that my truck may be at risk of losing control while driving due to a left tie rod ball stud fracturing under certain driving conditions, in the recall it stated to contact my Chrysler dealer starting January 6, 2014 and they would evaluate/ fix the problem free of charge.

I have contacted my dealer twice, January 13, 2014 and January 31, 2014 and was told both times that the parts have not been released yet and they don't have a release date and there is nothing they can do.

I am contacting you to officially complain about the lack of safety that Chrysler holds for its customers by not having these parts ready on something that could cause serious injury or even death if these parts should fail under highway driving conditions.

I would appreciate it very much if you could inform me of when these parts will be ready and what action the NHTSA is taking to make sure Chrysler handles this issue in a timely manner.

Regards, 

AM
2/6/14
SMD



IMPORTANT SAFETY RECALL N49 / NHTSA 13V-529

This notice applies to your vehicle (VIN: 3C63D3HL7CG [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 **2008 through 2012 model year RAM 1500/2500/3500 series Trucks**.

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 replace steering linkage components. The work will take approximately 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.chrysler.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





SAN ANTONIO, TX

SAN ANTONIO, TEXAS

neopostTM
01/31/2014

US POSTAGE

FIRST-CLASS MAIL

\$00.48⁰⁰



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Washington, DC 20590

