

Jan. 30, 2014

Attention: ^{Chrysler} Customer Services

FEB 12 2014

I recently received a safety recall notice concernin my 2005 Dodge Ram truck. (The issue of tie rod damage.) I am enclosing a copy of the recall notice and 2 charges that have occurred concerning repair of the tie rod in my truck.

On June 18, 2013 my husband and I were traveling along a busy highway with a load of round bales of hay, when the tie rod broke and my husband lost all steering capabilities. We crossed the oncoming lane of traffic, (thanks to the oncoming cars, who slowed down) we made it across to the other side of the road without hitting anyone. The bill I am enclosing shows the damage that we paid to have repaired.

On January, 2014 I again took my truck to the Dodge service center to be repaired. Again having to do with steering problems. As we were driving down the road, the truck began to shake and my husband could hardly hold it on the road before he could get it stopped. I am enclosing this charge as # 2

ET
2/12/14
SMD

My husband and I live on a farm and rely on this truck daily. By choosing a Dodge Ram truck we felt we were getting a good truck for our needs. But, in the last 6 months we feel that our lives have been in jeopardy.

I am enclosing these charges in hope that you will reimburse us for them. We are now still waiting for the Dodge place at Pryor, OK. to contact us about installing more parts on our truck.

In the meanwhile we still have to drive our truck for farm work. and can only hope that our lives and others are not harmed by this recall.

Your attention in this matter will be greatly appreciated. I may be contacted at this address or my cell phone at [REDACTED]

Thanks,
[REDACTED]

1/30/14

Attention:

Administrator of National
Highway Traffic Safety

Please look over the papers
I am enclosing. I have
not received helpful
responses from the Chrysler
Customer Assistance address.

Your help will be greatly
appreciated, for our safety
and others.





CHRYSLER

Left Tie Rod

Copy of recall

IMPORTANT SAFETY RECALL N62 / NHTSA 13V-528

This notice applies to your vehicle (VIN: 3D7MS46C65G [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

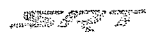
Note to lessors receiving this recall: Federal regulation requires that you forward this recall notice to the lessee within 10 days.



DODGE

CHRYSLER

Jeep



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G & M AUTO AND WRECKER SERVICE

919 SW 1ST ST.

Pryor, OK. 74361

Phone - 918-825-3259 Fax - 918-825-1828

ESTIMATE #

000688

ESTIMATE FOR SERVICES

Cust ID: 465

Estimate Date : 6/19/2013

2005 Dodge - Pickup R3500 - 5.9L In-Line6 (360CI)

Lic # : - OK

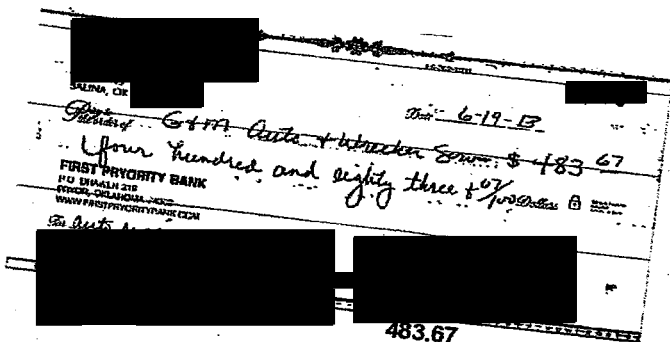
Odometer In: 61215

Unit # :

VIN # : 3D7MS46C65G

Home Office

Part Description / Number	Qty	Sale	Extended	Labor Description	Extended
OUTER TIE ROD				WHEEL ALIGNMENT	49.99
AD	1.00	46.55	46.55	WHEEL ALIGNMENT	
STABILIZER SHOCK				STABILIZER BAR CONTROL LINK - Remove & Replace - Both Sides	45.00
AD	1.00	59.33	59.33	STABILIZER BAR - Remove & Replace - All Applicable Models	45.00
SWAY BAR LINK				TIE ROD &/OR ENDS - Remove & Replace - R2500,R3500,4WD One - [Includes: Adjust toe-in on all models. DOES NOT include R&I rack & pinion gear. Manufacturer recommends removal of rack & pinion steering gear when replacing inner tie rod ends on some models.	67.50
AD	2.00	65.23	130.46		
Shop Supplies			12.21	Hazardous Materials	4.88



Parts: 248.55

Labor: 212.37

Tax: 22.75

Total: \$ 483.67

I hereby authorize the above repair work to be done along with the necessary material and hereby grant you and/or your employees permission to operate the vehicle described for testing and/or inspection. Express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto. SMOG: I understand that I can have emission service and/or adjustments done elsewhere. I hereby waive this right. NOT RESPONSIBLE FOR LOSS OR DAMAGE TO CARS OR ARTICLES LEFT IN CARS IN CASE OF FIRE, THEFT OR ANY OTHER CAUSE.

Signature

Date

Time

CUSTOMER #: 33550

78595



INVOICE



CHRYSLER

Jeep

3ALINA, OK

HOME: [REDACTED] CONT:N/A
BUS: [REDACTED] CELL:

PAGE 1

5425 S. Mill Street · PO Box 700 · Pryor, OK 74362
Phone: (918) 825-4090

SERVICE ADVISOR: 3560 STEVEN W LOCKE

COLOR		YEAR	MAKE/MODEL		VIN		LICENSE	MILEAGE IN / OUT		TAG
		05	DODGE RAM 3500		3D7MS46C65G			64186/64186		T2697
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED		PO NO.		RATE	PAYMENT	INV. DATE	
01JAN05 IS			18:00 10JAN14					CASH	13JAN14	
01JAN05 DD										
R.O. OPENED		READY		OPTIONS: ENG:5.9_LITER_TURBO						
11:37 10JAN14		14:24 13JAN14								

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
------	--------	------	------	-------	------	-----	-------

A LEFT OUTER TIE ROD ASSEMBLY
CAUSE: F

0 ORDERED PARTS

3643 W 0.00
FC: PART#: COUNT:
CLAIM TYPE: W
AUTH CODE:

(N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00

64186 LEFT OUTER TIE ROD ASSEMBLY ALL OK

B CUSTOMER STATES HITS A BUMP OR HOLE THE FRONT SHACKS

02 SUSPENSION

3643 C 3.00
1 52106795AE BAR-FRONT
1 52106909AE DAMPER-STEERING
1 5103507AA HUB-BRAKE

45CHZ05 2 WHEEL ALIGNMENT

3643 C 2.00

294.18 294.18
304.20 304.20
100.80 100.80
388.80 388.80

79.95 79.95

PARTS: 793.80 LABOR: 374.13 OTHER: 0.00 TOTAL LINE B: 1167.93

64186 5.00 DROVE VEHICLE FOR SHACK IN FRONT END AND FOUND THAT THE TRACBAR WAS BAD AND LOOSE AND STEERING SHOCK WAS MISSING AND HAD BAD WHEEL BEARING AND LOOSE AND REPLACE TRACBAR AND STEERING SHOCK AND RIGHT FRONT WHEEL HUB AND BEARING AND CHECK ALIGNMENT AND ALL OK AND ROAD TESTED AND ALL OK

C MULTI POINT INSPECTION

MPI MULTI POINT INSPECTION

3742 C 0.00

0.00 0.00

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C: 0.00

I hereby authorize the repair work herein set forth to be done by you, together with the furnishing by you of the necessary parts and other material for such repair. I acknowledge and accept that you make no warranties, express or implied for the products used for this repair, in particular, that you expressly disclaim any implied warranties of merchantability or fitness for a particular purpose for such products. I also agree: that you are not responsible for any delays caused by unavailability or delayed availability of parts or material for any reason; that you neither assume nor authorize any other person to assume for you any liability in connection with such repair; that you shall not be responsible for loss or damage to the above vehicle, or articles left therein in case of fire, theft or other cause beyond your control; that any express mechanic's lien is hereby acknowledged on the above vehicle to secure the amount of repairs thereto; that your employees may operate the above vehicle on streets, highways or elsewhere for the purpose of testing and/or inspecting such vehicle; I shall not be entitled to recover any consequential damages, damages to property, damages for loss of use, loss of time, loss of profits, or income, or any other incidental damages.

IMPORTANT

YOU MAY RECEIVE A QUESTIONNAIRE FROM CHRYSLER IN THE NEXT FEW DAYS. IF FOR ANY REASON YOU CANNOT GRADE US "COMPLETELY SATISFIED" PLEASE CONTACT OUR SERVICE MANAGER.

Thank You

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
LESS INSURANCE	
SALES TAX	
PLEASE PAY THIS AMOUNT	

X

CUSTOMER SIGNATURE

#2 cont

CUSTOMER #: 33550

78595



INVOICE



CHRYSLER

Jeep

PAGE 2

5425 S. Mill Street • PO Box 700 • Pryor, OK 74362
Phone: (918) 825-4090

SALINA, OK

HOME: [REDACTED] CONT: N/A

BUS: [REDACTED] CELL:

SERVICE ADVISOR: 3560 STEVEN W LOCKE

COLOR		YEAR	MAKE/MODEL		VIN	LICENSE	MILEAGE IN / OUT		TAG
		05	DODGE RAM 3500		3D7MS46C65G		64186/64186		T2697
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED		PO NO.	RATE	PAYMENT	INV. DATE	
01JAN05 IS			18:00 10JAN14				CASH	13JAN14	
01JAN05 DD									
R.O. OPENED		READY		OPTIONS: ENG:5.9 LITER TURBO					

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
64186	0.00	PERFORMED	MULTI-POINT INSPECTION				

CUSTOMER PAY SHOP CHARGE FOR REPAIR ORDER

15.00

10% DISCOUNT



DODGE



Check# [REDACTED]

I hereby authorize the repair work herein set forth to be done by you, together with the furnishing by you of the necessary parts and other material for such repair. I acknowledge and accept that you make no warranties, express or implied for the products used for this repair, in particular, that you expressly disclaim any implied warranties of merchantability or fitness for a particular purpose for such products. I also agree; that you are not responsible for any delays caused by unavailability or delayed availability of parts or material for any reason; that you neither assume nor authorize any other person to assume for you any liability in connection with such repair; that you shall not be responsible for loss or damage to the above vehicle, or articles left therein in case of fire, theft or other cause beyond your control; that any express mechanic's lien is hereby acknowledged on the above vehicle to secure the amount of repairs thereto; that your employees may operate the above vehicle on streets, highways or elsewhere for the purpose of testing and/or inspecting such vehicle; I shall not be entitled to recover any consequential damages, damages to property, damages for loss of use, loss of time, loss of profits, or income, or any other incidental damages.

X

CUSTOMER SIGNATURE

IMPORTANT

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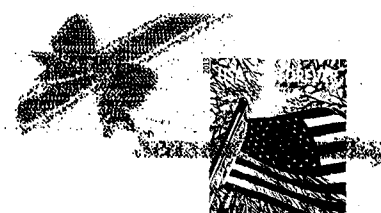
Thank You

DESCRIPTION	TOTALS
LABOR AMOUNT	374.13
PARTS AMOUNT	793.80
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	15.00
TOTAL CHARGES	1182.93
LESS INSURANCE	98.91
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	1084.02

Salina, OK

TULSA OK 741

31 JAN 2014 PM 5 T



Administrator
National Highway Traffic Safety Administration
1200 New Jersey Ave, SE
Washington, DC

20340