

CAMPBELL, CA.

FAX

CL-10568389-1896

February 24, 2014

National Highway Traffic Safety Administration
1200 New Jersey Avenue Southeast
West Building
Washington, DC. 20590

MAR - 5 2014

RE: Safety Recall Notice #'s N49/ NTSA 13V-529; N63/NTSA 13V-527

We have received the above safety recall notices from Chrysler in December 2013 for our Ram 5500 trucks. We contacted the dealer the first week of January 2014 to schedule an appointment for the repairs. We were told to bring the trucks in for inspection and the parts would be ordered. We brought a truck in for inspection on January 9, 2014. The first truck was called back to the dealer on February 13th, the repair was completed was completed the same day. Since then, we were told they could only do one truck at a time and that the truck had to be inspected, before the part was ordered, and they could only order 1 part every two weeks!

According to the safety notice, 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."

My frustration is that the dealer, Chrysler Corporation seems unfazed regarding the severity of this. The delays are ridiculous for a safety matter of this magnitude. The nature of our business involves public safety, and we can ill afford an accident due to a failure of such. I cannot believe that the National Traffic Safety Administration would allow such a delay. My business depends on our equipment, and I need assurances that I can send a truck out to safely perform the duties required. A failure could be catastrophic to our company, the driver and any possible victims of an accident. The financial cost of such an incident is something ALL parties should consider.

The trucks cited in the recall notices are as follows:

VIN: 3C7WD8ALXCG [REDACTED] - Recall # N49/NHTSA 13V-529 (Truck 7479)
3C7WD8AL8CG [REDACTED] - Recall # N49/NHTSA 13V-529 (Truck 7478)
3C7WDMDLXCG [REDACTED] - Recall # N63/NHTSA 13V-527 (Truck 7405)
3D6WA7EL9BG [REDACTED] - Recall # N63/NHTSA 13V-527 (Truck 7406)
3D6WA7EL6BG [REDACTED] - Recall # N63/NHTSA 13V-527 (Truck 7407)
3D6WA7EL0BG [REDACTED] - Recall # N63/NHTSA 13V-527 (Truck 7436)

I have contacted both Chrysler Group Recall Assistance Center and National Highway Safety Administration by phone (NTSA reference # 608409) with no solution. Please consider this a top priority and contact me with a resolution as soon as possible.

Thank You,

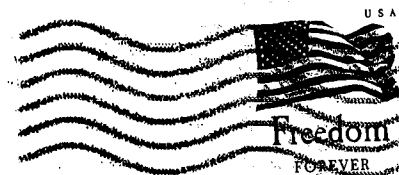
Vice President GM Fleet Services

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