

Administrator  
National Highway Traffic Safety Administration  
1200 New Jersey Ave. SE  
Washington DC 20590

INFORMATION Redacted PURSUANT TO THE FREEDOM OF  
INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)

[REDACTED]  
Napa, CA [REDACTED]

APR -2 2014

Hello,

In December 2013 I received a N 62 safety recall on my 2003 Dodge Ram 2500 VIN # 3D7KU28D73G [REDACTED]. The campaign of the recalls are 157, "outer tie rod ends" and campaign H46, "steering linkage".

On January 16, 2014, I took my truck to the Napa Chrysler shop at 333 Soscol Ave Napa, CA 94559 for inspection. I was told by Ricky Robinson who has since retired and the service manager, "Melissa" that the parts would be ordered and they would call me when the parts came in. Ricky said that Chrysler was only releasing 1 part per week and I would be added to the long list of people waiting for the parts. That did not sound right to me. I have been avoiding using my truck since the recall notification came in late December.

I never did get a phone call so I called Friday March 14, 2014. Melissa informed me that there were "no parts available for my truck." She let me know that there were no parts coming because the parts were, "not being manufactured any longer."

The document states that the "...left tie rod ball on your truck may fracture under certain driving conditions. This could cause a loss of directional control and/or crash without warning." The idea that there are no replacement parts being manufactured has me very concerned. I use my truck for among other things, hauling a loaded horse trailer.

I am requesting that Chrysler provide me with a replacement ¾ ton, 4WDR vehicle equipped for hauling as soon as possible, or better yet, fix my truck. Please contact me to let me know how to proceed.

Kindest regards  
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