

To whom it may concern!

APR 24 2014

I am writing to you, reaching out for your help.
My wife was in a wreck while in my 2010 Dodge
truck. From the way the truck stalled and came
to a complete stop, we believe the rear axle
locked up. She was then hit broadside with a car.
She has a hip prothesis on the left side but it
injured her back and both hips. Everyone is evading
or doesn't want to address her problem. They're
no bones protruding the skin but she is injured.
I've talked to Dodge people, they said turn it
over to you. I've asked them to check the truck
and ask them to review the case of the Rear End
only to be told, I don't know or its going to be hard.
I am sending a copy of the recall which I got
in the mail after the accident.

I am only asking you to help look into the matter
and not brush it under the rug.

My Insurance Agent is
State Farm
Agent: Eddie Neitz
Columbia, La. 71418
Phone - 318-649-2727

My Address is

[REDACTED]
Columbia, La. [REDACTED]
Phone - [REDACTED]

NM
5114
SMD



IMPORTANT SAFETY RECALL

Rear Axle Pinion Nut
N08/NHTSA

This notice applies to your vehicle (VIN 1D7RB1CT1AS [REDACTED]).
13V-038

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 2009 through 2012 model year RAM truck (1500 series) and Dodge Dakota; and 2009 Dodge Durango and Chrysler Aspen vehicles.

The problem is... The rear axle pinion nut on your vehicle may loosen due to undersized pinion shaft splines. A loose pinion nut could cause the rear axle to seize or cause the driveshaft to separate resulting in a loss of motive power. Either situation could cause a 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 rear axle pinion nut and install a pinion nut retainer ring. The pinion nut inspection and pinion nut retainer ring installation will take about 1/2 hour to complete. If rear axle recondition is required and additional 5 hours will be required. 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 right away 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.

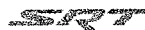
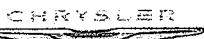
Team 2

Customer Services / Field Operations
Chrysler Group LLC

Claim # [REDACTED]

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

1- [REDACTED]



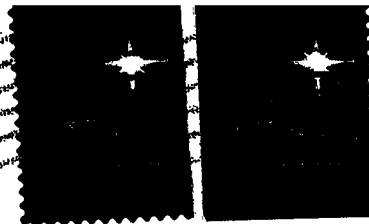


Columbia, La.



SHREVEPORT LA 711

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Administrator, National Highway Traffic
Safety Administration

1200 New Jersey Ave.

S.E. Washington, D.C.

20590

