

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

CL-10595090-2108

5/12/14

DEAR ADMINISTRATOR

MAY 21 2014

I WAS TOLD BY

DWAYNE LANE CHRYSLER

JEOP THAT IT WILL
BE AT LEAST 6 MONTHS

TO REPAIR MY TRUCK.

IS IT SAFE TO
DRIVE?

[REDACTED]

ET
52814
SMD



IMPORTANT SAFETY RECALL N49 / NHTSA 13V-529

This notice applies to your vehicle (VIN: 3D7MX38A38G [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.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



Jeep





SERVICED BY MOPAR.

****AUTO**ALL FOR AADC 980 219/1 060210

Freeland, WA



Dear

We've noticed that you're past due for the following recommended maintenance on your 2008 Ram 3500:

- Change engine oil

If you use Express Lane, you'll get speedy service, and you don't even need to make an appointment.

Remember, timely maintenance is essential to keeping your vehicle running at peak performance and operating safely. Use the attached coupons to get an even lower price when you come in for service.

See you soon!

James Zerhire

James Zerhire
Service Manager



IMPORTANT INFORMATION ABOUT YOUR VEHICLE

YOUR 3500 ACCORDING TO OUR RECORDS:

VIN: 3D7MX38A38G

Mileage last visit: 29,947

Date of last visit: 11/26/13

RECALL/NOTICE

As of December 12, 2013, this vehicle has the following incomplete recalls/customer satisfaction notices:

N49.

Please contact us to schedule an appointment. Recall/customer satisfaction notice repairs will be performed FREE.

CALL OR VISIT US TODAY

Dwayne Lane's Chrysler Jeep Dodge

Dwayne Lane's Chrysler Jeep Dodge

10515 Evergreen Way
Everett, WA 98204
(425) 353-3855
(888) 444-5263

Service Hours

Mon-Fri 7:30 A.M.-6:00 P.M.

Sat 8:00 A.M.-5:00 P.M.

Express Lube only on Saturdays

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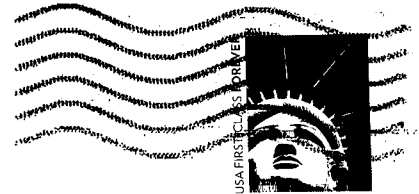
EXPERT TECHNICIANS • COMPETITIVE PRICES • SPECIALIZED TECHNOLOGY • AUTHENTIC MOPAR PARTS



Freeland, WA

SEATTLE WA 981

13 MAY 2014 PM 8 T



ADMINISTRATOR. NATIONAL HIGHWAY
TRAFFIC SAFETY ADMINISTRATION
1200 NEW JERSEY AVE SE
WASHINGTON, DC

20590