

CL-10610424-6677

June 29, 2014

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

Administrator, National Hwy Traffic Safety Administration
1200 New Jersey Ave
S.E. Washington D.C. 20590

RE: Safety recall # N49 / NHTSA 13V-529
VIN: 3C63DRHL5CG [REDACTED]

JUL - 8 2014

Dear Administrator:

I am writing to you because last December 2013 I received this recall and took my truck to the Dayton Andrews Dodge Dealership in Clearwater, FL. They told me that the part related to the recall, which is the front end tie rod, was on back order and they would call me when the part came in.

I have called this dealer several times and visited them for other service and when I asked about the recall parts, they told me that the part hasn't come in yet and that they will call me.

Now we are in July 2014 and this issue still has not been resolved. I drive this vehicle every day and am afraid something might happen because the tie rod hasn't been replaced.

I would appreciate your assistance in this matter. Please contact me at your earliest convenience.

Thank you for your help.

Sincerely,

[REDACTED]

Palm Harbor, FL [REDACTED]

[REDACTED]

CC: TO CHRYSLER GROUP Recall Administration

NM
71414
SMD

2
CHRYSLER GROUP LLC

CIMS 482-00-85
PO Box 218008
Auburn Hills MI USA 48321-8008
Electronic Service Requested

PRESORTED
FIRST CLASS MAIL
U.S. POSTAGE
P A I D
PERMIT #2655
DETROIT, MI

IMPORTANT! SAFETY RECALL NOTICE

IMPORTANT SAFETY RECALL INFORMATION

33 #1



Issued in Accordance
With Federal Law



CC [REDACTED] N49 1/5/06

PALM HARBOR, FL [REDACTED]



055966/#63093/N49

Notice #1 December-2013



IMPORTANT SAFETY RECALL N49 / NHTSA 13V-529

This notice applies to your vehicle (VIN: 3C63DRHL5CG [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.chrysler.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

SRT



CHRYSLER GROUP LLC

CIMS 482-00-85

PO Box 218008

Auburn Hills MI USA 48321-8008

Electronic Service Requested

PRESORTED
STANDARD
U.S. POSTAGE
PAID
PERMIT #7655
DETROIT, MI

IMPORTANT! **SAFETY RECALL NOTICE**

IMPORTANT SAFETY RECALL INFORMATION



U.S. Department of
Transportation

Issued in Accordance
With Federal Law



*****AUTO**3-DIGIT 335 2/267

CG [REDACTED] N49 078322

[REDACTED]
PALM HARBOR, FL [REDACTED]



078322/#65946/N49

#2

Notice #2 June-2014.

IMPORTANT SAFETY RECALL N49 / NHTSA 13V-529

This notice applies to your vehicle (VIN: 3C63DRHL5CG [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.chrysler.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****SRT**

Chrysler, Jeep, Dodge, Ram, SRT and Mopar are registered trademarks of Chrysler Group LLC.
FIAT is a registered trademark of Fiat Group Marketing & Corporate Communication S.p.A. used under license by Chrysler Group LLC.



2012 DODGE RAM 3500

Recalls	Investigations	Complaints	Service Bulletins
2	0	143	5

RECALLS: Displaying 1 - 2 out of 2

— RECALL Subject : Failure of the Left Tie Rod Assembly

Report Receipt Date: NOV 06, 2013
 NHTSA Campaign Number: 13V529000
 Component(s): STEERING

All Products Associated with this Recall ▾

Details ▴

10 Associated Documents ▾

Manufacturer: Chrysler Group LLC

SUMMARY:

Chrysler Group LLC (Chrysler) is recalling certain model year 2008-2012 RAM 2500 4X4 and 3500 4X4 trucks, 2008-2012 Dodge RAM 3500 4x2 Cab Chassis, and model year 2008 Dodge RAM 1500 Mega Cab 4x4. The left tie rod assembly may break.

CONSEQUENCE:

A failure of the tie rod assembly may result in a loss of steering control, increasing the risk of a crash.

REMEDY:

Chrysler notified owners in December 2013 and offered through its dealers installation of a new left tie rod assembly, free of charge. On or about February 27, 2014, Chrysler ceased its recall remedy program due to parts quality concerns. Chrysler expects to reinstate the recall remedy campaign, but with limited parts availability, on or about the week of April 14, 2014. Owners may contact Chrysler at 1-800-247-9753. Chrysler's recall campaign number is N49.

NOTES:

This recall supersedes tie rod recall 11V350. Vehicles that were previously remedied under recall 11V350 are also affected by this campaign. Owners may also contact the National Highway Traffic Safety Administration Vehicle Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153), or go to www.safercar.gov.

— RECALL Subject : Loss of Power Transfer/Transmission Snap Ring

Report Receipt Date: AUG 06, 2013
 NHTSA Campaign Number: 13V344000
 Component(s): POWER TRAIN

All Products Associated with this Recall ▾

Details ▴

5 Associated Documents ▾

Manufacturer: Chrysler Group LLC

SUMMARY:

Chrysler Group LLC (Chrysler) is recalling certain model year 2012 RAM 3500 trucks manufactured May 4, 2012, through August 7, 2012; and model year 2012 RAM 4500 and 5500 trucks manufactured May 3, 2012, through August 7, 2012. Due to a loose snap ring inside the transmission, there may be a loss of power transfer through the transmission to the wheels.

CONSEQUENCE:

An unexpected loss of power transfer may increase the risk of a crash.

REMEDY:

Chrysler will notify owners, and dealers will replace the transmission assembly free of charge. The recall began on October 17, 2013. Owners may contact Chrysler at 1-800-247-9753. Chrysler's recall campaign number is N50.

NOTES:

Owners may also contact the National Highway Traffic Safety Administration Vehicle Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153), or go to www.safercar.gov.

[Redacted]
Palm Harbor, FL

PLACE STICKER AT TOP OF ENVELOPE TO PROTECT
OF THE RETURN ADDRESS, FOLD AT DOTTED LINE
CERTIFIED MAIL™



7014 0510 0000 9270 3296

U.S. POSTAGE
PAID
PALM HARBOR, FL
34063
JUN 30, 14
AMOUNT
\$6.49
00034212-09

UNITED STATES
POSTAL SERVICE

1000 20590

Administrator, National Hwy Traffic Safety
Adminstration
1200 New Jersey Ave
S.E. Washington D.C. 20590

W 40-304

20590

