

CL-10615468-1042

Administrator
National Highway traffic Safety Administration
1200 New Jersey Ave.,
S.E.
Washington, DC. 20590

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

Ref: Dodge Ram Safety Recall N49 / NHTSA 13V-529
My Vehicle "VIN": 3C63DRGL7CG [REDACTED]

JUL -9 2014

Dear Sirs

There is a serious problems with Dodge Ram & the dealer I purchased my RAM 3500 truck from with this Safety Recall.
Read my attached letters to Dodge which defines the problems and gives my informing them about the problems in writing of trying to get this Safety Recall performed.

There are more letters which I have written Dodge & the dealer about the bad undercoating job which was done by this dealer at delivery & the no warrantee threats by the service manager at this dealer when he did the half job of undercoating.

[REDACTED]
Warren Center, PA [REDACTED]

NAM
71814
SMD

Recall Administration 482-000-85
PO Box 218008
Auburn Hills, MI 48321-9959

29JUN2014
Warren Center, PA

REF: Recall Notice for
CG196922 - N49
Safety Recall N49 / NHTSA 13V-529

Dear Sirs

I received this 2nd Important Safety Recall Notice for my 2012 Dodge Ram 3500.

Here you have a problem of a bad Dodge dealer.

I made a appointment & took my truck in for the Recall Inspection on 31JAN2014 and the service manager told that my truck required the recall kit which he said he would order and he would call and make an appointment to get the recall kit installed.

Well nothing happened and some time in April I stopped in and asked the service manager when we were doing the recall work on my truck. He told me that Dodge had recalled the Recall Kits and he would call me when he did get the kit.

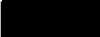
As of today I have not got any call to install the Recall Kit.

And you are asking me ?

All I can tell you is that the Safety Recall has not been installed.

This is my 2nd letter to Dodge about this recall kit and I'm not at all happy with this problem and the problem I had at delivery. That problem was a half of undercoating job at this dealers place.

Sincerely


Warren Center, PA 

Attached: My letter of 13JUN2014 to Alan D'Augostini

13JUN2014
Warren Center, PA

Dear Mr. Alan D'Augostini

I'm in receipt of your letter offering to sell me more warrantee. - copy of letter attached
Well I doubt that I will need to extend my warrantee in that my 2012 RAM 3500 has only 3000 miles on it now.

I do want to tell you of 2 unsatisfactory experiences I have had with this truck.

1st Problem:

When I bought & took delivery of this truck - part of the deal when I ordered it was that the dealer would undercoat this new truck and that I was to be allowed to watch the undercoating being done. I have had bad experiences with undercoating jobs in the past and this was no exception.

A mechanic started undercoating and then a woman came in and he left with her apparently for the day. An hour later I went and asked the service manager what was going on and he told me that he would finish the job. Well some time later he did show up and finish the job but as I watched, I observed that he never undercoated the inside of the doors or the inside of the rocker panels. I told him that I wanted those places undercoated and he said; NO - because if he did my warrantee would not be valid. I have complained to then RAM and no one seems to care or responded. The inside of the doors & rocker panels are where our PA & NY vehicles rust out first.

2nd Problem

Back in DEC2013 or near that time; I got a recall notice from RAM which said that I was to take the truck to the dealer for inspection for the recall.

The current service manager looked at my truck and said; that Yes my truck needed the recall parts and he would order the recall kit and he would call me to install the recall parts.

Well I got NO call so I stopped a couple months back and asked him when he was going to install my recall kit.

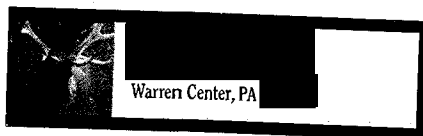
He told that the recall kits had been recalled, but that he would call me to bring the truck in to have the recall kit installed when the kits did come in.

As I write this letter - my Recall Kit has not been installed nor have I had a call.

At this point I'm for sure not happy with RAM & this dealer.

Sincerely

[REDACTED]
Warren Center, PA



LEHIGH VALLEY PA 180

7/30 JUN 2011 PM 11



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