

NNS-200

CL-10617530-4229

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

[REDACTED]
Santa Teresa, NM [REDACTED]

July 7, 2014

Dear Sir:

AUG 21 2014

We have been buying Dodge 2500 & 3500 4x4 Cummins Turbo Diesel trucks since 1990. I recently bought a new 2014 Jeep Grand Cherokee Overland(VIN# 1C4RJFCT9EC [REDACTED]). All of these vehicles have been expensive. The last truck we bought was January 2011. It being a 3500 Megacab 4x4 Laramie dually. Obviously another expensive Chrysler product. This will no longer continue. Chrysler via Fiat has chosen to disregard their own safety recall advisories. We now have three advisories for steering problems that the steering linkage needs to be altered. As of this date, we have called a dealership in El Paso, TX, formerly known as Mack Massey Dodge Fiat. We have also called Sierra Blanca Motors in Ruidoso, NM numerous times & the dealership we purchased the truck from, West Star in Monahans, TX. Every service manager we have talked to tells us you have not sent them the parts to fix this issue & we have to get on a waiting list. The VIN number of my truck is 3D73Y4HL4BG [REDACTED]

This is a dangerous situation hooking up a trailer load of horses and going down the highway not knowing if everything is going to go awry and kill everyone. You obviously are aware of this situation and choose to ignore your responsibility in this situation. All you do is send notices & leave it to the service managers to deal with irate customers. We have never had this kind of problems with recall situation when it was Dodge Corporation. Now that it is Fiat we see that no one cares about our safety. It is sad to think that not only have we made a mistake in buying the 2011 Dodge, but we also made a mistake in buying the 2014 Jeep seeing that no one will fix a recall. Shame on us.

It is astonishing that America paid Fiat nine billion dollars for a screwing.

Sincerely,

[REDACTED]

Aug 10/14

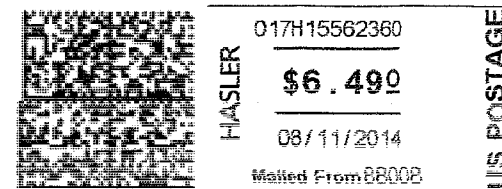
8-10-14

[REDACTED]
August 10, 2014

Still no response from you. I am documenting this in case there is an incident & it requires litigation. It is obvious you don't care!
Please send me a response. When can I expect my truck to be fixed if ever?

ET
9/21/14
SMP

[Redacted]
Santa Teresa, NM
[Redacted]



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

W40-304

