

CL-10617530-8739

[REDACTED]
Santa Teresa, NM [REDACTED]
[REDACTED]

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

July 7, 2014

JUL 18 2014

Dear Sir:

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]

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72814
SMD



7-5-14

Left Tie Rod

IMPORTANT SAFETY RECALL N49 / NHTSA 13V-529

This notice applies to your vehicle (VIN: 3D73Y4HL4BG [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.

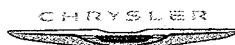
If you have already experienced this condition and have paid to have it repaired, please send your original receipts and/or other adequate proof of payment to the following address for reimbursement: Chrysler Customer Assistance, P.O. Box 21-8007, Auburn Hills, MI 48321-8007, Attention: Reimbursement. 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****SRT**

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Service Procedure

NOTE: The initial steering linkage inspection process (Section A. of the service procedure) can be done by write-up personnel in the write-up area. Vehicles found with the steering linkage shown in Figure 1 can be immediately returned to the customer. See the “Completion Reporting and Reimbursement” section of this recall for special claims processing information.

A. Inspect Steering Linkage Type

1. Look under the front of the vehicle and inspect the steering linkage at the steering damper mounting point:

➤ If the steering damper mounts to the tie rod tube as shown in Figure 1, the steering linkage does not require replacement. Return the vehicle to the customer.

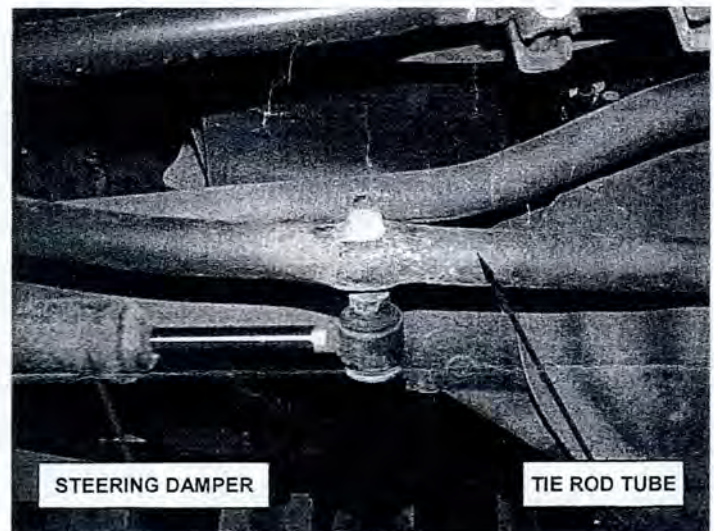


Figure 1 – Steering Linkage

➤ If the steering damper mounts to the tie rod tube as shown in Figure 2, the steering linkage must be replaced. Continue with Section B. Replace Steering Linkage.

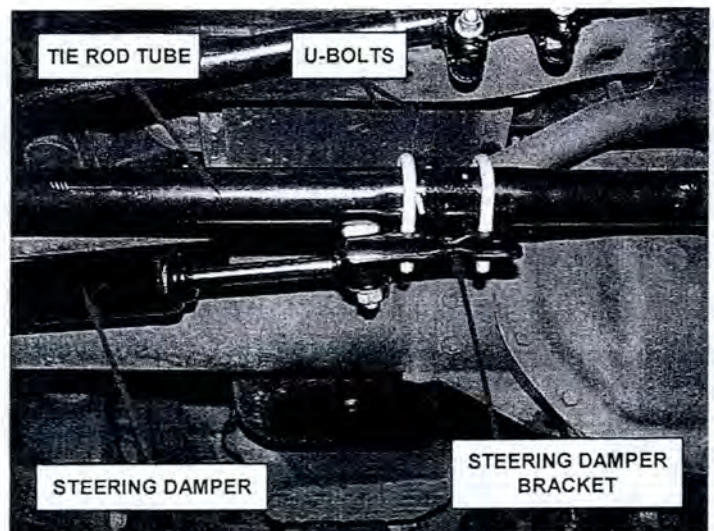


Figure 2 – Steering Linkage



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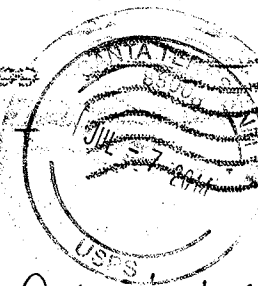
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Santa Teresa, NM [REDACTED]

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07 JUL 2014 PM 2



Administrator
National Highway Traffic Safety Administration
1200 New Jersey Ave., SE
Washington, DC
20590

