

CL-10618561-7879

Manvel, TX

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INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)

July 15, 2014

National Highway Traffic Safety Administration
1200 New Jersey Ave., SE
Washington, D.C. 20590

JUL 22 2014

Subject: Safety Recall Case # 25243421

For almost twenty (20) years, I have owned a Dodge Ram Truck and have received excellent service. Currently, I own three Dodge Rams (2500 and two (2) 3500). Several months ago, I received a Safety Recall Notice regarding the 2008 and the 2012 trucks. Since that time, I have been in contact with Chrysler. In fact, I began contacting Chrysler in December 2013. During that time, the recall part was not available. In March and May of this year, these parts were still not available. On March 4, 2014, I talked to Sandra. She informed me that there are two recalls N49 & N62, both of which parts had not become available.

On June 30, 2014, I took the 2012 truck to Ron Carter Dodge in Alvin, Texas for the tire rod recall. The recall was promptly addressed! Then on June 8, 2014, I took the 2008 truck (3D7MX38A78G [REDACTED]) to Ron Carter Dodge for the Safety Recall N62. Prior to taking the vehicle to the dealership, on June 30th, I talked to **Summer** in the Customer Service Recall Center. I specifically asked her if the recall would evaluate and address both tire rods, left and right. She said that they would and if necessary, Chrysler would replace both. When the vehicle was picked up on June 9th, I was informed that they only looked at the left tire rod because the recall was not for the right side. This was explained to me by Mike Garcia, Service Advisor at Ron Carter. I informed Mr. Garcia what Summer had said to me about the coverage for both sides.

The next day, June 10th, I called and talked to **Riley** at the Customer Service Center. Again, he reviewed the recall and said that the dealership should have repaired/ replaced both tie rods. Riley made several attempts to talk to Mr. Garcia, but to no avail. When I returned with the truck, Mr. Garcia said that he would get with management to determine if the recall would replace the right side. On July 11th, I talked to **Meagan** at the Customer Service Center. She reviewed the file and agreed with **Summer** and **Riley** that the right tire rod should have been replaced on the truck; however, the dealership was not in agreement without the approval from management.

Be advised that the same vehicle (2008, 3500 Dodge Ram) was there on July 8th, 9th, 10th, 11th, 12th, 13th, & 14th, because no one would make a decision on the Safety Recall coverage for the right tire rod. On July 14th, I called again and talked to **Josh**. According to him, the recall did not apply to the right tire rod on this vehicle. I asked why would the other three (3) service representatives mislead me and tell me it did. He said he did not know! I asked to speak to a supervisor. He said no one was available, but someone would call me within twenty-four (24)

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hours. After talking to **Josh**, I talked to **Rob** and **Britney**, none of whom would allow me to talk to a supervisor! Both assured me that I would get a call from a supervisor. As of July 15th at 11p.m., no one has called!

As a previously satisfied Dodge owner, I am very dissatisfied as to the recent service that I have received from the recall center. In fact, I am convinced that no one wants to take a stand for a customer who did not create nor cause this problem. While I have no complaints against the Dealership (Ron Carter), I am very disappointed with the personnel in the Customer Service Center. It appears that Josh is the only person who can interpret the recalls. As nice and professional as the first three individuals were, apparently they were not capable of giving me the correct information. That is unbelievable because they were thorough and took a great deal of time before they gave an answer. Had the first person (Summer) informed me that this recall did not cover the right tire rod on my vehicle, I would have accepted her interpretation.. However, I refuse to believe that the first three (3) individuals (**Summer, Riley & Meagan**) were incorrect and gave misleading information.

The inconvenience and incorrect information that I have been given is most unprofessional and totally unacceptable!! With the right tire rod on that vehicle not being stable, it was an accident waiting to happen. This could cause death or injuries to many innocent individuals! Since this vehicle is frequently used by my family to pull trailers and haul livestock, and no one would approve the recall repair, I authorized the dealership to replace the right tire rod at my own expense. This is a definite safety issue for my family and me.

Finally, I am requesting that this case be investigated and that I am refunded in total the exact amount paid to have this repair done. If any other information is needed, I can be reached at

[REDACTED]

This is for your disposition!

Sincerely,

[REDACTED]

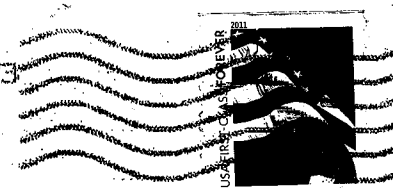
Cc: Customer Assistance Center
P. O. Box 21-8007
Auburn Hills, MI. 48321-8007

Sheryl Broussard, District Manager
363 North Sam Houston Parkway East, Suite 590
Houston, TX 77060-2405

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Manuel, TX [REDACTED]

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