

CL-10619610-6969

Chrysler Group. LLC
CIMS 482-00-85
P/O Box 218008
Auburn Hills, MI
48321-8008

July 12, 2014

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

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

SEP 11 2014

Subject:
Important safety Recall N49/NHTSA 13V-529 Notice
Vin #3D7MX49A98G [REDACTED]

From: [REDACTED]
Livingston, TX [REDACTED]

Second notice : arrived on 7-3-14

We were in Reno when we were notified of a safety recall 6 or 7 months ago. The Dodge Dealer in Reno told me there was 2200 people on the list. He did look under the truck and said "the truck qualified for the recall", "Hope you are staying along time." At the Dodge Dealer in Carson City I was told they would call when it was my turn. A trip to the Carson City Dodge for service in March 2014, also "the truck was due for the recall." My name was on the list. "We only get 3 or 4 of the parts per month." I was told

A long time has passed and no word about my turn. It is, not of great concern by the local dealers, nor any, by Chrysler.

Now, after a year in the Reno, it is time to move on, (how long do I wait?). May-be I can find a dealer, somewhere, who wants to work on the recall issue.

This type of service makes this recall thing look like a joke, leaving the customer holding the bag. Is my Vehicle unsafe? Can I use my Vehicle? Is it going to fall apart while driving? Is it Chrysler's fault for no parts? Chrysler not paying enough to the dealers for the work? The dealers who don't have the man power to handle the extra work? Or the customer who wants his vehicle to be safe?

I wish I had an easy answer.

NM
9/8/14
SMD

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Follow up —-posted on August 27, 2014

Found a Dodge Dealer in Rawlins, WY,, Dallin Motors who took care of the recall. They responded and took care of the customer very quickly.
I did have to listen to a lecture about locals getting better service than out town customers.



Dallin Motors

823 E. Cedar - P.O. Box 1276
Rawlins, WY 82301
Phone: (800) 610-4525
Phone: (307) 324-4525
Fax: (307) 324-2807

SERVICE DEPARTMENT HOURS
7:00 a.m. to 5:00 p.m.
Monday - Friday

R/O Open Date	R/O Number
8/20/14	6043835/
R/O Close Date	Status
8/20/14	Pre-Invoice
Mileage In	Mileage Out
135394	135394
Service Advisor / Tag #	

DONALD LEHMKUHL

Vehicle Identification Number

3D7MX49A98G

Delivery Date

In-Service Date

LIVINGSTON, TX

Work Phone

Home Phone

Year

Make

Model

Body

Color

License Number

2008

DODGE

RAM 3500 MEGA

PUT

DESCRIPTION OF SERVICE AND PARTS

AMOUNT

#1 - Customer Reports:

SAFETY RECALL N49 LEFT TIE ROD END

Corrected by

Work performed by Neal Morrow

(NM)

Installed CBUEN491AC :PACKAGE: OUTER END

Qty: 1

Warranty

Installed CBUEN492AA :NUT: NONE

Qty: 1

Warranty

REPLACED TIE ROD ENDS AND SET TOE

Warranty

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. "I hereby authorize the repair work hereinafter to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in the vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you or your employees permission to operate the vehicle herein described on streets, highways, or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto."

DISCLAIMER OF WARRANTIES. Any warranties on the products sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.

LABOR	.00
PARTS	.00
DEDUCTIBLE	.00
SUBLET	.00
SHOP SUPPLIES	.00
HAZARDOUS MATERIALS	.00
SALES TAX OR TAX I.D.	.00
SPECIAL ORDER DEPOSIT	.00
DISCOUNTS	.00
TOTAL DUE	.00

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

CHESTER NY 1320

28 AUG 2014 PM 1 L



Livingston, TX

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