

Chrysler Group Customer Care

P.O. Box 21-8004

Auburn Hills, Michigan 48321-8004

Re: Problems w/Steering System on Dodge 3500's

Date: August 25, 2014

CL- 10627146-6045
INFORMATION Redacted PURSUANT TO THE FREEDOM OF
INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)

SEP - 3 2014

Garden Isle Disposal, Inc. is in possession of four (4) Dodge 3500 trucks. We have experience problems, failure on the steering system of these trucks. All four of our vehicles have gone through the recall repair on the left outer tie rod end within the last couple months. In addition to the recall, we have experienced failures to other parts of the steering system. We had a truck towed this morning, August 25, the bolt sheared off on pitman arm end of the drag link. The previous failure occurred on Saturday, August 9, 2014, when the drag link rod bolt cracked off. The vehicle was towed and repair made by our mechanics on August 14, 2014. This is the second failure we have experienced on the drag link bolt on this vehicle. We have also experienced failures on other vehicles (see attached).

We are notifying Chrysler/Dodge of our failures due to safety concerns for our drivers and the general public. A lost of steering due to part failures can lead to a serious accident that could cause injury, or worse, fatality to our driver or the general public. The part failure that is of utmost concern for us is the drag link bolt that is being sheered off. This seems to be the same type of bolt that is failing on the left side tie rod end. Our hope is that this part is inspected and tested to find the reason for it failing. We have voiced our concerns with our dealer, King Auto Center. King Auto Center has been excellent in servicing our needs, but cannot resolve the situation and asked that we report our concerns to Chrysler Customer Satisfaction. We ask that you help us resolve this matter to prevent further cost to Garden Isle Disposal, Inc. and to avoid serious injury or death due to steering failure on our vehicles. Please contact us at [REDACTED] or email me at [REDACTED]

Sincerely,

[REDACTED]

NM
91614
SHD

Steering Concerns On Dodge 3500

2011 Dodge [REDACTED] VIN 3D6WZ4EL5BG [REDACTED]

04/01/14 Replace steering box, pitman arm
05/17/12 Shifter assembly cracked off column
Replaced steering column assembly
07/01/14 Recall on L/S outer tie rod end
Replace steering linkage

2012 Dodge [REDACTED] VIN 3C7WDTAL7CG [REDACTED]

04/17/13 P/S gear box leaking at seal at pitman arm
Replace gear box, P/S pump, P/S lines, P/S pump
09/27/13 Tie rod broke off pitman arm
Replace tie rod on drag link pitman arm side
06/26/14 Recall on L/S outer tie rod end
Replace steering linkage
08/14/14 Drag link rod bolt cracked off
Replace steering package and lower arm

2012 Dodge [REDACTED] VIN 3C7WDTAL2CG [REDACTED]

08/25/14 Bolt sheared off on pitman end of drag link
Truck towed to our shop, pending repair
07/01/14 Recall on L/S outer tie rod end
Replace steering linkage

2012 Dodge [REDACTED] VIN 3C7WDTAL7CG [REDACTED]

03/04/14 Replace track bar
07/08/14 Knocking sound, bolts loose
Replaced track bar, bolts and nuts
07/14/14 Recall on L/S outer tie rod end
Replace steering linkage

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From: US DOT NHTSA <donotreplyodi@dot.gov>

To: 

Cc:

Subject: Acknowledgement from NHTSA/ODI of your safety complaint

Priority: Normal Date: Thursday, August 21, 2014 2:19 PM Size: 8 KB

Thank you for filing your safety-related complaint via our Web site or our Vehicle Safety Hotline. The ODI Number listed below will be a direct link to your complaint as soon as it is ready to view. Please allow at least two business days for approval and processing before trying to view your complaint online. You will then be able to view it and search any associated documents.

Your Confirmation number (ODI Number) is: **10627146**

Your complaint information will be entered into the NHTSA vehicle owner complaint database. NHTSA technical staff review this information to identify potential safety problems. While you may or may not be contacted by a NHTSA investigator to clarify the information submitted, all reports are reviewed and analyzed for potential defects trends. Also, the NHTSA complaint database provides valuable information to other consumers and to manufacturers.

If you have any questions regarding this complaint, please contact ODI:

By phone: 1-888-327-4236 Monday-Friday, 8:00AM to 8:00PM Eastern

TTY: 1-888-424-9153

Have your ODI Number available.
(Spanish-speaking operators available)

By e-mail: <http://www.odi.nhtsa.dot.gov/contact.cfm>

Indicate your ODI Number in the contact form.

Thank you,

Office of Defects Investigation (ODI)

National Highway Traffic Safety Administration (NHTSA)

U.S. Department of Transportation (DOT)

Did you know you can receive real-time information about safety recalls? There are two options:

Recall notification via email: <http://www.odi.nhtsa.dot.gov/subscriptions/index.cfm?refurl=email>

Recall notification via RSS: <http://www.odi.nhtsa.dot.gov/rss/index.cfm?refurl=email>

To find out more about NHTSA, please go to the [Safercar.gov](http://www.safercar.gov) website or call our Vehicle Safety Hotline toll-free at 1-888-327-4236.

Our Privacy Policy can be found at this Web page.

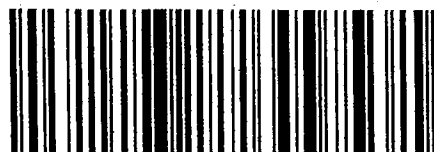
If you have questions regarding these emails, please go to our Contact Web page.

This is a system-generated e-mail. Do NOT respond to the sender of this e-mail.



GARDEN ISLE DISPOSAL, INC.
2666 Niumalu Road, Lihue, Hawaii 96766

CERTIFIED MAIL



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**RETURN RECEIPT
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Washington DC 20590

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