

TO: NATIONAL HIGHWAY TRAFFIC SAFETY ADMINISTRATION

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

DATE: 5-18-2015

RE: 2012 DODGE RAM 4500 --- VIN#3C7WDLEL7CG [REDACTED]

MAY 27 2015

I have received **4 SAFETY RECALLS** in the mail from CHRYSLER for my Dodge Ram and I have taken each recall notice to the dealer where I purchased it here in Texas and each time they tell me that they do not have the parts and can **NOT** repair it and that Chrysler is aware that there is a huge backlog to do these repairs and that there is **NOTHING** they can do for me!

I am notifying you in this letter so that you are made aware that CHRYSLER is **NOT** taking care of these recalls or their customers. **OUR SAFETY** is in jeopardy here and something needs to be done about this matter urgently!

This is my formal written complaint, that I am not being helped to correct the problems that exist with my truck due to theses **SAFETY RECALLS**.

I request a written answer from you that you received my letter and what steps are you taking to pursue this matter and protect the public.

Thankyou,



Mirna Alfaro

Operations Manager

JV & AV TRUCKING

DBA: JV Construction & Trucking

18715 N. Thomas Shore Dr

Cypress, TX 77433

TEL 281-213-2478 --- FAX 281-304-2349

EMAIL: valladares-J@comcast.net

ET
5/27/15
SMD



DIESEL FUEL HEATER ELECTRICAL CONNECTOR

IMPORTANT SAFETY RECALL

P65 / NHTSA 14V-635

This notice applies to your vehicle (VIN: 3C7WDLEL7CG [REDACTED])

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

Dear JV CONSTRUCTION AND T:

Chrysler has decided that a defect, which relates to motor vehicle safety, exists in certain 2010 through 2014 model year RAM trucks equipped with a 6.7L Cummins Turbo Diesel engine.

The problem is...

The diesel fuel heater electrical connector on your truck may overheat and cause a fuel leak. The diesel fuel heater housing at the fuel heater electrical connector may overheat, leading to the failure of the O-rings that seal the male electrical terminals in the diesel fuel filter/heater assembly. A leaking diesel fuel filter/heater could cause underhood smoke and/or an engine compartment fire.

What your dealer will do...

Chrysler will repair your vehicle free of charge (parts and labor). To do this, your dealer will replace the diesel fuel heater electrical connector and inspect/replace the diesel fuel filter/heater assembly as required. The work will take up to 1.5 hours 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, Dodge or RAM dealer right away 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. If you have further questions go to recalls.mopar.com.

If you have already experienced this specific condition and have paid to have it repaired, you may mail your original receipts and proof of payment to the following address for reimbursement consideration: FCA US Customer Assistance, P.O. Box 21-8004, Auburn Hills, MI 48321-8007, Attention: Recall Reimbursement. Once we receive and validate the required documents, reimbursement will be sent to you within 60 days. If you've had previous repairs and/or reimbursement you may still need to have the recall repair performed on your vehicle.

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.

Ask your dealer about the following notification(s). Our records indicate that your vehicle also requires repair for notification(s): N63 N26

Customer Services / Field Operations
FCA US LLC

Note to lessors receiving this recall: Federal regulation requires that you forward this recall notice to the lessee within 10 days.





**DIESEL FUEL HEATER
ELECTRICAL CONNECTOR**

#2

IMPORTANT SAFETY RECALL

P65 / NHTSA 14V-635

This interim notice applies to your vehicle (VIN: 3C7WDLEL7CG [REDACTED]).

This interim notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

Dear JV CONSTRUCTION AND T

Chrysler has decided that a defect, which relates to motor vehicle safety, exists in certain 2010 through 2014 model year RAM trucks and RAM Cab Chassis trucks equipped with a 6.7L Cummins Turbo diesel engine.



The problem is...

The diesel fuel heater electrical connector on your truck may overheat and cause a fuel leak. The diesel fuel heater housing at the fuel heater electrical connector may overheat, leading to the failure of the O-rings that seal the male electrical terminals in the diesel fuel filter/heater assembly. A leaking diesel fuel filter/heater could cause underhood smoke and/or an engine compartment fire.

What your dealer will do...

Chrysler intends to repair your vehicle free of charge (parts and labor). However, the part required to provide a permanent remedy for this condition is currently not available. Chrysler is making every effort to provide the part as quickly as possible. Chrysler will contact you again by mail, with a follow-up recall notice, when the remedy part is available.

What you must do to ensure your safety...

Once you receive your follow-up notice in the mail, simply contact your Chrysler, Jeep or Dodge dealer right away to schedule a service appointment.

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.chrysler.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.

Ask your dealer about the following notification(s). Our records indicate that your vehicle also requires repair for notification(s): N63 N26

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.



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#3

FRONT AXLE HOUSING

IMPORTANT SAFETY RECALL**N26 / NHTSA 13V-239**

This notice applies to your vehicle (VIN: 3C7WDLEL7CG [REDACTED]).

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

Dear JV CONSTRUCTION AND T

Chrysler has decided that a defect, which relates to motor vehicle safety, exists in some 2012 model year RAM Truck Cab Chassis (4500/5500 series) trucks equipped with four wheel drive.

**The problem is...**

The front axle tube welds on your truck may not have been welded correctly during the manufacturing process. Improperly welded front axle tubes could allow the differential housing to rotate under high torque operating conditions while in four wheel drive. Should the front axle tube welds break, the differential could rotate and cause the front propeller shaft universal joint to break. This can result in a loss of motive power or damage to surrounding components if the propeller shaft continues to spin after separation. This could cause a 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 inspect, install reinforcement brackets and/or replace the front axle assembly. The axle inspection and bracket installation will take about 1½ hours to complete. If the axle must be replaced, an additional 3 hours will be required. 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 right away 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.chrysler.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.

Ask your dealer about the following notification(s). Our records indicate that your vehicle also requires repair for notification(s): N63

Customer Services / Field Operations
Chrysler Group LLC

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**DODGE****Jeep****SRT**

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CHRYSLER

#4

DODGE TRUCK

SAFETY RECALL N26 / NHTSA 13V-239
FRONT AXLE TUBE WELDS

Dear JV CONSTRUCTION AND T

This interim notification letter is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

Chrysler has decided that a defect, which relates to motor vehicle safety, exists in some **2012** model year RAM 4500/5500 series Trucks equipped with four wheel drive.

The problem is...

The front axle differential housing on your truck (VIN: 3C7WDLE17CG [REDACTED]) may rotate relative to the front axle tubes due to improper welds. This may cause the front propeller shaft universal joint, at the front axle, to bind up or fracture. A fractured universal joint could result in a loss of motive power and cause a crash without warning.

What your dealer will do...

Chrysler intends to repair your vehicle free of charge (parts and labor). However, the parts required to provide a permanent remedy for this condition are currently not available. Chrysler is making every effort to obtain these parts as quickly as possible. Chrysler will contact you again by mail with a follow-up recall notice when the remedy parts are available.

What you must do to ensure your safety...

Once you receive your follow-up recall notice in the mail, simply contact your Chrysler, Jeep or Dodge dealer right away to schedule a service appointment. Ask the dealer to hold the parts for your vehicle or to order them before your appointment.

NOTE: To minimize the possibility of the above condition occurring, avoid high torque/heavy load driving maneuvers while in the four wheel drive mode.

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.chrysler.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
Notification Code N26

Note to lessors receiving this recall: Federal regulation requires that you forward this recall notice to the lessee within 10 days.



DODGE

CHRYSLER

Jeep

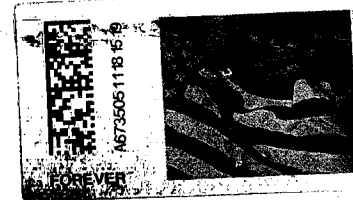
SRT



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N HOUSTON
TX 773
19 MAY '15
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National Highway Traffic Safety Administration
1200 New Jersey Ave SE
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