CL-1072 1952-7375

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

18 May 2015

[redacted]

Gallatin Gateway, MT [redacted]

Billion Dodge
355 Automotive Avenue
Bozeman, MT 59718

MAY 27 2015

RE: Safety Recall N62 / NHTSA 13V-528

Billion Dodge,

January 2014 my 2005 Dodge Ram was inspected by Billion Service Department and deemed to be in need of replacement of the steering linkage referred to in this safety recall notice. I was assured that the necessary part(s) was to be ordered, but also informed that a backlog existed so it may require a few months to receive the part(s). I did follow up with a telephone call a few months later and was told the parts were not yet received. Recently this paperwork surfaced on my office desk and now is cause for concern and disappointment.

Please explain why there has been no communication regarding this recall, and certainly no action to correct what is described as an IMPORTANT SAFETY RECALL.

Sincerely,

[redacted]

cc: Administrator, National Highway Traffic Safety Administration

ET
5/27/15
SMD

CHRYSLER

IMPORTANT SAFETY RECALL N62 / NHTSA 13V-528

This notice applies to your vehicle (VIN: 3D7LS38C65G[redacted].

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

Dear [redacted]

Chrysler has decided that a defect, which relates to motor vehicle safety, exists in some **2003 throu 2008 model year Dodge RAM 1500/2500/3500 series Trucks that had the steering linkage replac with MOPAR service parts.**

The problem is...	**The left tie rod ball stud on your truck may fracture under certain drivi conditions. This could cause a loss of directional control and/or crash witho warning.**
What your dealer will do...	**Chrysler will repair your vehicle free of charge (parts and labor).** To do th your dealer will inspect the steering linkage on your truck and replace steeri linkage component(s) if required. The inspection will take less than ½ hour. linkage replacement is required, the work will take an additional 1 hour to complet 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 schedule a service appointment. Ask the dealer to hold the parts for your vehicle to order them before your appointment. **Please bring this letter with you to yo dealer.**
If you need help...	If you have questions or concerns which your dealer is unable to resolve, plea 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 list on the card apply to you or your vehicle. You may also update this information on the web www.dodge.com/ownersreg.

If you have already experienced this condition and have paid to have it repaired, please send your origin receipts and/or other adequate proof of payment to the following address for reimbursement: Chrysl Customer Assistance, P.O. Box 21-8007, Auburn Hills, MI 48321-8007, Attention: Reimbursemer 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, y may submit a written complaint to the Administrator, National Highway Traffic Safety Administratio 1200 New Jersey Ave., S.E., Washington, DC 20590, or call the toll-free Vehicle Safety Hotline 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 yo attention to this important matter.

Customer Services / Field Operatio
Chrysler Group LL

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

RAM DODGE Jeep MOPAR

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PROUD VIETNAM VETERANS OF AMERICA MEMBER

[redacted]
Gallatin Gateway, MT [redacted]

BILLINGS MT 591

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NATIONAL HIGHWAY TRAFFIC SAFETY
ATTN: ADMINISTRATOR
1200 NEW JERSEY AVE, S.E.
WASHINGTON, DC
20590