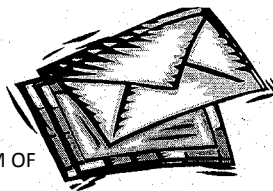


NHTSA ccmMercury Routing Slip

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



CL-10761570-9159

S10 Priority

Printed: 8/31/2015

NHTSA #: ES15-004567
XREF #:
Delivery: S10 E-MAIL

Rec'd Date: 8/31/2015
Doc Type: CMB
Address To: S1

Referred By: NPO-011
Doc Date: 8/24/2015
Due Date: 9/8/2015

S10 #: S10-150831-031

DOT/I #:

RMP #:

**Subject: S10 DIRECT REPLY - LETTER TO THE SECRETARY FROM [REDACTED] REQUESTING
ASSISTANCE WITH A POTENTIAL SAFETY ISSUE REGARDING CHRYSLER VEHICLE(S); FULL
DOCUMENT NOT IMAGED**

Ack Date:
Sign Office: ENFORCEMENT
Cleared Date:
File Loc:
Added By: TMAPP x62870

Ack By:
Signature: FRANK S. BORRIS
Cleared By:
XREF File:
Modified By: TAMMY.MAPP

Signed For:
Cleared For:
Closed Date:

Most Recent Comment:

Author:

[REDACTED]
WAVERLY, IL

Tel: [REDACTED] Fax: E-mail:

SEP -2 2015

2015 AUG 31 PM 4:31

Assigned To	Task	Asgn Date	Deadline	Returned Date
NVS-200	REPLY	8/31/2015	9/8/2015	

ET
9/2/15
END

[REDACTED]
Waverly, Illinois [REDACTED]

August 24, 2015

Anthony Foxx
US Dept. of Transportation
1200 New Jersey Ave, SE
Washington DC 20590

Mr. Foxx,

Please see the enclosures I sent via delivery receipt to Timothy Kuniskis and other senior management of Chrysler. I am hoping you can help consumers with this issue who are not able to handle on their own as I am. I would love to keep you in the loop as to their responses if you think this is something that is a safety issue.

Respectfully,
[REDACTED]

Enclosure: Service Bulletin 14-001-09 REV. A

S10-150831-031

ES15-004567

2015 AUG 31 P 4:17

[REDACTED]
Waverly, Illinois [REDACTED]

August 26, 2015

Robert Hegbloom, President & CEO Ram Brand
FCA – North America
1000 Chrysler Dr.
Auburn Hills, Michigan 48326

Mr. Hegbloom,

You now have knowledge of enclosed internal service bulletin 14-001-001-09 REV A. as it pertains to your engineering blunder that is built into my 2005 Ram 2500, not surprisingly, another gas tank problem. I'm not sure why this one isn't on the Govt. radar but it's going to be, I'm going to make sure of it.

This is an issue that surely should have been a recall long ago when discovered as the bulletin covers a broad range of vehicles and years dating back to 2004. As I see it, you continued to make vehicles that had flaws in the design and made consumers foot the bill if the blunder wasn't caught while under the factory warranty. In addition, these vehicles can no longer be repaired back to factory specs as you no longer have available the proper replacement part(s). My only option is to get a used gas tank from a junkyard or something that is not OEM. As your mistake concerns gasoline, I feel this puts my family's lives at risk therefore a safety flaw in design should be addressed with recalls, not invoices.

I was never able to properly put gasoline in my pre owned 2500 Ram from the day I took delivery from Freedom Chrysler in Virden Illinois. The first time I discovered I could only add 4 cents at a time without the nozzle shutting off (and spitting back), I was several hours from home as the only reason we bought the truck was for recreational purposes, mostly vacationing out of state. I brought it back to them and after what I'm sure was a barrage of quick jury rigs as per your internal memo, received a bill for over \$700 and a truck with a used gas tank because jury rigging isn't a solution to a engineering defect and no other OEM replacement tank could be bought. I drove the truck on vacation and was stuck 7 hours from my home when the used replacement gas tank failed. It was leaking profusely with a full load of passengers in rush hour traffic where I was stuck and now there was no room for error as the interior filled with the smell of gasoline. I feared for our lives and had to cut my prepaid vacation short and rent a car to return home. I then had to wait for Preferred Chrysler in Muskegon, Mi. to locate another used tank then rent a car again to go back to pick it up two weeks later, taking additional toll on my livelihood via missed time and opportunity. This is all personal damage to me which could have been avoided if this problem were addressed when it should have been by you, not me. Your recent fine suggests to me as a consumer, you do not willingly accept responsibility for your mistakes until you are forced to do so.

After dealing with two very helpful dealerships, it's apparent your lack of accountability reflects on your facilities. Through no fault of their own, you don't make available for your people the proper parts they need to keep cars safe. Your refusal to manufacture / stock *critical* older parts past the minute you're not legally obligated just further solidifies my thoughts of a company striving only for a quarterly profit to save your jobs as opposed to sustainable long term customer safety, value & satisfaction.

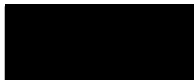
How clever of you to deflect accountability from your problem *makers* and package it as if it's for *our* benefit under the guise of a customer relations line. Consumers now have their own version but it works in *their* favor, it's called Facebook. We have a couple thousand friends between us who have been made aware my bad experience with Dodge so far. Moving forward, all of your actions / responses will promptly be posted on a special page I'm creating just for this incident as well. This will also give recourse to all the people who believe there is nothing they can do with their defective Dodge / Chrysler as I will set a precedent in the court system should you ignore this letter. I tried your customer relations line and was told my vehicle was out of warranty and nothing could be done, thank you so much for this helpful service.

When you built my truck you allowed a defect to be built into it, and then the next ones, and then the next ones, year after year after year. You did this with other defects until you were caught. This defect concerns gasoline. Your unwillingness to make available proper safe replacement parts for your blunder forces me to junk my vehicle or have your dealerships install inferior parts. These inferior parts can leak /fail as mine did when I was stuck in Muskegon. When a vehicle leaks gasoline that puts mine and my passengers lives and everyone around me on the road in danger. This obviously warrants action far and above what you have been willing to do voluntarily and in my opinion is another government issue.

I have mitigated my damages and calculate the remainder of my losses in the amount of approximately \$10,000. You have 30 days to forward this amount to me or I look forward to representing myself against you in Morgan County Illinois small claims court.

As a consumer, I can only speculate what lack of judgement and oversight allowed vehicles to continue to be manufactured for almost 5 years that can't be filled properly with gas. Maybe a new sustainable business model would be to field test new designs for a while before you market them rather than take it from a drawing right to the road leaving consumers to work out the bugs in the obviously flawed designs you produce.

Respectfully,

A black rectangular redaction box covering the signature of the sender.

Enclosure: Service Bulletin 14-001-09 REV. A

cc: Anthony Foxx, NHTSA, Washington DC

S10-150831-031



Office of the Secretary of Transportation Executive Secretariat

Control number: S10-150831-031	Action office: NHTSA
Document date: 8/24/2015	Due date: 9/8/2015
Author(s): [REDACTED]	
Subject: Requesting Assistance With a Potential Safety Issue Regarding Chrysler Vehicle(s)	
Action: Direct Reply	

Comments:

Date	Action	Action by
8/31/2015	Folder Sent for Draft to Action Office: NHTSA for 'Direct Reply'.	LINDA.MILLER
8/31/2015	DIST: A1,C1,S3,I1	LINDA.MILLER
8/31/2015	Updated Folder Information.	LINDA.MILLER
8/31/2015	Work Folder Assigned to NHTSA.	ANGELICA.GERTEL1
8/31/2015	Incoming File Uploaded.	ANGELICA.GERTEL1
8/31/2015	Control Number Created.	ANGELICA.GERTEL1

Date	Note	Note by
------	------	---------