

FEB 16 2016

01-21-2016

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

Talladega AL

Number Changed to 10821558

Re : my Ram Dodge Truck

OFFICIAL COMPLAINT – NATIONAL HIGHWAY TRAFFIC SAFETY ADMINISTRATION

Dear Recall Administration ,

I appreciate your notices that you have sent . For the last 3 or 4 years we have noticed the truck to shake aggressively once it hits a speed or around 55 mph or more . It has gotten worse over the years to the point I do not take it out of the county limits . I think it is a good truck but the shaking and vibrating is terrible . I have taken it to several auto mechanics to have it looked at after Bill Stanford Dodge – GMC here in Talladega looked at it , agreed that the pinion nut was loose - tightened the loose nut and told me I needed new tires on the rear . I took my Dodge Ram to King Tire , the owner , Stan Gallahar told me I did not need new tires that I should have several years left on the rear tires , I go to church with Stan and have been friends with Stan for 30 years and do not think he would lie, however , I told him what Bill Stanford said and he went ahead and put new tires on the truck , it did not help in any way , it still shakes and vibrates terribly. I sent him another letter showing him that the recall plainly states that rear axles found with a loose pinion nut and/ or a seized up axle assembly must be reconditioned , fixed to its original state , yet he refuses to fix it. I have contacted legal council to sue to get the truck fixed , I don't want any punitive damages , I just want my rear end fixed so we feel safe and the truck want shake us to death or the rear axle or driveshaft to separate . Any help would be greatly appreciated .

Sincerely ,

[REDACTED]
Certified IRS – RTRP

Phone # [REDACTED]

Attached is a copy of what Bill Stanford has sent several times since I first took my truck to him , they said it was time for me to come in and have the oil changed then another one and I sent them a letter saying how do they know , they don't , I had just had my oil changed across the street at Express Oil Change , they have no clue . Please help. Thank you .

NAM
2.18.16
10

received
Jan 2016

IMPORTANT SAFETY RECALL

P77/NHTSA 14V-796

This notice applies to your vehicle (VIN: 1D7HU18D15S [REDACTED]).

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

Dear [REDACTED]

Chrysler has decided that a defect, which relates to motor vehicle safety, exists in certain 2005 model year Dodge RAM trucks.

The problem is... The rear axle pinion nut on your truck may have been built without an adhesive patch on the pinion nut threads. The lack of this adhesive patch could allow the rear axle pinion nut to loosen and/or the rear driveshaft to separate from the rear axle. A loose pinion nut could cause the rear axle to seize and a separated driveshaft could cause a loss of motive power. Either situation 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 the rear axle pinion nut for looseness. Rear axles found with a loose pinion nut and/or a seized up axle assembly must be reconditioned. Axles found with a pinion nut that has not loosened will have a pinion nut retainer installed. The work will take up to six 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): R25 P81

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.



PLEASE HELP US UPDATE OUR RECORDS
IF ANY OF THE FOLLOWING CONDITIONS APPLY:

VIN (Last 8 Characters of Vehicle
Identification Number)

Notification Code

SS [REDACTED]

P77

This service was previously performed on my vehicle (check one if applicable):

- ☐ My vehicle was inspected and found to be ok.
☐ My vehicle was repaired. *and they did not fix it.*

This vehicle was (check one if applicable):

- ☐ scrapped ☐ stolen ☐ exported

This vehicle was sold to (check one if applicable):

- ☐ A dealer, or someone whose name and address is unknown.
☐ Someone other than a dealer (type or print the new owner's name and address below).

Date of sale: _____

Updated name and address (type or print the new owner's name and address or your new name and/or address if it has changed):

Owner's title (check one if applicable):

- ☒ Mr. ☐ Miss ☐ Mr. & Mrs. ☐ Dr.
☐ Mrs. ☐ Ms. ☐ Rev. ☐ Business

First Name _____

Last Name _____

Street Address _____

City Talladega

State AL Zip Code _____

Email Address _____

BIRMINGHAM AL 350

22 JAN 2016 PM 3 1



Talladega, AL

Administrator
National Hwy Traffic Safety Adm.
1200 New Jersey Ave. S.E.
Washington D.C. 20590

20590

