

INFORMATION REDACTED PURSUANT TO THE FREEDOM OF

Attachment E

|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |  |                                                                                                                                                         |  |                                                                                          |  |                                                                  |  |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|---------------------------------------------------------------------------------------------------------------------------------------------------------|--|------------------------------------------------------------------------------------------|--|------------------------------------------------------------------|--|
| <b>INFORMATION ACT (FOIA), 5 U.S.C. 552(b)(1)</b><br>U.S. Department of Transportation<br>National Highway Traffic Safety Administration                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |  | <b>Vehicle Owner's Questionnaire</b><br>To Report Vehicle Safety Defects<br>1-888-DASH-2-DOT<br>(1-888-327-4236)<br>INTERNET: www.nhtsa.dot.gov/hotline |  | FOR AGENCY USE ONLY 100148<br>Date Received<br>09-JUN-2016                               |  | Repository <input type="checkbox"/><br>Reference No.<br>10873424 |  |
| <b>OWNER INFORMATION (Type or Print)</b><br>Name _____<br>Address _____<br>City CONCORD State CA Zip Code _____                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |  |                                                                                                                                                         |  | Daytime Telephone Number _____<br>Evening Telephone Number _____<br>E-mail Address _____ |  |                                                                  |  |
| The information you provide will be used to identify potential safety-related defects. We may share your information with the applicable vehicle manufacturer during an investigation or recall in accordance with the routine uses described in the agency's Privacy Act notice. See 49 FR 53971 (Sep. 3, 2004).                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |  |                                                                                                                                                         |  |                                                                                          |  |                                                                  |  |
| <b>VEHICLE INFORMATION</b><br>17 digit Vehicle Identification Number Located at bottom of windshield on driver's side<br>1D7RB1CT9AS _____                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |  |                                                                                                                                                         |  |                                                                                          |  |                                                                  |  |
| Date Purchased<br>9-13                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |  | Dealer's Name and Telephone Number<br>Stoneridge Chrysler Jeep Dodge of Dublin<br>925-474-9090                                                          |  | Engine: 5.7<br>No. Cylinders                                                             |  | Model Year<br>2010                                               |  |
| Original Owner<br><input type="checkbox"/>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |  | Dealer's City<br>Dublin                                                                                                                                 |  | State<br>CA                                                                              |  | Zip Code<br>94568                                                |  |
| Transmission Type<br>A                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |  | <input checked="" type="checkbox"/> Antilock Brakes<br><input checked="" type="checkbox"/> Cruise Control                                               |  | Powertrain<br>Rear differential                                                          |  | Multiple Failure:<br>recall repair mismanagement                 |  |
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |  |                                                                                                                                                         |  | Incident Date(s)<br>03-JUN-2016                                                          |  |                                                                  |  |
| <b>FAILED COMPONENT(S)/PART(S) INFORMATION</b><br>Vehicle Component Code: 100000 POWER TRAIN<br>Rear differential                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |  |                                                                                                                                                         |  |                                                                                          |  |                                                                  |  |
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |  |                                                                                                                                                         |  | Failure Mileage<br>108525                                                                |  | Failure Speed<br>0                                               |  |
| <b>ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |  |                                                                                                                                                         |  |                                                                                          |  |                                                                  |  |
| Tire Make _____                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |  | Tire Model (Name or Number) _____                                                                                                                       |  | Tire Size (Example P215/65R15) _____                                                     |  |                                                                  |  |
| DOT No. (Example: DOTM19ABC036) _____                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |  | <input type="checkbox"/> Original Equipment<br><input type="checkbox"/> Prior Repair                                                                    |  | Failure Location: _____                                                                  |  |                                                                  |  |
| Tire Component Code _____                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |  |                                                                                                                                                         |  | Tire Failure Type: _____                                                                 |  |                                                                  |  |
| <b>ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |  |                                                                                                                                                         |  |                                                                                          |  |                                                                  |  |
| Make: _____                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |  | Date Manufactured: _____                                                                                                                                |  | Model No./Name: _____                                                                    |  |                                                                  |  |
| Seat Type: _____                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |  | Installation System: _____                                                                                                                              |  |                                                                                          |  |                                                                  |  |
| Child Seat Component Code: _____                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |  | Failed Part: _____                                                                                                                                      |  |                                                                                          |  |                                                                  |  |
| <b>APPLICABLE INCIDENT INFORMATION</b><br>(Please describe in detail the incident(s), failure(s), crash(es), and injury(ies).)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |  |                                                                                                                                                         |  |                                                                                          |  |                                                                  |  |
| Crash<br><input type="checkbox"/> Yes <input checked="" type="checkbox"/> No                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |  | Fire<br><input type="checkbox"/> Yes <input checked="" type="checkbox"/> No                                                                             |  | Number of Persons Injured<br>0                                                           |  | Number of Deaths<br>0                                            |  |
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |  |                                                                                                                                                         |  | Reported to Police<br>X Y                                                                |  |                                                                  |  |
| Narrative Description of Incident(s), Crash(es), and Injury(ies).<br>Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure;<br>i.e., parts repaired or replaced (and if old part is available).                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |  |                                                                                                                                                         |  |                                                                                          |  |                                                                  |  |
| TL* THE CONTACT OWNS A 2010 RAM 1500. THE CONTACT STATED THAT WHILE ATTEMPTING TO MAKE A LEFT TURN, THE VEHICLE SUDDENLY STOPPED AND FAILED TO MOVE FORWARD. IN ADDITION, THE CONTACT STATED THAT THE VEHICLE ALSO JERKED FORWARD. THE CONTACT MENTIONED THAT THE ACCELERATOR PEDAL WAS DEPRESSED BUT THE VEHICLE FAILED TO RESPOND. THE VEHICLE WAS RESTARTED BUT FAILED TO DRIVE. THE VEHICLE WAS TAKEN TO A DEALER WHERE IT WAS DIAGNOSED THAT THE PINION IN THE REAR DIFFERENTIAL WAS FRACTURED AND THE REAR DIFFERENTIAL NEEDED TO BE REPLACED. THE VEHICLE WAS NOT REPAIRED. THE CONTACT MENTIONED THAT THE VEHICLE WAS PREVIOUSLY SERVICED UNDER NHTSA CAMPAIGN NUMBER: 12V474000 (POWER TRAIN). THE MANUFACTURER WAS NOTIFIED OF THE FAILURE. THE FAILURE MILEAGE WAS UNKNOWN. |  |                                                                                                                                                         |  |                                                                                          |  |                                                                  |  |
| 12V474000                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |  |                                                                                                                                                         |  |                                                                                          |  |                                                                  |  |
| Include, if available: Police/Fire Department Report, Photos, and Repair Invoice.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |  |                                                                                                                                                         |  |                                                                                          |  |                                                                  |  |
| ATTACH ADDITIONAL SHEETS IF NECESSARY                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |  |                                                                                                                                                         |  |                                                                                          |  |                                                                  |  |
| The Privacy Act of 1974-Public Law 93-579 This information is requested pursuant to authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond to this questionnaire. Your response may be used to assist the NHTSA in determining whether a manufacturer should take appropriate action to correct a safety defect. If the NHTSA proceeds with administrative enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.                                                                                                                                                                                                    |  |                                                                                                                                                         |  |                                                                                          |  |                                                                  |  |

Print

<https://us-mg6.mail.yahoo.com/neo/launch?.rand=7e2vua10q8lp#20...>

Subject: FW: FW: FW: NHTSA: Follow up to ODI Complaint: —10873424

From: Fogle, Brenda CTR (NHTSA) (Brenda.Fogle.CTR@dot.gov)

To: [REDACTED]

Date: Tuesday, June 28, 2016 7:32 AM

*Sent by FAX to: 202-366-1767*

Please see the attached copy of your recent complaint and instructions. Please make any necessary edits and return via email to [dataquality@dot.gov](mailto:dataquality@dot.gov) or fax to (202) 366-1767. Due to the volume of complaints we receive and our limited resources, we cannot respond to every complaint.

NHTSA/Office of Defects Investigation

#### Attachments

- EVOQ EMAIL-MAILED RESPONSE.pdf (31.31KB)
- 10873424.pdf (42.50KB)

*Find attached a total of 16 pages including this cover sheet.*

*All responses should be sent to:*

[REDACTED]

OR

[REDACTED]

CONCORD CA [REDACTED]



U.S. Department  
of Transportation  
National Highway  
Traffic Safety  
Administration

1200 New Jersey Avenue SE  
Washington, DC 20590

Dear Consumer:

NEF-160

As a follow-up to your report to the Vehicle Safety Hotline (VSH), we have recorded your information on the enclosed Vehicle Owner's Questionnaire (VOQ) form. Please review the form and make changes, additions and corrections as necessary. Additionally, please provide a more detailed description of the failure(s) you reported that you believe relevant to safety. Also, if available, include copies of repair invoices, letters to the manufacturer, or any other document related to the problem(s) you reported. If a crash or fire occurred, include a copy of the police or fire department report.

It is helpful to be as thorough as possible in your report so that our ability to use your report will be maximized. If you do not have the information, it is not necessary to complete all the boxes. However, it is very difficult to identify the scope of a vehicle problem unless the vehicle identification number (VIN) is known. The VIN is located inside the vehicle on the dashboard adjacent to the left (driver's side) of the windshield pillar and on the drivers' door or the driver's door jam. It may also be listed on a dealer repair invoice or your insurance or registration cards. When reporting a tire problem, the brand name, tire line and complete tire size should be included. Be certain to provide the DOT tire identification number. It is usually located near the rim flange of the tire on either side of the tire.

We do not make your personal information (name, address, phone numbers, etc.) available to the general public. However, if we open an investigation that involves your vehicle, we will provide the manufacturer of your vehicle with a complete copy of your report. The information you provide may assist the manufacturer and NHTSA in determining if a safety-related defect exists.

Any information provided is entirely voluntary. There is no consequence or penalty of any kind if you do not wish to provide it. We seek this information to develop both statistical and investigative evidence that will help identify potential safety related problems in vehicles or vehicle equipment, e.g., tires, child safety seats, jacks, etc.

When completed, please fold and staple or tape the form so that the pre-addressed portion of the form is on the outside. If a larger envelope is used, tape the VOQ form to the larger envelope so that the pre-addressed portion of the form is showing.

If further assistance is needed, please contact the VSH at their toll-free number, 1-888-327-4236.

Thank you for your cooperation.

Sincerely,

Randy Reid Chief  
Correspondence Research Division  
Office of Defects Investigation  
Enforcement

Enclosure: VOQ



[REDACTED]  
CONCORD CA [REDACTED]

June 29, 2016

NHTSA  
Office of Defects Investigation/Enforcement  
1200 New Jersey Avenue SE  
Washington DC 20590

RE: 10873424

Attention: Randy Reid, Chief; Brenda Fogle

Thank you for responding to my complaint registered online through your website. The case number is referenced above. Attached to this narrative is:

- A. the estimate from Antioch Chrysler Jeep Dodge for the repair that needs to be done;
- B. a copy of the recall notice I received (I cannot recall how I received this communication);
- C. the intake work order from Stoneridge Chrysler Jeep Dodge from March 2014 for when they were commissioned for the recall repair;
- D. a blow-up image of the rear differential of a 2010 Dodge RAM 1500 truck;
- E. your corrected agency form 'Vehicle Owner's Questionnaire';
- F. a copy of the letter I submitted to the corporate offices of FCA US LLC regarding this complaint;
- G. and a copy of my complaint filed with the California Department of Consumer Affairs, Bureau of Automotive Repairs.

I hope with your assistance that this vehicle issue is resolved so that my safety, my family's safety, and the safety of all of the motoring public is assuredly restored by removing the unsafe condition of this particular vehicle.

While in live traffic on Friday, June 3, 2016, at about 12:00 pm, I was in the middle of attempting a left hand turn when an abrupt mechanical failure completely stopped the truck from movement. The hard stop as I push down on the gas pedal to accelerate into my turn, at first caused me to think that I had been hit from the rear. I looked into the rearview mirror but saw no vehicle behind me. I quickly scanned both side mirrors and in front of me, not realizing that my foot wasn't even on the brake pedal. I turned the key thinking that the truck had somehow turned off but found that no, it was still on. So, I turned it off and restarted the truck, put it in gear, pushed on the gas pedal but the truck wouldn't move. I tried putting the truck in reverse, nothing. I turned off the truck again and began the cycle. A group of men on their way to lunch yelled at me that they would help push my truck out of the intersection. The truck gear was placed in neutral but six men could not get the truck to budge an inch. Their attempt did prove to be in vain.

A Concord city maintenance worker happened to drive by, asked if he could push the truck out of the intersection but I told him that the truck would not move. He advised me that he would be back to set up a lane closure to protect me and steer traffic around me. I didn't have a cell phone with me and he said he would call the police for further assistance. I worried that I could become an accident victim if

an inattentive driver plowed into me, or an enraged driver could easily turn their frustration into an intentional aggressive action towards me – there were so many emotions running in my mind on how I was put at risk by this major mechanical failure. Within fifteen minutes the police arrived, and, with the city employee, again, tried to push the truck from the intersection but they could not. They called for a tow once I had explained that I did not have my cell phone with me, and they created another buffer with their vehicle to control the flow of traffic around me. I asked to be towed to the closest Dodge dealer near my home.

I had a long conversation with the tow truck driver who advised me that my suspicion – that the failure could be related to the transmission – was incorrect and that from my description, he suspected it was the differential. He said that before dropping the truck he would inspect the undercarriage, which he did, and he then advised me it was the rear differential. In my discussion with the service advisor, I told him the truck had been the subject of a safety recall and a repair was made in March 2014 and that the rear differential was the component of the recall. After inspecting the vehicle on Tuesday, June 7, the service advisor confirmed that the pinion inside the rear differential had split in half. It is my belief that despite the recall repair, more investigation into this ongoing premature failure is warranted in my case. My safety and the safety of the motoring public is in jeopardy because of poor manufacturing and production. A safety recall repair should compel the manufacturer of the opportunity to provide the consumer with a better, safer product, not one that contains the same poor quality components doomed to fail and potentially causing hazardous roadway conditions.

A critical powertrain component prematurely breaks causing complete loss of vehicle control which placed me and those around me at unreasonable risk of death or injury in an accident because of the nonoperational safety of this motor vehicle. Because the initial safety recall mentions only a minute piece (a pinion nut) as the potential cause of a catastrophic failure of the differential, the dealership is expecting payment from me, in full, to repair the defective differential **THAT DODGE REBUILT!** According to the supervisor (Bill) who insisted that since the original safety recall notice only mentioned a pinion nut and not the pinion which split in half, the safety recall fix for recall NHTSA 12V474000 was complete. At that time (March 2014), as explained to me by the dealer, the differential would need to be completely rebuilt. In researching the Dodge warranty online, it is stated that Dodge provides for a standard 5-year or 60,000 mile warranty on all of its vehicles including this component of the driveline. The recall for my vehicle was identified at about 54,350 miles and repaired @ 56,366 miles, which is below the initial warranty period of 60,000 miles. This current premature failure of the rebuilt rear differential happened after 52,159 miles – still below the Chrysler stated initial warranty of 60,000 miles. The bottom line is that the motoring public is in peril with this unsafe vehicle on the roadway and it should be subjected to further safety investigation.



Attachments: A through G

**Attachment A**  
**Antioch Chrysler - Jeep - Dodge - Ram**  
 1810 Auto Center Dr.  
 Antioch, CA 94509  
 (925) 779-8700

CUSTOMER #: [REDACTED]

\*INVOICE\*

Jeep Dodge Ram

www.antiochautosales.com

PAGE 1

BAR# AR022884 PF# CADR000023

HOME [REDACTED] CONT: [REDACTED]  
 BUS: [REDACTED] CELL: [REDACTED]

SERVICE ADVISOR: 67 TONRI E MC CLENNAN JR

| COSE      | YEAR      | MAKE/MODEL    | VIN         | LICENSE | MILEAGE       | DOB     | TAO     |
|-----------|-----------|---------------|-------------|---------|---------------|---------|---------|
|           | 10        | DODGE RAM1500 | 1D7RB1C19AS |         | 108525/108525 | T585    |         |
| NEVC DATE | PRIC DATE | WAT EXP       | PROMISED    | DO NC   | DATE          | PAYMENT | PO DATE |
| 01JAN16   | DD        |               |             |         | 0.00          | CASH    | 07JUN16 |

RD OPENED DATE CUST NOTIFIED OPTIONS: ENG:5.7 Liter

14:34 03JUN16 17:43 07JUN16

LINE OF CODE TECH TYPE HOURS

LIST NET TOTAL

A CUSTOMER STATES SHE WAS STOPPED AT A LIGHT AND WENT TO ACCELERATE AND IT FELT AS IF SHE WAS HIT IN THE REAR. CUSTOMER STATES VEHICLE WILL NOT ACCELERATE. CHECK AND ADVISE.

99 RECOMMEND REAR DIFFERENTIAL OVER HALL

76 BELT, SCOTT LIG: 76

CPC

185.00 185.00

PERFORMED INSPECTION. TECH VERIFIED CUSTOMER'S COMPLAINT AND PERFORMED TEAR DOWN. TECH FOUND PINION SPLIT IN HALF. TECH RECOMMENDS COMPLETE REAR DIFFERENTIAL REBUILD AND RE-CHECK. CUSTOMER DENIED AT THIS TIME.

\*\*\*\*\*  
 B SET TIRE PRESSURE TO EM SPECIFICATIONS AS PER CARB REGULATIONS. TIRE PRESSURE SET TO: LF PSI, RF PSI, LR PSI, RR PSI. CURRENT TREAD DEPTH MEASUREMENT LF /32, RF /32, LR /32, RR /32. PERFORM BRAKE INSPECTION VISUAL FRONT BRAKES MM, REAR MM

TF SET TIRE PRESSURE TO EM SPECIFICATIONS AS PER

CARB REGULATIONS. TIRE PRESSURE SET TO:

LF PSI, RF PSI, LR PSI, RR PSI. CURRENT

TREAD DEPTH MEASUREMENT:

LF /32, RF /32, LR /32, RR /32. PERFORM

BRAKE INSPECTION VISUAL FRONT BRAKES MM

REAR MM

99 INTG

(N/C)

EST: 185.00

03JUN16 14:34 SA: 67

SET TIRE PRESSURE TO 39 PSI  
 RECOMMEND REAR DIFF REBUILD  
 EST\$2474.00

PLEASE TAKE A MOMENT TO FILL OUT OUR REPORT  
 CARD. NO EFFORT FOR "10-EXTREMELY LIKELY"  
 HOW LIKELY ARE YOU TO RECOMMEND US???

NOT AT ALL LIKELY

EXTREMELY LIKELY

1 - 2 - 3 - 4 - 5 - 6 - 7 - 8 - 9 - 10

| ORIGINAL ESTIMATE # |      |         | FINAL REVISED ESTIMATE # |                   |               | DESCRIPTION            |        | TOTAL |
|---------------------|------|---------|--------------------------|-------------------|---------------|------------------------|--------|-------|
| DATE                | TIME | PHONE # | AUTHORIZED BY            | ADDITIONAL AMOUNT | REVISED TOTAL |                        |        |       |
|                     |      |         |                          |                   |               | LABOR AMOUNT           | 185.00 |       |
|                     |      |         |                          |                   |               | PARTS AMOUNT           | 0.00   |       |
|                     |      |         |                          |                   |               | GAS, OIL, LUBE         | 0.00   |       |
|                     |      |         |                          |                   |               | SURLET AMOUNT          | 0.00   |       |
|                     |      |         |                          |                   |               | HAZARDOUS MATERIALS    | 0.00   |       |
|                     |      |         |                          |                   |               | TOTAL CHARGES          | 185.00 |       |
|                     |      |         |                          |                   |               | ADJUSTMENTS            | 0.00   |       |
|                     |      |         |                          |                   |               | SALES TAX              | 0.00   |       |
|                     |      |         |                          |                   |               | PLEASE PAY THIS AMOUNT | 185.00 |       |

ACKNOWLEDGMENT OF RECEIPT OF VEHICLE AND HAVE RECEIVED A COPY OF THIS INVOICE.

ACKNOWLEDGMENT OF RECEIPT OF VEHICLE AND HAVE RECEIVED A COPY OF THIS INVOICE.

CUSTOMER COPY

## Preliminary Estimate

Attachment B

Job Number

Vehicle: 2010 DODGE RAM 1500-4X2 CREW SLT 4D P/U 8-5.7L-FI

## RECALL INFO

|                              |                    |                  |                |
|------------------------------|--------------------|------------------|----------------|
| Year: 2010                   | Body Style: 4D P/U | VIN: ID7RBLC79AS | Mileage: 54350 |
| Make: DODGE                  | Engine: 8-5.7L-FI  | License:         | Mileage Out:   |
| Model: RAM 1500-4X2 CREW SLT | Production Date:   | Status:          | Vehicle Out:   |
| Color: Int:                  | Condition:         | Job #:           |                |

The National Highway Transportation and Safety Administration (NHTSA) has issued 7 safety-related recall notice(s) that may apply to the selected vehicle.

NHTSA ID: 10V090000

Issued: Feb 1, 10

Number of Vehicles: 00020045

Service brakes, hydraulic: Chrysler is recalling certain model year 2010 Chrysler Sebring, Dodge Avenger and third, Jeep Liberty, Commander and Grand Cherokee, and model year 2009-2010 Dodge Ram truck. These vehicles may have been built with an improperly formed or missing brake booster input rod retaining clip. This could result in brake failure without warning which could cause a crash. Chrysler will replace the brake booster input rod retaining clip free of charge. The safety recall is expected to begin during January 2010. Owners may contact Chrysler at 1-800-853-1403.

NHTSA ID: 13V038000

Issued:

Number of Vehicles: 00278222

Power train: Drive/line/Differential unit: Chrysler is recalling certain model year 2009-2012 Ram 1500 trucks manufactured from February 27, 2009, through June 30, 2009, and from December 1, 2009, through October 20, 2011; model year 2009-2011 Dodge Dakota trucks manufactured from February 27, 2007, through June 30, 2009, and from December 1, 2009, through September 30, 2011; model year 2009 Chrysler Aspen trucks manufactured from January 3, 2009, through December 18, 2009, and model year 2009 Dodge Durango trucks manufactured from January 3, 2009, through December 18, 2009. The rear axle pinion nut may loosen due to an undersized pinion spline that can allow relative motion between the nut and companion flange. If the rear axle pinion nut loosens, the axle can lock up and cause a loss of vehicle control and/or a vehicle crash with little warning. Chrysler will notify owners, and Dealers will install a pinion nut retainer, free of charge. The recall is expected to begin during March 2013. Owners may contact Chrysler at 1-800-247-9753.

NHTSA ID: 12V474800

Issued:

Number of Vehicles: 00044380

Power train: Drive/line/Differential unit: Chrysler is recalling certain model year 2009-2010, Ram 1500 and Dodge Dakota trucks, manufactured from July 1, 2009, through November 30, 2009, because a rear axle pinion nut may loosen due to a lack of adhesive. If the rear axle pinion nut loosens, the axle can lock up and cause a loss of vehicle control and/or a vehicle crash with little warning. Chrysler will notify owners, and Dealers will install a pinion nut retainer, free of charge. The recall is expected to begin during November 2012. Owners may contact Chrysler at 1-800-247-9753.

NHTSA ID: 10V636800

Issued:

Number of Vehicles: 00076132

Steering/Hydraulic power assist: Power steering fluid: Chrysler is recalling certain model year 2010-2011 Dodge Ram trucks manufactured from March 2009 through October 2010. Some vehicles equipped with diesel engine and a hydroboost brake system may be equipped with a power steering reservoir cap with excessive vent pressure levels that may result in brake pedals that are slow to return. Brake lights that are slow to extinguish could increase the risk of a crash. Chrysler will notify owners and Dealers will replace the power steering reservoir cap free of charge. The safety recall is expected to begin during February 2011. Owners may contact Chrysler at 1-800-853-1403.

NHTSA ID: 10V474900

Issued:

Number of Vehicles: 00000840

Equipment/Other: Labels: Chrysler is recalling certain model year 2010 Dodge Ram 02, 03, and 05-body vehicles for failing to comply with the requirements of part 567, "certification." Some vehicles have been built with certification and/or supplemental tire pressure information labels printed with incorrect weight or seating capacity information. The misinformation on these labels could lead to, among other things, failure to follow proper vehicle loading specifications that could increase the risk of a crash. Owners will be provided with replacement certification and/or supplemental tire pressure information labels. At the customer's option, they may take their vehicle to a Chrysler Dealer for installation. This

## Preliminary Estimate

Job Number

Vehicle: 2010 DODG RAM 1500 4X2 CREW SLT 4D P/U 8-5.7L-Ft

service will be performed free of charge. The safety recall is expected to begin during October 2010. Owners may contact Chrysler at 1-800-853-1403.

NHTSA ID: 10V315608

Issued:

Number of Vehicles: 00000020

Service brakes, hydraulic/Foundation components: Master cylinder. Chrysler is recalling certain model year 2010 left hand drive Jeep Liberty, Dodge Nitro and Ram 1500 truck, Right and left hand drive Jeep Wrangler Vehicles. These Vehicles may have been built with an improperly formed master cylinder to hydraulic control unit (hcu) brake tube assembly and flare. This could lead to loss of brake fluid and reduced braking performance increasing the risk of a crash. Dealers will replace the brake tubes free of charge. The safety recall is expected to begin during August 2010. Owners may contact Chrysler toll-free at 1-800-853-1403.

NHTSA ID: 10V200000

Issued:

Number of Vehicles: 00040131

Electrical System: Ignition Module. Chrysler is recalling certain model year 2010 Chrysler 300, Dodge Challenger, Charger, Jeep commander, Grand Cherokee and Dodge Ram Vehicles. These Vehicles may have been built with a wireless ignition node (win) module exhibiting a binding condition of the solenoid latch. The result of the defect could lead to a condition where the key may be removed from the ignition switch (win module) prior to placing the shifter in Park. This could result in the potential for unintended Vehicle movement and could increase the risk of a crash. Dealers will inspect and replace the win module free of charge. The safety recall is expected to begin during July 2010. Owners may contact Chrysler at 1-800-853-1403.

**CUSTOMER**

**FINOLE, CA**

**HOME :**

**BUS:**

CONT: N/A

**CELL:**

## WORKORDER

**PAGE 1**

Attachment C  
Stoneridge

**Chrysler Jeep Dodge of Dublin**

6701 AMADOR PLAZA RD

DUBLIN, CA 94568

(925) 479-8080

[www.stoneridgold.com](http://www.stoneridgold.com)

**CHRYSLER** **Jeep** **DODGE**

**SERVICE ADVISOR: 816 BLANCHARD, RYAN**

|        |    |                  |             |        |        |       |
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| SILVER | 10 | DODGE RAM PICKUP | 1D7RB1CT9AS | ELTDT2 | 56366/ | T9885 |
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| 25SEP13 DD |  | ** WAITER ** |  | CASH |
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OPTIONS: STK:13P1974A DLR:45358 ENG:5.7 TRN:A

19MAR2014 11:44

| LINE | OF CODE | TECH. | TYPE | DESCRIPTIONS/INSTRUCTIONS |
|------|---------|-------|------|---------------------------|
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## # A RECALL

WP40 PERFORM RECALL N08 REAR AXLE PINION NUT

BAR # ARD 254743

**THIS IS NOT AN INVOICE**

BY LAW, YOU MAY CHOOSE ANOTHER LICENSED SHOP OR FACILITY TO PERFORM ANY NEEDED REPAIRS OR  
ADJUSTMENTS WHEN THE SHOP CHECK TEST INDICATES ARE NECESSARY.

**SUBJECT TO CONDITIONS ON REVERSE SIDE OF THIS CONTRACT, PLEASE READ REVERSE SIDE**

[illegible]

**PRULIN CITY  
ESTIMATE**

WHICH INCLUDES A  
HAZARDOUS WASTE  
DISPOSAL FEE OF

**Authorized Signature**

**TERMS: CASH OR APPROVED CREDIT CARD**  
**UNLESS PROMPTLY ADVISED HAVE BEEN MADE**

ALL PARTS REMOVED WILL BE DISCARDED UNLESS OTHERWISE REQUESTED PRIOR TO BEGINNING WORK. ALL PARTS ARE NEW UNLESS OTHERWISE SPECIFIED.

| DATE | TIME | PHONE # OR REFERENCE | AUTHORIZED BY | ADDITIONAL REMARKS |
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| 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 | 12 | 13 | 14 | 15 | 16 | 17 | 18 | 19 | 20 | 21 | 22 | 23 | 24 | 25 | 26 | 27 | 28 | 29 | 30 | 31 | 32 | 33 | 34 | 35 | 36 | 37 | 38 | 39 | 40 | 41 | 42 | 43 | 44 | 45 | 46 | 47 | 48 | 49 | 50 | 51 | 52 | 53 | 54 | 55 | 56 | 57 | 58 | 59 | 60 | 61 | 62 | 63 | 64 | 65 | 66 | 67 | 68 | 69 | 70 | 71 | 72 | 73 | 74 | 75 | 76 | 77 | 78 | 79 | 80 | 81 | 82 | 83 | 84 | 85 | 86 | 87 | 88 | 89 | 90 | 91 | 92 | 93 | 94 | 95 | 96 | 97 | 98 | 99 | 100 |
| 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 | 12 | 13 | 14 | 15 | 16 | 17 | 18 | 19 | 20 | 21 | 22 | 23 | 24 | 25 | 26 | 27 | 28 | 29 | 30 | 31 | 32 | 33 | 34 | 35 | 36 | 37 | 38 | 39 | 40 | 41 | 42 | 43 | 44 | 45 | 46 | 47 | 48 | 49 | 50 | 51 | 52 | 53 | 54 | 55 | 56 | 57 | 58 | 59 | 60 | 61 | 62 | 63 | 64 | 65 | 66 | 67 | 68 | 69 | 70 | 71 | 72 | 73 | 74 | 75 | 76 | 77 | 78 | 79 | 80 | 81 | 82 | 83 | 84 | 85 | 86 | 87 | 88 | 89 | 90 | 91 | 92 | 93 | 94 | 95 | 96 | 97 | 98 | 99 | 100 |

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| 11/11/71 | 1400 | W. J. ...            | ...           | ...                 |

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| REVISION | REVISION TOTAL |
|----------|----------------|

| DATE     | TIME  | FROM | TO  | BY  | REMARKS |
|----------|-------|------|-----|-----|---------|
| 10/10/54 | 10:00 | 101  | 102 | 103 | 104     |

[illegible]

| REASON                    | NUMBER OF REQUESTS | PERCENT OF TOTAL | REVIEWED TOTAL |
|---------------------------|--------------------|------------------|----------------|
| 1. LACK OF INFORMATION    | 10                 | 10.0%            | 10             |
| 2. LACK OF INTEREST       | 5                  | 5.0%             | 5              |
| 3. LACK OF TIME           | 15                 | 15.0%            | 15             |
| 4. LACK OF MOTIVATION     | 10                 | 10.0%            | 10             |
| 5. LACK OF SKILLS         | 10                 | 10.0%            | 10             |
| 6. LACK OF RESOURCES      | 10                 | 10.0%            | 10             |
| 7. LACK OF SUPPORT        | 10                 | 10.0%            | 10             |
| 8. LACK OF COMMITMENT     | 10                 | 10.0%            | 10             |
| 9. LACK OF KNOWLEDGE      | 10                 | 10.0%            | 10             |
| 10. LACK OF ABILITY       | 10                 | 10.0%            | 10             |
| 11. LACK OF OPPORTUNITY   | 10                 | 10.0%            | 10             |
| 12. LACK OF WILLINGNESS   | 10                 | 10.0%            | 10             |
| 13. LACK OF CONFIDENCE    | 10                 | 10.0%            | 10             |
| 14. LACK OF EXPERIENCE    | 10                 | 10.0%            | 10             |
| 15. LACK OF ENERGY        | 10                 | 10.0%            | 10             |
| 16. LACK OF PATIENCE      | 10                 | 10.0%            | 10             |
| 17. LACK OF PERSEVERANCE  | 10                 | 10.0%            | 10             |
| 18. LACK OF DETERMINATION | 10                 | 10.0%            | 10             |
| 19. LACK OF COURAGE       | 10                 | 10.0%            | 10             |
| 20. LACK OF FAITH         | 10                 | 10.0%            | 10             |
| 21. LACK OF TRUST         | 10                 | 10.0%            | 10             |
| 22. LACK OF RESPECT       | 10                 | 10.0%            | 10             |
| 23. LACK OF KINDNESS      | 10                 | 10.0%            | 10             |
| 24. LACK OF GENTLENESS    | 10                 | 10.0%            | 10             |
| 25. LACK OF MERCY         | 10                 | 10.0%            | 10             |
| 26. LACK OF GRACE         | 10                 | 10.0%            | 10             |
| 27. LACK OF PATIENCE      | 10                 | 10.0%            | 10             |
| 28. LACK OF SELF-CONTROL  | 10                 | 10.0%            | 10             |
| 29. LACK OF FAITHFULNESS  | 10                 | 10.0%            | 10             |
| 30. LACK OF HOPE          | 10                 | 10.0%            | 10             |
| 31. LACK OF LOVE          | 10                 | 10.0%            | 10             |
| 32. LACK OF KINDNESS      | 10                 | 10.0%            | 10             |
| 33. LACK OF GENTLENESS    | 10                 | 10.0%            | 10             |
| 34. LACK OF MERCY         | 10                 | 10.0%            | 10             |
| 35. LACK OF GRACE         | 10                 | 10.0%            | 10             |
| 36. LACK OF PATIENCE      | 10                 | 10.0%            | 10             |
| 37. LACK OF SELF-CONTROL  | 10                 | 10.0%            | 10             |
| 38. LACK OF FAITHFULNESS  | 10                 | 10.0%            | 10             |
| 39. LACK OF HOPE          | 10                 | 10.0%            | 10             |
| 40. LACK OF LOVE          | 10                 | 10.0%            | 10             |
| 41. LACK OF KINDNESS      | 10                 | 10.0%            | 10             |
| 42. LACK OF GENTLENESS    | 10                 | 10.0%            | 10             |
| 43. LACK OF MERCY         | 10                 | 10.0%            | 10             |
| 44. LACK OF GRACE         | 10                 | 10.0%            | 10             |
| 45. LACK OF PATIENCE      | 10                 | 10.0%            | 10             |
| 46. LACK OF SELF-CONTROL  | 10                 | 10.0%            | 10             |
| 47. LACK OF FAITHFULNESS  | 10                 | 10.0%            | 10             |
| 48. LACK OF HOPE          | 10                 | 10.0%            | 10             |
| 49. LACK OF LOVE          | 10                 | 10.0%            | 10             |
| 50. LACK OF KINDNESS      | 10                 | 10.0%            | 10             |
| 51. LACK OF GENTLENESS    | 10                 | 10.0%            | 10             |
| 52. LACK OF MERCY         | 10                 | 10.0%            | 10             |
| 53. LACK OF GRACE         | 10                 | 10.0%            | 10             |
| 54. LACK OF PATIENCE      | 10                 | 10.0%            | 10             |
| 55. LACK OF SELF-CONTROL  | 10                 | 10.0%            | 10             |
| 56. LACK OF FAITHFULNESS  | 10                 | 10.0%            | 10             |
| 57. LACK OF HOPE          | 10                 | 10.0%            | 10             |
| 58. LACK OF LOVE          | 10                 | 10.0%            | 10             |
| 59. LACK OF KINDNESS      | 10                 | 10.0%            | 10             |
| 60. LACK OF GENTLENESS    | 10                 | 10.0%            | 10             |
| 61. LACK OF MERCY         | 10                 | 10.0%            | 10             |
| 62. LACK OF GRACE         | 10                 | 10.0%            | 10             |
| 63. LACK OF PATIENCE      | 10                 | 10.0%            | 10             |
| 64. LACK OF SELF-CONTROL  | 10                 | 10.0%            | 10             |
| 65. LACK OF FAITHFULNESS  | 10                 | 10.0%            | 10             |
| 66. LACK OF HOPE          | 10                 | 10.0%            | 10             |
| 67. LACK OF LOVE          | 10                 | 10.0%            | 10             |
| 68. LACK OF KINDNESS      | 10                 | 10.0%            | 10             |
| 69. LACK OF GENTLENESS    | 10                 | 10.0%            | 10             |
| 70. LACK OF MERCY         | 10                 | 10.0%            | 10             |
| 71. LACK OF GRACE         | 10                 | 10.0%            | 10             |
| 72. LACK OF PATIENCE      | 10                 | 10.0%            | 10             |
| 73. LACK OF SELF-CONTROL  | 10                 | 10.0%            | 10             |
| 74. LACK OF FAITHFULNESS  | 10                 | 10.0%            | 10             |
| 75. LACK OF HOPE          | 10                 | 10.0%            | 10             |
| 76. LACK OF LOVE          | 10                 | 10.0%            | 10             |
| 77. LACK OF KINDNESS      | 10                 | 10.0%            | 10             |
| 78. LACK OF GENTLENESS    | 10                 | 10.0%            | 10             |
| 79. LACK OF MERCY         | 10                 | 10.0%            | 10             |
| 80. LACK OF GRACE         | 10                 | 10.0%            | 10             |
| 81. LACK OF PATIENCE      | 10                 | 10.0%            | 10             |
| 82. LACK OF SELF-CONTROL  | 10                 | 10.0%            | 10             |
| 83. LACK OF FAITHFULNESS  | 10                 | 10.0%            | 10             |
| 84. LACK OF HOPE          | 10                 | 10.0%            | 10             |
| 85. LACK OF LOVE          | 10                 | 10.0%            | 10             |
| 86. LACK OF KINDNESS      |                    |                  |                |

\_\_\_\_\_

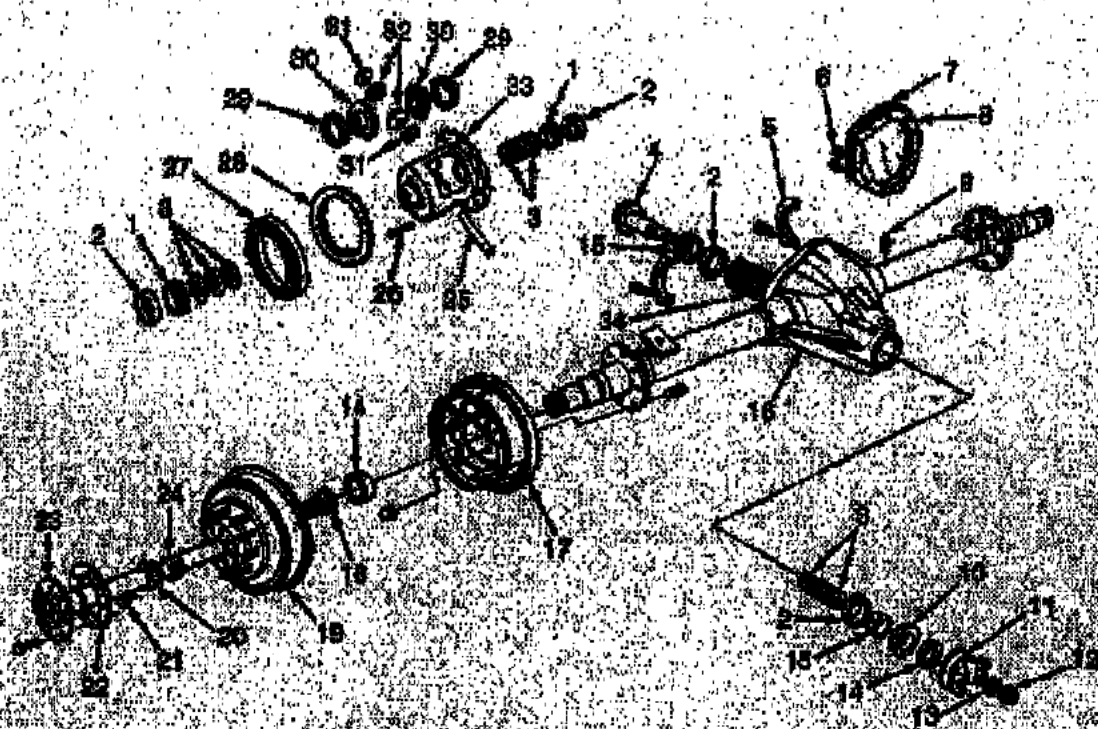
QUALITY

LOCATION \_\_\_\_\_ CONTROLLING BY \_\_\_\_\_ MILES \_\_\_\_\_

BAR# ARD 254743 EPA/CAL 000332178

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# Attachment D



1. Differential Bearing
2. Bearing Race
3. Pinion Shim
4. Pinion
5. Bearing Cap
6. Oil Filler Plug
7. Gasket (If Equipped)
8. Axle Housing Cover
9. Vent
10. Spline
11. Pinion Flange
12. Pinion Nut

13. Washer
14. Oil Seal
15. Pinion Bearing
16. Axle Housing
17. Brake Assembly
18. Inner Wheel Bearing
19. Rear Hub & Brake Drum
20. Adjusting Nut
21. Nut Lock
22. Gasket
23. Axle Shaft
24. Outer Wheel Bearing

25. Pinion Chain
26. Roll Pin
27. Ring Gear
28. Eccentric Ring
29. Side Gear Thrust Washer
30. Side Gear
31. Pinion Gear Thrust Washer
32. Pinion Gear
33. Differential Case
34. Pinion Depth Shim

*Attachment F*[REDACTED]  
Concord CA [REDACTED]

June 20, 2016

FCA US LLC  
PO BOX 21-8004  
Auburn Hills, Michigan 48321-8004

Attention: Serglo Marchionne, CEO and Reid Bigland, Giorgio Fossati, Michael Keegan, Michael Manley, Richard Palmer, Michael Dahl, Scott R. Garberding, Ralph V. Gilles, Pietro Gorlier, Brian Harlow, Robert (Bob) E. Lee, Marjorie Loeb

Case #: [REDACTED]

To all of the Dodge Executives mentioned:

Since 1977 I've been a devout and loyal Chrysler Dodge Mopar customer. My very first purchase was a 1977 Dodge D200 series truck – full-size bed with a V8 motor. My father was livid when I brought it home! He asked why I, a 20-year-old young woman, would want to buy such a large truck with a gas-hogging motor; but in the long 17+ years of service and over 250,000 miles of dependability, he had long stopped complaining. When my parents moved out of our family home in San Francisco, California, and moved to the San Joaquin valley in 1991, who do you think my father called upon to do the final move-out?? Yes, me and my trusted stead; my valiant "Yellow Submarine," as my reliable truck was named! Throughout that period of time, 14 long years, my Dodge truck moved many family members, made countless trips on dumpster runs, and, with the removable truck shell, held valuables during countless camping trips. My submarine lasted well into 1995.

Since that time I've owned a Chrysler Cordoba, a Dodge Spirit, a Dodge Caravan, a Dodge Grand Caravan, a Dodge Ram 1500 SLT, and a classic 1969 Dodge Dart. In 2013 I carried on my love affair with Dodge and purchased a used 2010 Dodge Ram 1500 – this vehicle is the purpose for this letter. With heavy heart, this has been a very poor vehicle choice. Dealing with Dodge in trying to find resolution to the current problem has left me distraught. Especially in light of the fact that the problem – a defective rear differential – is well-known to the Dodge Corporation and poses a serious safety risk to me and my family, as well as the traveling public. Moreso, although a safety recall that identified a minute part within the component – for that same component to have catastrophically failed while in live traffic, leaves me to question the effectiveness and reliability of the investigation and management of that safety recall repair.

While in live traffic on Friday, June 3, 2016, at about 12:00 pm, I was in the middle of attempting a left hand turn when an abrupt mechanical failure completely stopped the truck from movement. The hard stop as I push down on the gas pedal to accelerate into my turn, at first caused me to think that I had been hit from the rear. I looked into the rearview mirror but saw no vehicle behind me. I quickly scanned both side mirrors and in front of me, not realizing that my foot wasn't even on the brake pedal. I turned the key thinking that the truck had somehow turned off but found that no, it was still on. So, I turned it off and restarted the truck, put it in gear, pushed on the gas pedal but the truck wouldn't move. I tried putting the truck in reverse, nothing. I turned off the truck again and began the cycle; all the while cars are honking, people are yelling, and a crowd had gathered at each corner watching this spectacle. A group of men on their way to lunch yelled at me that they would help

push my truck out of the intersection. I told them I didn't think the truck would move but I appreciated their help. Their attempt did prove to be in vain.

A Concord city maintenance worker happened to drive by, asked if he could push the truck out of the intersection but I told him that the truck would not move. He advised me that he would be back to set up a lane closure to protect me and steer traffic around me. I didn't have a cell phone with me and he said he would call the police for further assistance. This took some time and I felt unsafe and helpless as more and more frustrated people in their cars honked, flipped me the bird, cursed and yelled at me to move. I worried that I could become an accident victim if an inattentive driver plowed into me, or an enraged driver could easily turn their frustration into an intentional aggressive action towards me - there were so many emotions running in my mind on how I was put at risk by this major mechanical failure. Within fifteen minutes the police arrived, and, with the city employee, again, tried to push the truck from the intersection but could not. They called for a tow once I had explained that I did not have my cell phone with me, and they created another buffer with their vehicle to control the flow of traffic around me. I asked to be towed to the closest Dodge dealer near my home.

The Department of Transportation's National Highway Traffic Safety Administration (NHTSA), as authorized by the National Traffic and Motor Vehicle Safety Act, issued two (2) vehicle safety recalls for certain model Ram 1500 trucks manufactured from February 27, 2008 through June 30, 2009, and from December 1, 2009 through October 20, 2011 (NHTSA ID: 13V038000) and then again for certain model Ram 1500 trucks manufactured from July 1, 2009 through November 30, 2009, (NHTSA ID: 12V474000) for different parts within the main component: the differential. My particular vehicle was identified as belonging to the group of vehicles impacted under NHTSA 12V474000. At that time, as explained to me by the dealer, the differential would need to be completely rebuilt. In researching the Dodge warranty online, it is stated that Dodge provides for a standard 5-year or 60,000 mile warranty on all of its vehicles including this component of the driveline. The recall for my vehicle was identified at about 54,350 miles which is below the initial warranty period of 60,000 miles. Although I did purchase the vehicle used, the dealer from where I bought the vehicle mentioned that the vehicle was still under the original warranty and offered an extended warranty which I did, in fact, purchase.

The Dodge website states: "We back every Dodge brand vehicle with the 5-Year/60,000-Mile Powertrain Limited Warranty+. It covers the cost of all parts and Labor needed to repair a covered powertrain component. Coverage also includes towing to the nearest Chrysler, Jeep®, Dodge or Ram vehicle dealer, if necessary. The warranty is also Transferable to a new owner during the warranty period. For details, see your Dodge dealer." Further, one would think that such an important component of the vehicle, even in the course of a recall repair, would at least last that minimum of said warranty period. This is not the case. My safety recall-repaired differential failed at @ 108,500 miles. Taking into consideration the mileage at which the recall repair was performed, the differential still prematurely failed (@54,150) prior to 60,000 miles of usage. This is alarming. This makes me feel completely unsafe, vulnerable and unsure of what to expect after another repair of this same defective component. Especially in light of the fact that, according to the supervisor (Bill) who insisted that since the original safety recall notice only mentioned a pinion nut and not the pinion which split in half, that "Dodge would not be offering any financial assistance for this repair." WAIT, WHAT??

The complete lack of customer assurance by the service advisor both at the Dodge dealership and with the safety recall repair department with your company leaves me to question the integrity of being a Dodge owner. What would YOU do if your family member had been behind the wheel in live traffic? Would you find it acceptable to say, sorry, you're on your own? Is not MY health and safety, MY FAMILY'S health and safety, the

health and safety of the MOTORING PUBLIC not a priority in the complete premature breakdown of a main component of YOUR PRODUCT? DOES DODGE NOT STAND BEHIND ITS OWN PRODUCT? Once repaired, could I not expect to get the same 250,000 miles out of this particular Dodge RAM truck that I got from my 1977 Dodge RAM truck? Is it possible that the Dodge brand is no longer of value? Has it lost its integrity? Are Dodge trucks no longer "America's Longest-Lasting Pickups"? Could it be MY RAM truck is only good for 55,000 miles at BEST???

Because the initial safety recall mentions only a minute piece (a pinion nut) as the potential cause of a catastrophic failure of the differential, the dealership is expecting payment from me, in full, to repair the defective differential THAT DODGE REBUILT! THIS IS ABSURD! As the consumer, I've kept up my responsibility of making sure routine maintenance is done regularly. YOUR RESPONSIBILITY was to have provided me a safe vehicle for my purposes, not one that poses great risk to me, my family, and the motoring public. A critical powertrain component prematurely breaks causing complete loss of vehicle control which placed me and those around me at unreasonable risk of death or injury in an accident because of the nonoperational safety of this motor vehicle.

This breakdown prevented me and my family from our previously-planned road-trip to New Mexico. In anticipation of this trip, I recently bought new tires, had new brakes installed, had a fluid exchange for the transmission, and replaced the windshield wipers and a faulty bulb. I did everything to prepare for the two-week adventure which included a rare, first life-time opportunity to attend a family reunion to meet relatives I had never met before in person. I was to meet my [REDACTED] mother there in New Mexico where we would travel around to meet other family members from my deceased father's side of the family. This is an experience that cannot be duplicated. Ever. My grandchildren were prevented from having this opportunity with their great-grandmother. The months of planning and anticipation devolved. The only reason I am able to accept our inability to participate in the reunion is the fact that this complete operational failure occurred here at home, at a stoplight, and not in the vast desert highways between the San Francisco Bay Area and the town of Santa Rosa, New Mexico. Many images of catastrophe have plagued my sleep these past weeks, and only my belief in divine intervention soothes me.

I find it completely reasonable for Dodge to compensate me fully by repurchasing this vehicle from me and taking this particular vehicle completely out of circulation as to not subject another unsuspecting consumer from purchasing this defective vehicle. In analyzing the recall further, the November 2012 safety recall NHTSA ID: 12V474000 should have been addressed prior to my purchase in September 2013. Now, and at that time, my life, my family's lives, and the motoring public, have been at great risk due to poor quality manufacturing and production and insufficient repair by Dodge.

In addition, I want the termination of the credit debt with Chrysler Capital and complete absolution of that debt (account [REDACTED]). At this time, I still intend to seek further remedies in this matter. Your prompt response is anticipated.

[REDACTED]

[REDACTED]

Welcome to the BAR Online Complaint Form - California Department of Consumer Affairs Page 1 of 2

Attachment G



**CA**  
GOV California Department of  
Consumer Affairs

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California

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Welcome to the Bureau of Automotive Repair Complaint Form



Please read the Notice on Collection of Personal Information below.

**Person Filing Complaint:**

Last Name: [REDACTED]  
First Name: [REDACTED]  
Address (Number and Street): [REDACTED]  
Apt: [REDACTED]  
City: CONCORD  
State: California  
Zip Code: [REDACTED]  
Phone Number (BAM-SPM): [REDACTED]  
Alternate Phone Number: [REDACTED]  
Please enter the email address: [REDACTED]  
How did you hear about BAR?: Other  
Date of service/repair: 05/03/2016  
Vehicle Year: 2010 Vehicle Make: DODGE Vehicle Model: RAM 1500  
Vehicle License Number: [REDACTED]

**Business / Professional You Want To File A Complaint Against:**

Complaint Filed Against: ANTIOCH CHRYSLER JEEP/DODGE  
License Number: [REDACTED]  
Address (Number and Street): 1610 AUTO CENTER DR  
City: ANTIOCH  
State: California  
Zip Code: 94509  
Phone Number (BAM-SPM): (925) 778-1870

Please briefly describe your complaint (Be specific - Who, What, When, Where, How):

NOTE: - While in live traffic on Friday, June 3, 2016, at about 12:00 pm, I was in the middle of attempting a left hand turn when an abrupt mechanical failure completely stopped the truck from movement. The hard stop as I push down on the gas pedal to accelerate into my turn, at first caused me to think that I had been hit from the rear. I looked into the rearview mirror but saw no vehicle behind me. I quickly scanned both side mirrors and in front of me, not realizing that my foot wasn't even on the brake pedal but was still on the gas pedal. I turned the key thinking that the truck had somehow turned off but found that no, it was still on. So, I turned it off and restarted the truck, put it in gear, pushed on the gas pedal but the truck wouldn't move. I tried putting the truck in reverse, nothing. I turned off the truck again and began the cycle again. A group of men on their way to lunch yelled at me that they would help push my truck out of the intersection. I

Next

**JURISDICTION** The Program receives complaints and has jurisdiction over:

Repairing, servicing or maintaining of automobiles, motorcycles and motor home chassis, including smog inspection and repair.

Notice on Collection of Personal Information

Collection and Use of Personal Information. The Consumer Relations Unit/Complaint Resolution Program/Consumer Information Center of the Department of Consumer Affairs collects the information requested on this form as authorized by Business and Professions Code Sections 925 and 926. The Department uses this information to follow up on your complaint.

## Welcome to the BAR Online Complaint Form - California Department of Consumer Affairs Page 2 of 2

Providing Personal Information is Voluntary. You do not have to provide the personal information requested. If you do not wish to provide personal information, such as your name, home address, or home telephone number, you may remain anonymous. In that case, however, we may not be able to contact you or help you resolve your complaint.

Access to Your Information. You may review the records maintained by the Department that contain your personal information, as permitted by the Information Practices Act. See below for contact information.

Possible Disclosure of Personal Information. We make every effort to protect the personal information you provide us. In order to follow up on your complaint, however, we may need to share the information you give us with the business you complained about or with other government agencies. This may include sharing any personal information you gave us.

The information you provide may also be disclosed in the following circumstances:

- In response to a Public Records Act request, as allowed by the Information Practices Act;
- To another government agency, as required by state or federal law; or
- In response to a court or administrative order, a subpoena, or a search warrant.

Contact Information. For questions about this notice or the Department's Privacy Policy, you may contact the Information Security Office of the Department of Consumer Affairs, 1636 N. Market Blvd., 8202, Sacramento, CA 95834, or email [dis@cdca.ca.gov](mailto:dis@cdca.ca.gov).

If you have questions about the status of your complaint, please contact The Bureau of Automotive Repair, Complaint Intake Unit, by mail at 10948 North Market Boulevard, Rancho Cordova, CA 95670, by phone at (916) 887-7805, or by fax at (916) 484-3405.

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HOSTAGE - While in live traffic on Friday, June 3, 2016, at about 12:00 pm, I was in the middle of attempting a left hand turn when an abrupt mechanical failure completely stopped the truck from movement. The hard stop as I push down on the gas pedal to accelerate into my turn, at first caused me to think that I had been hit from the rear. I looked into the rearview mirror but saw no vehicle behind me. I quickly scanned both side mirrors and in front of me, not realizing that my foot wasn't even on the brake pedal but was still on the gas pedal. I turned the key thinking that the truck had somehow turned off but found that no, it was still on. So, I turned it off and restarted the truck, put it in gear, pushed on the gas pedal but the truck wouldn't move. I tried putting the truck in reverse, nothing. I turned off the truck again and began the cycle again. A group of men on their way to lunch yelled at me that they would help push my truck out of the intersection. I told them I didn't think the truck would move but I appreciated their help. Their attempt did prove to be in vain. Ultimately, after towing the vehicle to a Dodge dealership closest to my home, their investigation showed that the pinion inside the rear differential split in half. The rear differential had been involved in a safety recall by the NHTSA previously but only a minute pinion nut was identified in that safety recall. Because of that exacting detail, the dealership is not willing to complete a repair on behalf of Dodge and is expecting payment from me in the amount of \$2,575.00. My position is that the rear differential is faulty, cannot be satisfactorily repaired on my vehicle, and poses a severe safety risk to me and my family.