



Pittston, PA

Phone:

E-mail:



12/14/2016

SUPPORT OUR VETERANS

INFORMATION Redacted PURSUANT TO THE FREEDOM OF

DEC 22 2016

To: NHTSA INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)

Dear NHTSA:

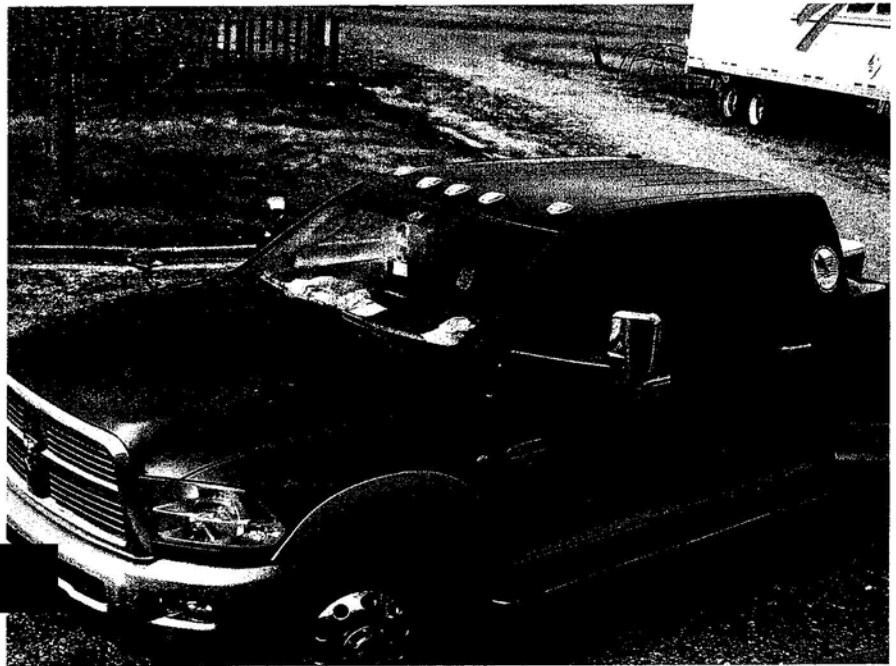
I have not heard anything back from the NHTSA since I emailed the information some time ago. I have been at the [REDACTED]

[REDACTED] Promise SD, for nearly 4 weeks and the letter enclosed will provide you with the information related to the steering on Our Dodge 3500.

We believe we have been very patient about this whole situation on a great safety issue on a Vehicle we transport Volunteers to Construct, renovate and operate [REDACTED]

[REDACTED] around the United States. We expect that we can safely drive this Dodge High End

3500 diesel vehicle to and from these Transitional Homes for Homeless Veterans. Chrysler's actions and the Dealers action have been pathetic.



We still have not been paid for the last repair to put in an aftermarket steering joint as Chrysler still CANNOT supply the OEM Steering Joint.

I had a call in SD from a member of the NHTSA who asked me a couple of questions and I told him that someone else had spoken with me. I have spent an hour looking for the contact information and after 4 weeks away, it makes it hard and not having that much time to keep looking so I will mail this.

I look forward to hearing back from both Chrysler and the NHTSA.

NAM
122716
SMD



[Redacted]

Pittston, PA

Phone:

E-mail:



My contact details are still [Redacted]

Sincerely,

[Redacted]

President



Pittston, PA

Phone:

E-mail:



12/14/2016

SUPPORT OUR VETERANS

To: Fiat Chrysler World Headquarters

[COPY]

Dear Fiat Chrysler

We have a 2012 Dodge Ram 3500 as pictured and as I understand it there was a case against Fiat Chrysler and the Vehicles were to be bought back from the owners. This judgement was back in August 2015.

I would like to know if when this steering joint broke, it is probable that it also damaged the Power Steering box or stressed other steering component? Why, ever since the catastrophic steering joint failure the Power Steering has been slowly leaking Power Steering Oil from the Power Steering Box.



I just came back from [redacted] in Promise, SD and Stopped at a Chrysler Dealer to see if they could look at the Power Steering Box, they said they didn't have time and checked the Power Steering Pump Oil Reservoir and filled it up, That was the third time that it had to be filled up. I got to SD and then had to fill up again before I left.

I got to the Ohio, PA border things seems to changed, I filled the reservoir again and then if I turned left or right sometimes, it was like the Pressure was coming back into my steering wheel and I could not turn the vehicle. This was during the middle of the night and I attempted to get home as there wasn't too many real turns to contemplate. I arrived back home around 3 am in the morning. Left the Truck in the driveway until I had some rest.



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The Following day I attempted to back the vehicle out of the driveway and drive to the National Head Office and I had pressure back on my steering wheel and NO assist to turn. I have tried to drive the vehicle again and the same is pretty standard. I cannot turn the vehicle on most times.

Now, I am sending this letter to you by express post so you get it quickly and as I have had no luck with the Dealer and still to this day, haven't had a response from my calls since the steering joint failure. This vehicle has only 140,000 miles on it and I cannot afford to have a relatively new diesel vehicle break down with Volunteers that have worked in SD for 3 weeks and are looking to getting home. This low mileage has been due to ill health, as normally I would do over 140,000 miles each year.

It is also a massive safety issue especially when you do not expect it and you try and turn and you cannot turn which can put you and your passengers at huge risk on the highway and especially when you are driving in hazardous weather.

No, I do not want to take it to a Dealer that doesn't call you back even though there message says it will call you back within the hours and after leaving several messages, I have very little faith and my impression will be as usual, we will pay to fix it and put in a new Power Steering Box and we will go back to Chrysler and see what they have to say? Then they will tell us it had nothing to do with the Steering Failure and we will have footed the bill.

I am not going to be a fool anymore as I didn't get a phone call back for months after writing to Chrysler, finally You told me that Chrysler still couldn't supply a new OEM steering joint, however Chrysler would pay for the fitting of the after-market unit and then Chrysler has no responsibility for an aftermarket steering joint. I still have not been reimbursed for the fitment! Chrysler didn't suggest I have the rest of the front steering mechanism checked when the Steering Joint broke and the front wheel came around into a terrible angle. I did have to have a wheel alignment completed and Chrysler didn't suggest that they pay for that. What other damage has been done to the front end? I would like to complete Front end & Steering components checked and a report forwarded to me with an assurance that the vehicle is SAFE.

I want a determination and action by return as I cannot keep my major vehicle down when I have [REDACTED] serviced so that Homeless Veterans have all they need during the winter.

I look forward to your immediate response. My direct phone is [REDACTED] as the Dodge 3500 is parked and cannot be driven with any safety.

So please supply me with information to do with this Dodge 3500 Laramie Longhorn that has bought a Court Verdict or Buybacks of this Vehicle as I haven't heard nothing from Chrysler.



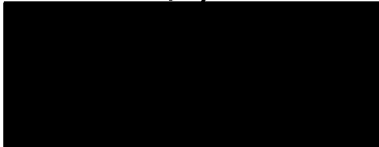
Pittston, PA

Phone:

E-mail:



Sincerely,



President



The Dodge is a South Dakota Vehicle and travels between South Dakota and Our World Headquarters in Pittston, PA. Please provide any information to the Pittston Address. Call me on [REDACTED] by return.



Pittston, PA

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6/02/2016

SUPPORT OUR VETERANS

To: Fiat Chrysler World Headquarters

[COPY]

Dear Fiat Chrysler

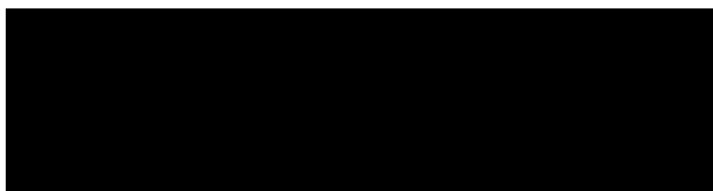
We have a 2012 Dodge Ram 3500 as pictured and as I understand it there was a case against Fiat Chrysler and the Vehicles were to be bought back from the owners. This judgement was back in August 2015.

1. I haven't heard anything from Fiat Chrysler about what is going on. When do we expect to hear and what is the safety problem and does it relate to the front end. Why you ask, check No 2. Why would any engineer design such a weak steering joint.



2. The Left front steering joint snapped off as I was leaving the Office to travel to SD. I was probably doing 5 miles per hour. What would have happened if I was travelling at 70 miles per hour with the Trailer behind and it broke on the highway? I suspect you would have a dead driver. Me!



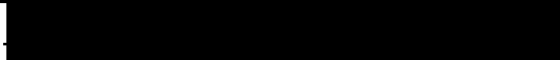


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3. I spoke with Motor World, the Fiat Chrysler Dealer here in Plains, PA and they could not give me any information and was told I would be contacted by Fiat Chrysler direct.
4. I called Motorworld, the Fiat Chrysler Dealers to get it fixed and was told I would get a call back within the hour as the vehicle had to be Towed to the dealer. After two days and two more calls I got the local heavy Mechanic to fix the truck. To this date I still do not have a call back from the Dealer. Note. I also called 28th of May to Motorworld telling them I had an Engine Check light came up and they told me they should be able to check it on the same day and they would call me back within the hour. Here it is Thursday and I still haven't had a call back. GREAT SERVICE.

As I understand it Fiat Chrysler is going to give you back market value and that is not good enough due to what we have in the Vehicle. What we want is the Vehicle Fixed so it is safe to drive to our [REDACTED] Transitional Homes for homeless Veterans throughout the United States. So where do we go from HERE? I have been a Ford Man all my life until this Dodge and am not happy with the Safety side regarding the steering. I am leaving next week for South Dakota [REDACTED] and I am concerned as I could not get the R/H Steering joint as it was on back order.

So please supply me with information to do with this Dodge 3500 Laramie Longhorn.

Sincerely,



President

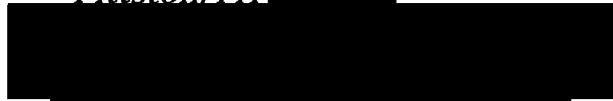
STILL DISRESPECTED! Even though Vietnam Veterans made sure and made a decision that NO Veteran would be disrespected and were sure to be welcomed home after the Shameful Treatment of Veterans of the Vietnam War, the hatred and rejection of Vietnam Veterans continues. So many Vietnam Veterans are still out there in programs of VETERANS HELPING VETERANS such as Homeless Veterans Programs. **WHO** were the Veterans that had to learn the VA Title 38 to ensure Veterans received their Promised Care? **WHO** then taught the younger Veterans how to navigate the broken VA system? Vietnam Veterans paved the way. Yet when Vietnam Veterans seek Donations to continue their programs including Homeless Veterans, Americans continue to reject the Vietnam Veteran.

Time for Americans who are Against Vietnam Veterans to build a bridge and get over it. EMBRACE AND SUPPORT VIETNAM VETERANS after 50 years of rejection. We are housing Veterans as young as 26 and supporting younger Veterans. These are NOT Vietnam Veterans! We house Veterans as old as 93 and they are NOT Vietnam Veterans! We House



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Native American Veterans where 65+% of All Native Americans are Veterans and not all that we house are Vietnam Veterans!

We work to obtain great Careers for Younger Veterans as Most Vietnam Veterans are Retired or are on War Caused Conditions Retirement, so again we are not seeking Careers for Vietnam Veterans! But Younger Veterans. Please give them all the Chances you can as a matter of Patriotism and Being Thankful for their Service.

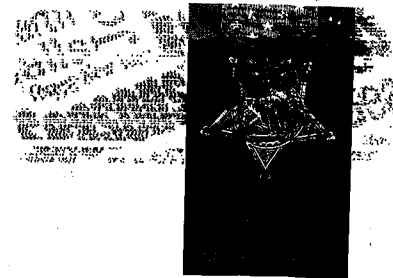


The Dodge is a South Dakota Vehicle and travels between South Dakota and Our World Headquarters in Pittston, PA. Please provide any information to the Pittston Address.
8/26/2016. When can I expect a Response from Fiat Chrysler about this Safety Issue?



LEHIGH VALLEY PA 180

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NHTSA.
1200 New Jersey Ave. SE
West Building
Washington, Dc. 20590.

20590-

