

NEF-010

CL-11053291-1723

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

DATE: 11/11/2017 (SATURDAY)

TO: ADMINISTRATOR

NATIONAL HIGHWAY TRAFFIC SAFETY ADMINISTRATION
1200 NEW JERSEY AVENUE
S.E.
WASHINGTON, DC 20590

NOV 29 2017

From:

GLASGOW, KENTUCKY

NUMBER)

2016 RAM 3500

VIN: 3C63RRHL3G

T51/NHTSA 17V-562

SUBJECT: (COMPLAINT)

MARTIN: I HAVE ONLY ONE QUESTION AND THAT IS THIS QUESTION.

IF YOU WERE TOLD OR INFORMED THAT YOUR WATER PUMP FAILURE ON
YOUR YEAR 2016 6.7L I6 CUMMINS TURBO DIESEL ENGINE COULD CAUSE
COMPARTMENT FIRE AND ALSO INFORMED THE ~~REPAIR~~^{REPAIR} REMEDY FOR
THIS CONDITION IS NOT CURRENTLY AVAILABLE WOULD YOU DRIVE THE
TRUCK AS A GRANDMOTHER WITH GRAND KIDS. THEN WOULD YOU CONTINUE
MAKING THE PAYMENTS OR SIMPLY RETURN THE TRUCK BACK TO DEALERSHIP.
I AM HIGHLY UPSET AND [REDACTED] YEARS OLD. I AM AFRAID TO DRIVE THE
TRUCK AND IT SITS IN THE DRIVEWAY. I UNDERSTAND THERE IS A PROBLEM,
BUT NO REMEDY AT THIS TIME DOES NOT CUT IT. IF YOU COULD, YOU CAN
INFORM DODGE THAT THIS TRUCK WILL SIT AND THAT I AM UNSATISFIED
CUSTOMER. I HAVE BOUGHT TWO DODGE TRUCKS IN THE LAST TWO YEARS.
THANK YOU FOR YOUR TIME IN RESOLVING THIS, "CONCERNED GRANDMOTHER"

NOTE: I HAVE ONLY THE BEST TO SAY
ABOUT MARTIN'S DEALERSHIP IN
BOWLING GREEN, KENTUCKY.
SALESPERSON - LISA RAY

THANK YOU FOR RESOLVING MY COMPLAINT,
Remedy To Dodge
looks to me they take
back this truck &
give me a 2017 truck for me and my grandkids.

AM
12:17
WD

From

GLASGOW, KY.

NASHVILLE TN 370

13 NOV 2017 PM 7:11



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