

APR 02 2018

3-22-18

CL-11089392-2103

I would like to file a
Complaint against Fiat Chrysler
Automobiles.

I have a 2011 and a 2010
Dodge Ram that have a recall which
I've enclosed. The 2011 was in
an accident because of recall.

There are no parts to fix these
problems. The accident has been
denied. But worse we are still
driving with these safety issues.

I've enclosed the recall notices,
the letter I sent to Attorney General
and the correspondence with them and
Fiat. Please read attorney general form
to completely understand how it

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happened. I think companies should have an obligation to have parts available to fix the issue. They should not be able to say after there is a recall that there is no evidence when he didn't take it apart and look and why is there a recall. It has to have happened to more owners than me. Please look into this.

Thank You.



Consumer Assistance Request Form



The Office of
MINNESOTA ATTORNEY GENERAL
LORI SWANSON

YOUR INFORMATION

Your Name: _____
 Your Street Address: _____
 Your City, State, Zip: **BIG LAKE** _____
 Your Day Phone: (_____) _____
 Your Night Phone: (_____) _____
 Your Cell Phone: _____

COMPANY COMPLAINED ABOUT

Name of Company Complained About: **FIAT CHRYSLER AUTOMOBILES**
 Its Street Address: **PO box 21-8004**
 Its City, State, Zip: **Auburn Hills, MI 48321-8004**
 Its Phone Number: **(8 0 0) 9 9 2 - 1 9 9 7**
 Its Contact Person: **would not give a contact person**
 Their Title: **case number _____ vin BG532072**

HAVE YOU CONTACTED ANOTHER AGENCY?

Have you contacted another agency? Yes No
 If yes, give name of agency and result: _____

HAVE YOU FILED A LAWSUIT?

Have you filed a lawsuit? Yes No
 If yes, what was the result? _____

PRODUCT OR PAYMENT INVOLVED (IF ANY)

Product/Service Involved: _____ Date of Purchase: _____ Amount of Purchase: _____

EXPLANATION OF PROBLEM

i have a RAM 3500 Pickup SN BG532072 which I parked at KWIK TRIP GAS STATION put in park , pushed in parking brake, left engine running, locked doors and went inside. Parking brake light was on. After i was in store about 20 minutes a lady came in store and said someones pickup just rolled across the highway and hit an electric pole. There is a recall on this exact issue number T79 which I am enclosing a copy for your review. There is damage to the pickup which I have enclosed an estimate and damage to the flywheel and related parts which relate to impact of truck hitting pole. I ve enclosed the explanation and bill for that repair.from Cornerstone. I reported this to FIAT They sent an investigator out. He did not start vehicle,drive it or take anything apart. I received a letter b which i've enclosed saying after recieving his report they did not feel it was attributed to a condition existing in the vehicle when it left their manufacturing plant. Yet there is a recall on exactly this issue.Besides all the damage I still am driving this truck with the problem not fixed and could happen again and I have a 2010 RAM with exactly the same recall that the same thing could happen to and no parts to repair it.

More room is available on the next page →

Questions Continue on the Next Page →

EXPLANATION OF PROBLEM, CONTINUED

[Empty box for explanation of problem]

WHAT DO YOU WANT THE COMPANY TO DO?

I want company to pay for all damage to my vehicle which was caused by issue same as their recall, they have acknowledged there is a problem by issuing a recall and I dont have information but there must be people this has happened to to make them aware there is a problem.. I want them to provide the parts and make the repairs now before there is another accident. It was lucky this time as there was no personal injury or deaths, there could have been.

(If you need more space, please feel free to attach a separate document with more information.)

The information you provide may be used in our efforts to resolve the problem, to communicate with you, and/or to enforce applicable laws. The information may be shared with the party complained against, law enforcement agencies and consumer assistance agencies. You are not legally required to provide this information, but failure to do so may hinder efforts to resolve your problem.

The information I have given you is true and accurate to the best of my knowledge and may be used as stated on this form.

Sig. 

Date 3/1/18

Please mail completed, signed form (and any attachments) to: Office of Minnesota Attorney General Lori Swanson, 445 Minnesota Street, Suite 1400, St. Paul, MN 55101. Call our office at (651) 296-3353 (Twin Cities Calling Area) or (800) 657-3787 (Outside the Twin Cities) with any questions.

Thank you for the opportunity to assist you.

Lori Swanson
MINNESOTA ATTORNEY GENERAL

This notice applies to your vehicle,

2010 Dodge RAM 2500
VIN: 3D7UT/CL2A6

T79/NHTSA 17V-821



RAM

YOUR SCHEDULING OPTIONS

1. Visit recalls.mopar.com to sign up for email or SMS notifications for when remedy parts become available. You will be asked to provide your Vehicle Identification Number (VIN), provided above

2. Scan below using your smartphone or tablet to sign up to be notified when remedy parts become available



3. Wait for FCA US to contact you again, by mail, with a follow-up recall notice when remedy parts are available

4. Call the FCA Recall Assistance Center at 1-866-220-6747. An agent can sign you up to be notified when remedy parts become available, or answer any other questions you may have

Called 2-10-18
DEALERSHIP INSTRUCTIONS

Please reference Safety Recall T79.

IMPORTANT SAFETY RECALL

Brake Transmission Shift Interlock

Dear [REDACTED]

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

FCA has decided that a defect, which relates to motor vehicle safety, exists in certain 2010 Dodge RAM 2500 vehicles equipped with a column shift automatic transmission. This safety recall does not affect vehicles equipped with a rotary or floor shifter or manual transmission.

WHY DOES MY VEHICLE NEED REPAIRS?

The Brake Transmission Shift Interlock (BTSI) locking pin on your vehicle ^[1] may become stuck in the open position. A BTSI locking pin stuck in the open position may allow the transmission to be shifted out of PARK and to any gear position without depression of the brake pedal and/or without the key in the ignition, if a key is applicable. **The ability to shift the transmission out of the PARK position without a key in the ignition or a brake pedal application, increases the potential for an unintended vehicle rollaway that may result in a vehicle crash or injury without prior warning.**

WARNING: Never use the PARK position as a substitute for the parking brake. Always apply the parking brake fully when parked to guard against vehicle movement and possible injury or damage. Refer to your owner's manual for additional information regarding proper parking brake usage.

HOW DO I RESOLVE THIS IMPORTANT SAFETY ISSUE?

The remedy for this condition is not currently available. We are making every effort to finalize a remedy and obtain parts as quickly as possible, and will service your vehicle free of charge (parts and labor).

VISIT RECALLS.MOPAR.COM/HELP FOR MORE INFORMATION AND ANSWERS TO FREQUENTLY ASKED QUESTIONS

FCA US will contact you again, by mail, with a follow-up recall notice when the remedy and/or parts are available. Once you receive your follow-up notice, simply contact your Chrysler, Jeep®, Dodge or RAM dealer right away to schedule a service appointment ^[2]. Additional options for your next steps are included on the left side of this notification. We appreciate your patience.

WHAT IF I ALREADY PAID TO HAVE THIS REPAIR COMPLETED?

If you have already experienced this specific condition and have paid to have it repaired, you may visit www.fcarecallreimbursement.com to submit your reimbursement request online ^[3]. Once we receive and verify the required documents, reimbursement will be sent to you within 60 days. If you have had previous repairs performed and/or already received reimbursement, you may still need to have the recall repair performed.

We apologize for any inconvenience, but are sincerely concerned about your safety. Thank you for your attention to this important matter.

Customer Assistance/Field Operations
FCA US LLC

[REDACTED]
Big Lake, MN [REDACTED]

[REDACTED]
National Hwy Traffic Safety Adm.
1200 New Jersey Ave. SE West Bldg
Washington DC. 20590