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

From: Ann Marie L Ambrose
To: EVOQ (NHTSA)
Cc: [redacted])
Subject: Complaint number 11235065
Date: Monday, July 29, 2019 11:51:21 AM
Attachments: Scan Jul 26, 2019 at 12.27 PM.pdf

-
- I have forwarded the paperwork for the recall performed and deleted.

  The fix of a weld is a violation of fmcsa rules. I enclosed a comment from a commercial Facebook group. It has a warning where vehicles with the weld were placed out of service for illegal welds on steering.

  The proper fix is a complete replacement and dodge is only going to do it illegal on my vehicle and many others

[redacted]
Scan Jul 26, 2019 at 12.27 PM.pdf1.6MB

-

AA

Ann-Marie Ambrose
Customer Service Representative
telesis
8300 Greensboro Drive, Suite 600, McLean, VA 22102
240-247-8812 (Desk) | 240-241-5625 (Fax) | www.telesishq.com

Contracting Vehicles: GSA FSS 70, GSA 8(a) STARS II, CIO SP3 (SB), Seaport-e, ITES-3S, RS3

Certifications: CMMI-DEV2; CMMI-SVC3; ISO20000; ISO9001; ISO27001

Partnerships: MS SILVER-Devices & Deployment; AWS Standard Consulting Partner; Blackberry Authorized Reseller Partner

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Write a comment...

COMPLAINT NO 11233065

[redacted] ▸ Rv transporters group.

Yesterday at 10:10 PM ·

ATTENTION RAM OWNERS WITH DRAG LINK JAM NUT WELD RECALL

Today I was pulled into a Kentucky scale. DOT officer looked under my front suspension and asked if I had the drag link jam nut welded due to the recall from FCA. I said no I hadn't got to it yet. He explained that it was a good thing I hadn't because it was illegal to weld any steering components on a commercial vehicle. He said they had put almost a dozen RV transporters and hot shot haulers out of service last week for this. He told me to not to allow FCA to perform the weld but rather make them replace the drag link. I've never heard this before but definitely a good way to ruin someone's week.

9 8 Comments

Like Comment

[redacted]

the weld isn't a proper fix for the recall its a patch and when your sitting out of service at a scale I think dot wins

Write a comment...

[redacted] replied to a comment.

[redacted]

Yesterday at 6:29 PM ·

Happy shot!

COMPLAINT NO 11233065

COMPLAINT NO 11235065

Green RAM — KIA — SUBARU

3801 Wabash Ave - Springfield, IL 62711
(217) 522-1222 - Fax (217) 717-9147
www.greendkms.com

SERVICE DEPARTMENT HOURS
7:00 a.m. to 6:00 p.m.
Monday - Friday
8:00 a.m. to 4:00 p.m. Saturday

R/O Open Date	R/O Number
7/26/19	[redacted]
R/O Close Date	Status
7/26/19	Pre-Invoice
Mileage In	Mileage Out
409616	409616
Service Advisor / Tag #	
Evan Miller/489	

[redacted]
ATHENS, IL [redacted]

Work Phone	Vehicle Identification Number
[redacted]	3C63RRJL0GG[redacted]
Home Phone	Delivery Date / In-Service Date
[redacted]	10/05/16 / 10/05/16

Year	Make	Model	Body	Color	License Number
2016	RAM	3500 DIESEL (	CREW 169WB 4X4 LA	PEARL WHIT	

[redacted]

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
Cell: [redacted] Email: [redacted]	
#1 - 01DOZ04: 27PT.INSPECTION 27PT.INSPECTION MULTI-POINT INSPECTION (ACCORDING TO MAINTENANCE INTERVAL) Caused by 27PT.INSPECTION Tech: Daniel Blom (201) 27PT.INSPECTION Sub Total: .00	
#2 - 01DOZGEN1: GERNERAL CONCERN GENERAL CONCERN GENERAL CONCERN #1 CUT WELDS PER D.O.T. FOR V06 RECALL Caused by CUSTOMER WANTS US TO CUT WELD PER D.O.T. FOR V06 RECALL Tech: Daniel Blom (201) CUT WELDS ON V06 RECALL. CUSTOMER NEEDS TO CONTACT CHRYSLER ABOUT POSSIBLE REMEDY. Sub Total: .00	

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. "I hereby authorize the repair work hereinafter to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in the vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you or your employees permission to operate the vehicle herein described on streets, highways, or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto."

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LABOR	.00
PARTS	.00
DEDUCTIBLE	.00
SUBLET	.00
SHOP SUPPLIES	.00
HAZARDOUS MATERIALS	.00
SALES TAX OR TAX I.D.	.00
SPECIAL ORDER DEPOSIT	.00
DISCOUNTS	.00
TOTAL DUE	.00

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

X

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Green RAM DODGE KIA SUBARU

COMPLAINT NO 11235065

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(217) 522-1222 - Fax (217) 717-9147
www.greendkms.com

SERVICE DEPARTMENT HOURS
7:00 a.m. to 6:00 p.m.
Monday - Friday
8:00 a.m. to 4:00 p.m. Saturday

R/O Open Date	R/O Number
4/30/19	[redacted]
R/O Close Date	**Status**
5/02/19	Pre-Invoice
Mileage In	**Mileage Out**
378204	378204

Service Advisor / Tag #
Evan Miller/678

[redacted]
ATHENS, IL [redacted]

Work Phone	Vehicle Identification Number
[redacted]	3C63RRJL0GG[redacted]
Home Phone	**Delivery Date** / **In-Service Date**
[redacted]	10/05/16 / 10/05/16

Year	Make	Model	Body	Color	License Number
2016	RAM	3500 DIESEL (	CREW 169WB 4X4 LA	PEARL WHIT	

[redacted]

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
#3 - 35DOZ: RECALL	
RECALL / CSN 1	
V06: SAFETY RECALL V06 - DRAG LINK**	
Caused by	
OPEN RECALL	
Corrected by	
Tech: Ronald Cassens (149)	Warranty
Corrected by	
Tech: Ronald Cassens (149)	Warranty
V06 RECALL COMPLETED	
RON EVAN	

TERMS STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE "I hereby authorize the repair work hereinafter to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in the vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you or your employees permission to operate the vehicle herein described on streets, highways, or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto."

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LABOR	400.00
PARTS	287.90
DEDUCTIBLE	.00
SUBLET	.00
SHOP SUPPLIES	11.55
HAZARDOUS MATERIALS	.00
SALES TAX OR TAX I.D.	25.19
SPECIAL ORDER DEPOSIT	.00
DISCOUNTS	.00
TOTAL DUE	724.64

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

X