

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

[REDACTED]
Mayfield, New York, [REDACTED]
[REDACTED]

NHTSA

1200 New Jersey Ave, Se

Washington , D.C. 20590

To whom it may concern :

I'm writing this complaint to you because I'm not sure where else to go with this problem .

Enclosed you will find all the letters that I've wrote to the concerned with this problems , some are and some are not.

I hope that you may be able to help with the problem I'm have .

This is a 2020 Dodge Ram diesel 5500 dump truck , VIN is 3C7WRNAL3LC [REDACTED] Had 106 miles when purchased has 1954 miles now.

I sure hope you can help me out.

[REDACTED]

[REDACTED]
Mayfield, New York, [REDACTED]
[REDACTED]

Chrysler Corporate

PO Box 21-8004

Auburn Mills, Michigan, 48321

I purchased a 2020 Dodge Ram 5500 diesel Dump from Nemer Chrysler Jeep Dodge Ram.

I understand that this was during the covid-19. But I feel that Nemer really needs to be better at setting up the sales. I put down \$300. To hold the truck and they ran my credit check then asked for a cosigner, instead of telling me what was wrong. Had I known that they need a larger deposit I could have done that. Mother credit was checked and she did not cosign the loan is in my name only.

Then my wife called Nemer about registration and title, they informed her that they did not charge enough and DMV stated weight was incomplete. I had to take my truck to get the complete weight. It went from 7250Wt to 10820 Wt.

The Id #: 3C7WRAL3L [REDACTED] Title was issued as of 2/18/21.

I got a notice last year of a recall, I took it to Fuccillo's Dodge, 4589 State Highway 30, New York, 12010. They stated that they Service Three services on my truck that they had for three hours.

This was on 9/17/20

On June 10/21 I had exhaust fire while I was doing a stone deliver for a customer, My truck smoked for 20 minutes in his driveway. I ended up leaving it there to be take to Lia's Chrysler Jeep Dodge Ram. It took two days for roadside assistance to pick up.

At Lia's Chrysler Jeep Dodge Ram they service my truck of the recalls, one of the recalls was the same that Fuccillo's said they did. Lia's fixed 3 of the 4 recalls.

The only recall that did not get fixed was Y26-wheel studs. I understand the parts are not available yet.

When I picked up my truck from Lia's there was a light on I asked about it was told the it would go out on it's own. I got driving home found that it did not go out on it's own I had to shut it off was the brake assist that was not needed at the time.

Can you keep me informed when you will have Y26-Wheel studs to fix this recall.

Thank You,

[REDACTED]
Mayfield, New York,
[REDACTED]

Nemer Chrysler Jeep Dodge
728 Quaker Road
Queensbury, New York, 12804

To whom it may concern ;

I purchased 2020 Dodge Ram 5500 diesel Truck from you last year. I drove it last year very little And stored it all winter in a garage . I started driving it more for my work so I've put some mile 1954 In mile . On June 10 I had an exhaust fire where my truck smoked for 20 minute in a customers yard . I called roadside assistance got a run around that took till the 12th of June to get some one to pick it up. I sent to Lia Chrysler Jeep Dodge Ram who went though the truck with 4 recalls .

The tech states under coating on exhaust appears to have gotten hot also dump body has gotten hot it has undercoating as well.

They are telling me that it has to burn off . Which will not be protecting my truck. Not happy that I can Have exhaust fires in my customers driveways .It doesn't look professional to have this happen .

I would really like to know what to do to protect my truck.

Thank You,

[REDACTED]

[REDACTED]
Mayfield, New York [REDACTED]
[REDACTED]

Upstate NY

Plow & Truck body LLC

399 Old Loudon Rd

Latham, New York 12110

To whom it may concern; I purchased a 2020 Dodge Ram diesel truck from Nemer Dodge In Queensbury New York . I'm to believe that you were the ones that did the dump box on this truck. The problem we are having is the undercoating on is not safe . We have had one exhaust fire . We had to taken to Lia Chrysler Jeep Dodge Ram ,they informed us that this has to burn off. With this happening it's not going to protect our truck.

I would like to know what can be put on to protect my truck, that's can take the heat.

Thank you,

[REDACTED]

[REDACTED]
Mayfield, N.Y. [REDACTED]
[REDACTED]

June 22, 2021

To whom it may concern;

I'm writing this letter in regards to my 2020 Ram Chassis 5500 Dump Truck.

I seen it on line it was at Nemer Chrysler Jeep Dodge Ram of Queensbury, NY. On June 29,20 ,My wife ,mother and I went to look at truck .I looked it over and as I opened the the door I saw two gross weight tag son the door jam, one was filled in at 7,250LBS. I thought to myself pretty heavy. I proceed with the deal to buy the truck. \$5,800. Dollars for tax ,title, tag.

Where I put down \$300.deposit to hold the truck. On July 3,20 Dave from Nemer came to my home to sign the papers and get \$10,000. Wrote a Check rest of deposit for the truck. On July 6, 20 the truck was delivered to my home by one of Nemer's sale men.

I intended to refinance the truck to get a lower rate on payment through my bank , My bank said I need the title to do the refinance. My bank informed me that I should have the title in 30 days, then I could refinance my truck.

I waited for over 30 days and had no registration or title.

My wife called Nemer to ask about registration and title . Nemer said they could not finish registration and title due to the department of motor vehicle said that trucks weight was not complete.

I had to take my truck to get certified weight at a weight station and found out that the truck weight 4,000 LBS more because they didn't charge enough for registration and title. I got the truck weighted and sent a picture of weight slip to Dave at Nemer.

I paid the extra \$75. Dollars on Sept.9,20 TO Nemer. I got a call from Nemer about a recall on my truck.

I took it into Fuccillo's ,4589 State Hwy 30, Amsterdam , NY 12010for the recall (W57 PCM software update) on Sept 17,20. I asked what the recall was they could not tell me .

I finally got a registration by Sept 20,2020. I did not have a title yet.

My bank let me refinance my truck on Oct. 8,20

My title for my truck was issued on 2/18/21.

I feel that Nemer did not know how this truck should have been weight before it was sold, the weight should have been a completed so motor vehicle did not have a problem.

The dump box was installed by Upstate NY Plow & truck Body LLC, 399 Old Loudon , Latham, NY 12110.

I have found problems with this too shoddy workmanship due to the way the fill nozzle for diesel is, I have to raise the left rear to put diesel in if not it just sprays all over me.

On June 10, 2021 at 2:30 pm my truck's exhaust started to smoke it smoked for over 20 minutes so, I was scared. I called Nemer and Fuccillo's only to be told to call Ram roadside assistance. I called only to speak to a representative that never called me back. I ended up calling again 6 hours later due to no return call that evening. I asked if it was going to be towed. They said they were sorry about not getting back to me.

I told my mother about my problem and she called Chrysler corporation they told her that Ram roadside assistance should be able to tow the truck and that Lia Chrysler Jeep Dodge Ram of Colonie

At 216 Central Ave., Schenectady, NY 12304 could work on the truck. Nemer and Fuccillo's was not able to work on the truck. My mother was informed that there were 4 recalls on my truck.

She called Ram roadside assistance and got nowhere on June 10, 21. My wife called Ram roadside assistance on the same day was told that someone would be there in 30 to 60 minutes. No one showed up. My wife started calling on June 11, 21 at 11:04 am, got a text that VM towing and recovery was on way ETA 60-90 minutes. They never showed up.

My wife got a text are you still waiting at 1:54pm on June 11, 21. At 3:54pm got a text has your truck been picked up yet, my wife texted no not yet.

Still June 11, 21 at 4:29pm wife gets text that AC'S towing and recovery is on way 90-120 minutes.

That never showed up either. At 8:44pm my wife got from Cassandra Supervisor with Chrysler roadside assistance telling her that she was working on dispatching a tow service to tow my truck

At 9:06pm Cassandra texted that Apollo Sales and Service is on their way ETA up 30-60 minutes.

At 10:35pm still waiting no show. At 7:35 am on June 12, 21 Apollo texted my wife and informed her that they would tow my truck. At 9:35am my truck was towed to Lia Chrysler Jeep Dodge Ram of

Colonie, 2116 Central Ave, Schenectady, NY 12304

I had to pay part of the towing out of pocket for a vehicle with only 1,954 miles on it. The towing company only pays for 19 miles for towing.

At Lia's Chrysler Jeep Dodge Ram they looked it over and said they couldn't find anything wrong.

They said they fixed 3 out of 4 recalls on my truck:

- 1) Park Brake Does not fully return
- 2) Transmission software update reprogram module, Transmission control module reprogram software & perform quick learn
- 3) Safety recall W57 – Powertrain control module software- engine control module (Asym Cam Injection pump)

- 4) Safety recall Y26- Wheel Studs- lugs nuts over torqued due to incorrect torque specification.
This has not been corrected yet, due to parts not available yet.
The FCA US LLC (FCA US) has announced safety recall on certain 2012 through 2021 Model Year D2 Ram 3500 Pickup, (DD) Ram 3500 Cab Chassis, (DP) Ram 4500/5500 Cab Chassis.
Vins identified as being involved in this campaign are currently live and searchable.
With a full sheet on this recall revised on 06/17/2021.

Lia Chrysler Jeep Dodge Ram states that vehicle had exhaust fire . Tech found under coating on exhaust appears to have gotten hot also dump body has gotten hot it has undercoating as well.
No action will be taken will burn off at some point.

Mean while Lia sends me home with this truck with the full exhaust brake on and I asked what the light was and was told (oh that's normal it'll go out on own.) Only to find out the person did not know and provided me with false information. The exhaust brake is controlled by a switch on the dash and can be set on full, auto, or shut off depending on the driving condition.

I'm deeply concerned about the safety of this truck I do not know when the next fire will be or if the wheels might fell off .

I would deeply be appreciative if someone will steer me in the right direction on these issues.

Thank You for your time,





Revised 06/17/2021

REVISED Safety Recall Advanced Communication – Y26

FCA US LLC (FCA US) has announced a safety recall on certain 2012 through 2021 Model Year (D2) Ram 3500 Pickup, (DD) Ram 3500 Cab Chassis, (DP) Ram 4500/5500 Cab Chassis trucks.

VINs identified as being involved in this campaign are currently live and searchable.
Stop sale is in effect for the above-identified vehicles.

Vehicles impacted by a stop sale are eligible for reimbursement allowance through the Recall Floorplan Reimbursement Policy (RFPRP), which can be requested upon recall claim submission.

IMPORTANT: Some of the involved vehicles may be in dealer new vehicle inventory. Federal law requires you to complete this recall service on these vehicles before retail delivery. Violation of this requirement by a dealer could result in a civil penalty of up to \$21,000 per vehicle. Involved vehicles can be determined by using the VIP inquiry process.

REASON FOR THIS SAFETY RECALL

Some of the above vehicles with flanged lug nuts may have their lug nuts over-torqued during service due to an incorrect torque specification in the Service & Owner's manuals. A yielded wheel stud may eventually break, which could lead to a wheel separating from the vehicle during operation. A wheel separating from the vehicle could cause a vehicle crash without prior warning and/or the wheel/tire could pose a risk to other vehicles or pedestrians.

SERVICE ACTION

FCA US will conduct a voluntary safety recall to inspect the wheel studs and update the torque specification in owner's information and published service documents. Vehicles found with studs that are potentially yielded will have a new stud installed and the lug nuts tightened to the updated torque specification. Dealers will be notified of the launch of this safety recall by way of established communication methods. This recall is estimated to launch in the 3rd Quarter of 2021.

ADDITIONAL INFORMATION

Vehicles placed in this campaign are either sold, available via bailment or fleet, or have a claim or narrative pertaining to possible wheel and tire removal. If justification can be provided that a vehicle in this campaign has NOT had the wheels and tires removed, re-torqued or modified, a request can be submitted for review for a potential change to the campaign number. Note that sold units are not eligible for this process.



CELL:

MO:

JOB #	1	TOTAL LABOR & PARTS	0.00
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JOB # 2 TOTAL LABOR & PARTS 0.00

JOB #	3	TOTAL LABOR & PARTS	0.00
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Item	Quantity	Unit Price	Total Price
1. <u>Item 1</u>	1	100.00	100.00
2. <u>Item 2</u>	2	50.00	100.00
3. <u>Item 3</u>	3	33.33	100.00
4. <u>Item 4</u>	4	25.00	100.00
5. <u>Item 5</u>	5	20.00	100.00
6. <u>Item 6</u>	6	16.67	100.00
7. <u>Item 7</u>	7	14.29	100.00
8. <u>Item 8</u>	8	12.50	100.00
9. <u>Item 9</u>	9	11.11	100.00
10. <u>Item 10</u>	10	10.00	100.00
11. <u>Item 11</u>	11	9.09	100.00
12. <u>Item 12</u>	12	8.33	100.00
13. <u>Item 13</u>	13	7.69	100.00
14. <u>Item 14</u>	14	7.14	100.00
15. <u>Item 15</u>	15	6.67	100.00
16. <u>Item 16</u>	16	6.25	100.00
17. <u>Item 17</u>	17	5.88	100.00
18. <u>Item 18</u>	18	5.56	100.00
19. <u>Item 19</u>	19	5.26	100.00
20. <u>Item 20</u>	20	5.00	100.00
21. <u>Item 21</u>	21	4.76	100.00
22. <u>Item 22</u>	22	4.55	100.00
23. <u>Item 23</u>	23	4.35	100.00
24. <u>Item 24</u>	24	4.17	100.00
25. <u>Item 25</u>	25	4.00	100.00
26. <u>Item 26</u>	26	3.85	100.00
27. <u>Item 27</u>	27	3.70	100.00
28. <u>Item 28</u>	28	3.57	100.00
29. <u>Item 29</u>	29	3.45	100.00
30. <u>Item 30</u>	30	3.33	100.00
31. <u>Item 31</u>	31	3.23	100.00
32. <u>Item 32</u>	32	3.13	100.00
33. <u>Item 33</u>	33	3.03	100.00
34. <u>Item 34</u>	34	2.94	100.00
35. <u>Item 35</u>	35	2.86	100.00
36. <u>Item 36</u>	36	2.78	100.00
37. <u>Item 37</u>	37	2.71	100.00
38. <u>Item 38</u>	38	2.63	100.00
39. <u>Item 39</u>	39	2.56	100.00
40. <u>Item 40</u>	40	2.50	100.00
41. <u>Item 41</u>	41	2.44	100.00
42. <u>Item 42</u>	42	2.38	100.00
43. <u>Item 43</u>	43	2.33	100.00
44. <u>Item 44</u>	44	2.27	100.00
45. <u>Item 45</u>	45	2.22	100.00
46. <u>Item 46</u>	46	2.17	100.00
47. <u>Item 47</u>	47	2.13	100.00
48. <u>Item 48</u>	48	2.08	100.00
49. <u>Item 49</u>	49	2.04	100.00
50. <u>Item 50</u>	50	2.00	100.00
51. <u>Item 51</u>	51	1.96	100.00
52. <u>Item 52</u>	52	1.92	100.00
53. <u>Item 53</u>	53	1.89	100.00
54. <u>Item 54</u>	54	1.85	100.00
55. <u>Item 55</u>	55	1.82	100.00
56. <u>Item 56</u>	56	1.79	100.00
57. <u>Item 57</u>	57	1.75	100.00
58. <u>Item 58</u>	58	1.72	100.00
59. <u>Item 59</u>	59	1.69	100.00
60. <u>Item 60</u>	60	1.67	100.00
61. <u>Item 61</u>	61	1.64	100.00
62. <u>Item 62</u>	62	1.61	100.00
63. <u>Item 63</u>	63	1.58	100.00
64. <u>Item 64</u>	64	1.56	100.00
65. <u>Item 65</u>	65	1.54	100.00
66. <u>Item 66</u>	66	1.52	100.00
67. <u>Item 67</u>	67	1.49	100.00
68. <u>Item 68</u>	68	1.47	100.00
69. <u>Item 69</u>	69	1.45	100.00
70. <u>Item 70</u>	70	1.43	100.00
71. <u>Item 71</u>	71	1.41	100.00
72. <u>Item 72</u>	72	1.39	100.00
73. <u>Item 73</u>	73	1.37	100.00
74. <u>Item 74</u>	74	1.35	100.

TOTAL INVOICE \$	0.00
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CUSTOMER SIGNATURE

THE SELLER HEREBY EXPRESSLY
DISCLAIMS ALL WARRANTIES EITHER
EXPRESS OR IMPLIED, INCLUDING
ANY IMPLIED WARRANTY OF
MERCHANTABILITY OR FITNESS FOR
A PARTICULAR PURPOSE, AND
SELLER NEITHER ASSUMES NOR
AUTHORIZES ANY OTHER PERSON
TO ASSUME FOR IT ANY LIABILITY IN
CONNECTION WITH THE SALE OF
SAID PRODUCTS.

Labor and parts are warranted for 90 days or 4000 miles whichever occurs first. The dealer hereby limits any implied warranties of merchantability and fitness to the same period.

ALL PARTS INSTALLED ARE NEW
UNLESS OTHERWISE SPECIFIED.

THANK YOU!



**Lia Chrysler Jeep Dodge Ram
of Colonie**
2116 Central Ave.
Schenectady, NY 12304
518-579-3300
www.liacars.com

[REDACTED]		VEHICLE ID		MILES IN	MILES OUT	DATE/TIME IN	DATE OUT	[REDACTED]
MAYFIELD, NY		3C7WRNAL3LG [REDACTED]		1954	1954	06/15/21 09:11	06/17/21	[REDACTED]
VEHICLE DESCRIPTION						TAG NO.	STATUS	
2020 RAM CHASSIS 55						00501	PARTIAL-COMPLETE-P	
CONTROL NO.	LICENSE PLATE NO.	GUST. LABOR RATE	PROD. DATE	IN-SERV DATE	DELIV. DATE	DELIV. MILES	TERMS	
[REDACTED]	[REDACTED]						No Charge	
HOME PHONE	WORK PHONE	CELL PHONE	STOCK NO.	SERV. ADV.			RO COMMENT	
[REDACTED]				JOHN ELMENDORF (JJE)				

☐ Cash ☐ Check ☐ Visa/MC ☐ Charge

Thank you for choosing Lia Chrysler Jeep Dodge Ram Of Colonie for your service needs. If you have any concerns or question please call me directly at 518-579-3300 X 2805

Sincerely,

Jim Almindo
Service Manager
Lia Chrysler Jeep Dodge Ram of Colonie
jalmino@liacars.com

Line	Op-Code	Fail Code	Tech	Hours	Type	Amount
A	05100690		AMB		Warranty	
Concern	RRT 1 [2019-2020 D2DP PARK BRAKE PEDAL DOESN'T FULLY RET **]					
Cause	RRT					
Correction	PERFORMED RRT					
B	18Y17182		AMB		Warranty	
Concern	Recall / CSN 2 [Customer Satisfaction Notification Y17 - Transmission Software Update **]					
Cause	RECALL					
Correction	Customer Satisfaction Notification Y17 - Transmission Software Update - Reprogram Module, Transmission Control (TCM) - Reprogram Software and Perform Quicklearn (0 - Low Skilled)					
C	18W57183		AMB		Warranty	
Concern	Recall / CSN 1 [Safety Recall W57 - Powertrain Control Module Software **]					
Cause	RECALL					
Correction	Safety Recall W57 - Reprogram Powertrain Control Module - Reprogram Inspect and Reprogram Engine Control Module (ECM) Software (Asym Cam Injection Pump) (1 - Semi-Skilled)					
D	9905		AMB		Internal	
Concern	Recall / CSN 3 [Safety Recall Y26 - Wheel Studs **]					
Cause	RECALL					
Correction	PARTS NOT AVAILABLE YET					

VEHICLE ID		MILES IN	MILES OUT	DATE/TIME IN	DATE OUT	INVOICE NO.
3C7WRNAL3L		1954	1954	06/15/21 09:11	06/17/21	
VEHICLE DESCRIPTION				TAG NO.	STATUS	
2020 RAM CHASSIS 55					PARTIAL-COMPLETE-P	
CONTROL NO.	LICENSE PLATE NO.	CUST. LABOR RATE	PROD. DATE	IN-SERV DATE	DELIV. DATE	DELIV. MILES
HOME PHONE	WORK PHONE	CELL PHONE	STOCK NO.	SERV. ADV.		RO COMMENT
				JOHN ELMENDORF (JJE)		

Line	Op-Code	Fail Code	Tech	Hours	Type	Amount
E	00		AMB		Internal	
Concern	CUSTOMER STATES VEHICLE HAD EXHAUST FIRE					
Cause	TECH FOUND UNDER COATING ON EXHAUST APPEARS TO HAVE GOTTEN HOT ALSO DUMP BODY HAS GOTTEN HOT IT HAS UNDERCOATING AS WELL DURING REGEN					
Correction	NO ACTION TAKEN WILL BURN OFF AT SOME POINT					

Authorized Estimates				
Date/Time	Amount	Authorized By	Authorization Method	Phone/Email
06/15/2021 09:11	\$99.00		Initial Estimate	

Warranty Claim Type: W	Authorization Code:	Service Cont No:
Customer Totals		
Charge Description	Amount	
Total Amount Due	\$0.00	

All parts are new unless otherwise specified

DISCLAIMER OF WARRANTIES

The seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of the vehicle or product. I authorize the retrieval of on-board data as needed to facilitate vehicle repairs as well sharing of data with the manufacturer for diagnostic and research purposes.

NYS DMV REG R7114530

Dealer guarantees the labor performed in this repair shop has been competently performed, and that any defect which occurs will be corrected without charge by this repair shop for a period of 90 days or 4,000 miles from the date of the repair, whichever first occurs.

This part(s) is sold "as is". The only warranties apply to this part(s) are those which may be offered by the manufacturer(s). The selling dealer hereby expressly disclaims all warranties, either express or implied, including any implied warranties of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this part(s) and/or service. Buyer shall not be entitled to recover from the selling dealer any consequential damages, damages to property, damages for loss of use, loss of time, loss of profits, or income, or any other incidental damages. In addition, expressly excluded is any dealer liability for defects pertaining to safety or performance, by way of "strict liability", negligence or otherwise.

Thank You for this opportunity to serve you. It is our aim to perform all the repairs requested on this repair order to your complete satisfaction. If our service was satisfactory tell your friends, if not, please tell us immediately.

X _____

Customer Signature

PLACE STICKER AT TOP OF ENVELOPE TO THE RIGHT
OF THE RETURN ADDRESS, FOLD AT DOTTED LINE

CERTIFIED MAIL



Mayfield, N.Y.

**National Highway Traffic
Safety Administration**
1200 New Jersey Ave, SE
Washington, D.C. 20590

Department of Transportation

To: W41-306

Location Code: DOT

Cost Center: 4 West

Mail Point: NEC, NOA, NIA

External Carrier: PRIORITY

Sender:

Manufacturer

Purchase Order:

DOT

7/12/2021 10:47:01 AM



70203160000104731958

W41-306