

[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
POTSDAM N.Y. [REDACTED]
[REDACTED]
[REDACTED]

ADMINISTRATOR
NATIONAL HIGHWAY TRAFFIC SAFETY ADMINISTRATION
1200 NEW JERSEY AVE
S.E WASHINGTON D.C 20590

DEAR ADMINISTRATOR:

[REDACTED] PURCHASED A 2018 DODGE RAM 4500 PICK-UP NEW THROUGH COMPETITIVE BIDDING PROCESS. A LOCAL DEALER IN POTSDAM WAS THE LOWEST BIDDER. IN AUGUST 2024 WE HAD AN ACCIDENT, THE VEHICLE BRAKES BECAME INOPERABLE, STEERING WAS LOST CAUSING THE VEHICLE TO LEAVE OPPOSITE SIDE OF HIGHWAY SKIDDING ON IT'S SIDE IN A DITCH. BY THE GRACE OF GOD THE TWO OCCUPANTS WERE NOT INJURED DUE TO THE FACT THEY WERE ONLY DOING 40 MPH. THE TRUCK WAS TAKEN TO THE COLLISION SHOP AND FIXED AND THEN TO THE CHRYSLER DEALER TO BE CHECKED OVER FOR THE BRAKE AND STEERING ISSUES THAT CAUSED THE ACCIDENT. IN JANUARY 2025 THE TOWN OF POTSDAM RECEIVED A RECALL NOTICE FROM THE CHRYSLER CORPORATION. I TOOK MY NOTICE TO THE LOCAL CHRYSLER DEALER WHERE WE PURCHASED THE VEHICLE AND WAS TOLD AT THAT POINT THERE WAS NO CURE AND TO CHECK BACK IN A FEW WEEKS. I WAITED A FEW WEEKS AND WAS NEVER CONTACTED BY DEALER OR MAIN COMPANY. I HAVE SINCE THEN I HAVE CONTACTED THE CHRYSLER CORPORATION 3 TIMES AND STILL BEEN TOLD NO CURE AND IT HAS NOW BEEN 10 MONTHS. I EXPLAINED THAT WE ALREADY HAD THE ACCIDENT DUE TO THE EXACT PROBLEMS LISTED ON THEIR RECALL. THE HYDRAULIC BRAKE FAILED(NO BRAKES) TRACTION CONTROL FAILED (LOSS OF TRACTION) STABILITY CONTROL FAILED (VEERED OFF ROAD) I WAS TOLD AT THE POINT IN MARCH THEY WOULD HAVE A CURE. THIS VEHICLE ONLY HAS 40,000 MILES AND IS USED FOR EMERGENCY BY HIGHWAY DEPT AND IS USED FOR WINTER TIME PLOWING SO WE REALLY CANNOT AFFORD TO NOT HAVE TRUCK. BECAUSE WE ALREADY HAVE HAD THE ACCIDENT AND IT HAS NOT BEEN PROPERLY FIXED WE REALLY CANNOT LET OUR EMPLOYEES DRIVE IT BECAUSE OF LIABILITY. I ASKED IF WE WERE GOING TO GET ANOTHER TRUCK COMPERABLE OR A NEW ONE AND WAS ONLY TOLD THAT THEY WERE SORRY FOR THE INCONVENIENCE. SINCE THEN WE HAVE TAKEN TO OUR LOCAL DEALER TO TRY TO REMEDY SITUATION. THE FIRST BILL AFTER ACCIDENT COST US \$4,121.68, NOW IN JULY WE SPENT ANOTHER \$2,104.55 AND THE ORIGINAL ACCIDENT THE DAMAGES WERE \$9,000.00. I GUESS AT THIS POINT NOT SURE WHAT CAN BE DONE TO CURE OUR PROBLEM, ANY HELP WOULD BE APPRECIATED. THANK YOU VERY MUCH FOR YOUR TIME.

10

[REDACTED]

BLEVINS MOTORS, INC.
Facility #4450104
6683-6691 ST. HWY. 56
POTSDAM, NY 13676
(315) 265-9300

POTSDAM, NY		VEHICLE ID	MILES IN	MILES OUT	DATE/TIME IN	DATE OUT	INVOICE NO.
			35253	36253	09/16/24 10:22	10/18/24	
VEHICLE DESCRIPTION					TAG NO.	STATUS	
2018 RAM CHASSIS 45 (WHITE)						COMPLETE	
CONTROL NO.	LICENSE PLATE NO.	CUST. LABOR RATE	PROD. DATE	IN-SERV DATE	DELIV. DATE	DELIV. MILES	TERMS
		124		10/09/19	10/09/19		Cash
PHONE 1	HOME	PHONE 3	STOCK NO.	SERV. ADV.		This Prints	
			N18235	JOSEPH ST. LOUIS (30)			
ALL CUSTOMERS SHOULD RETURN FOR A WHEEL RETORQUE AFTER ANY SERVICE WHERE THE WHEELS WERE REMOVED AFTER DRIVING 50 MILES RETURN TO THE SHOP AND WE WILL RETORQUE YOUR WHEELS FREE OF CHARGE. NO APPOINTMENT NECESSARY.			M-F 8:00-4:30 SERVICE & PARTS HOURS				
NYS REPAIR SHOP R4450104 WHERE SERVICE MEANS BUSINESS							

Line	Op-Code	Fail Code	Tech	Hours	Type	Amount																																																							
A *	23P		A43		Customer	\$0.00																																																							
Concern	PERFORM FREE 23 POINT VEHICLE INSPECTION.																																																												
Cause	VEHICLE REQUIRES 23 PT INSPECTION WITH EVERY SERVICE.																																																												
Correction	TECH PERFORMMED FREE 23 POINT VEHICLE CHECK-UP, A 37.50 VALUE SHEET ATTACHED.																																																												
Line Total...						\$0.00																																																							
B *	STEERING		A43		Customer	\$637.50																																																							
Concern	STEERING/SUSPENSION/STEERING WHEEL CONCERN.																																																												
Cause	TECH TEST DROVE VEHICLE TO DUPLICATE CUSTOMER CONCERN, RACKED VEHICLE TO SHAKE DOWN ALL STEERING, SUSPENSION AND DRIVELINE TO DETERMINE																																																												
<table><tr><th>Part Number</th><th>Description</th><th>Qty.</th><th>Unit Price</th><th>Ext. Price</th></tr><tr><td>68328742AB</td><td>DRAG LINKSTEER</td><td>1</td><td>\$662.00</td><td>\$662.00</td></tr><tr><td>MF472358</td><td>COTTER PIN</td><td>2</td><td>\$0.29</td><td>\$0.58</td></tr><tr><td>6502858</td><td>NUT HEX</td><td>1</td><td>\$14.25</td><td>\$14.25</td></tr><tr><td>68185796AC</td><td>STEERING STEER</td><td>1</td><td>\$2,070.00</td><td>\$2,070.00</td></tr><tr><td>6502749</td><td>NUT CASTL</td><td>1</td><td>\$5.90</td><td>\$5.90</td></tr><tr><td>6502858</td><td>NUT HEX</td><td>1</td><td>\$14.25</td><td>\$14.25</td></tr><tr><td>6509570AA</td><td>BOLT HEX H</td><td>1</td><td>\$7.25</td><td>\$7.25</td></tr><tr><td>6104718AA</td><td>NUT HEX F</td><td>1</td><td>\$17.15</td><td>\$17.15</td></tr><tr><td colspan="4">Parts Total...</td><td>\$2,791.38</td></tr><tr><td colspan="4">Line Total...</td><td>\$3,428.88</td></tr></table>							Part Number	Description	Qty.	Unit Price	Ext. Price	68328742AB	DRAG LINKSTEER	1	\$662.00	\$662.00	MF472358	COTTER PIN	2	\$0.29	\$0.58	6502858	NUT HEX	1	\$14.25	\$14.25	68185796AC	STEERING STEER	1	\$2,070.00	\$2,070.00	6502749	NUT CASTL	1	\$5.90	\$5.90	6502858	NUT HEX	1	\$14.25	\$14.25	6509570AA	BOLT HEX H	1	\$7.25	\$7.25	6104718AA	NUT HEX F	1	\$17.15	\$17.15	Parts Total...				\$2,791.38	Line Total...				\$3,428.88
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C *			A59		Customer	\$312.50																																																							

POTSDAM, NY		VEHICLE ID	MILES IN	MILES OUT	DATE/TIME IN	DATE OUT	INVOICE NO.
			35253	36253	09/16/24 10:22	10/18/24	
		VEHICLE DESCRIPTION				TAG NO.	STATUS
		2018 RAM CHASSIS 45 (WHITE)					COMPLETE
CONTROL NO.	LICENSE PLATE NO.	CUST. LABOR RATE	PROD. DATE	IN-SERV DATE	DELIV. DATE	DELIV. MILES	TERMS
		124		10/09/19	10/09/19		Cash
PHONE 1	HOME	PHONE 3	STOCK NO.	SERV. ADV.		This Prints	
			N18235	JOSEPH ST. LOUIS (30)			

Line	Op-Code	Fail Code	Tech	Hours	Type	Amount																								
C * Continued Concern Customer states VEHICLE HAS HARD SHIFT IN AND OUT OF PARK DIAGNOSE AND ADVISE Correction REMOVED AND REPLACED SHIFTING CABLE AND BRACKET OPERATING AS DESIGNED																														
<table border="1"> <thead> <tr> <th>Part Number</th> <th>Description</th> <th>Qty.</th> <th>Unit Price</th> <th>Ext. Price</th> </tr> </thead> <tbody> <tr> <td>5057507AH</td> <td>BRACKET GEARS</td> <td>1</td> <td>\$151.00</td> <td>\$151.00</td> </tr> <tr> <td>68257950AB</td> <td>CABLE SHIFT</td> <td>1</td> <td>\$78.35</td> <td>\$78.35</td> </tr> <tr> <td colspan="4">Parts Total...</td> <td>\$229.35</td> </tr> <tr> <td colspan="4">Line Total...</td> <td>\$541.85</td> </tr> </tbody> </table>						Part Number	Description	Qty.	Unit Price	Ext. Price	5057507AH	BRACKET GEARS	1	\$151.00	\$151.00	68257950AB	CABLE SHIFT	1	\$78.35	\$78.35	Parts Total...				\$229.35	Line Total...				\$541.85
Part Number	Description	Qty.	Unit Price	Ext. Price																										
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68257950AB	CABLE SHIFT	1	\$78.35	\$78.35																										
Parts Total...				\$229.35																										
Line Total...				\$541.85																										
D +	06		A43		Customer	\$21.00																								
+			A61																											
Concern NY STATE INSPECTION [SAFETY AND EMISSIONS. Cause VERIFY VEHICLE REQUIRES A NEW NEW YORK STATE INSPECTION. Correction PERFORMED NY STATE INSPECTION. UNABLE TO INSPECT OVER WEIGHT																														
Line Total...						\$21.00																								
E +	ALIGN		A59		Customer	\$129.95																								
Concern PERFORM ALIGNMENT. Cause VERIFY VEHICLE REQUIRES AN ALIGNMENT. Correction PERFROM ALIGNMENT TO ORIGINAL EQUIPMENT MANUFACTURER (OEM) SPECIFICATIONS AND PROVIDE PRINT OUT.																														
Line Total...						\$129.95																								
Warranty Claim Type: W Authorization Code: Service Cont No:																														

VEHICLE ID		MILES IN	MILES OUT	DATE/TIME IN	DATE OUT	INVOICE NO.
[REDACTED]		35253	36253	09/16/24 10:22	10/18/24	[REDACTED]
VEHICLE DESCRIPTION				TAG NO.	STATUS	
2018 RAM CHASSIS 45 (WHITE)					COMPLETE	
CONTROL NO.	LICENSE PLATE NO.	CUST. LABOR RATE	PROD. DATE	IN-SERV DATE	DELIV. DATE	DELIV. MILES
[REDACTED]	[REDACTED]	124		10/09/19	10/09/19	
PHONE 1	HOME	PHONE 3	STOCK NO.	SERV. ADV.		TERMS
	[REDACTED]		N18235	JOSEPH ST. LOUIS (30)		Cash
						This Prints

Totals

	Amount
Labor	\$1,100.95
Parts	\$3,020.73
Total Amount Due	\$4,121.68
Charge	\$4,121.68
CTR [REDACTED]	---

STATEMENT OF

DISCLAIMER

The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.

CUSTOMER SIGNATURE

On behalf of servicing dealer, I hereby certify that the information contained hereon is accurate unless otherwise shown. Warranty services described were performed at no charge to owner. There was no indication from the appearance of the vehicle or otherwise, that any part repaired or replaced under this claim had been connected in any way with any accident, negligence, or misuse. Records supporting this claim are available for (1) year from the date of payment notification at the servicing dealer for inspection by manufacturer's representative.

(SIGNED) DEALER, GENERAL MANAGER OR
AUTHORIZED PERSON (DATE)

Credit Card Service Fee

In order to help cover the rising cost of credit card fees, a 3% charge will be applied to all credit card transactions. this fee is a surcharge and is not greater than our actual cost assed by our credit card processor.

cash/check or debit card payment

\$ credit card payment \$

BLEVINS MOTORS, INC.
6683-6691 ST. HWY. 56
POTSDAM, NY 13676
NYS FACILITY #4450104
(315) 265-9300

POTSDAM, NY		VEHICLE ID	MILES IN	MILES OUT	DATE/TIME IN	DATE OUT	INVOICE NO.
			41524	41524	07/30/25 08:20	08/22/25	
VEHICLE DESCRIPTION					TAG NO.	STATUS	
2018 RAM CHASSIS 45 (WHITE)						COMPLETE	
CONTROL NO.	LICENSE PLATE NO.	CUST. LABOR RATE	PROD. DATE	IN-SERV DATE	DELIV. DATE	DELIV. MILES	TERMS
		129		10/09/19	10/09/19		Cash
PHONE 1		PHONE 3	STOCK NO.	SERV. ADV.		This Prints	
			N18235	SCOTT KENNEDY (27)			
ALL CUSTOMERS SHOULD RETURN FOR A WHEEL RETORQUE AFTER ANY SERVICE WHERE THE WHEELS WERE REMOVED AFTER DRIVING 50 MILES-RETURN TO THE SHOP AND WE WILL RETORQUE YOUR WHEELS FREE OF CHARGE. NO APPOINTMENT NECESSARY NYS REPAIR SHOP #4450104 WHERE SERVICE MEANS BUSINESS		SERVICE AND PARTS HOURS 8:00 - 4:30 MONDAY - FRIDAY ALL QUALIFYING CUSTOMER-PAY REPAIRS COMPLETED AT BLEVINS MOTORS INCLUDE AN EXTENDED PARTS PLAN, PROVIDING COVERAGE FOR 5 YEARS WITH UNLIMITED MILEAGE FROM THE DATE OF PURCHASE		NEW YORK STATE TIRE FEE PER NEW YORK STATE, THERE IS AN ADDITIONAL CHARGE OF \$2.50 PER NEW TIRE PURCHASED.			
Line	Op-Code	Fail Code	Tech	Hours	Type	Amount	
B *	23P		A43		Customer	\$0.00	
Concern	PERFORM FREE 23 POINT VEHICLE INSPECTION.						
Cause	VEHICLE REQUIRES 23 PT INSPECTION WITH EVERY SERVICE.						
Correction	TECH PERFORMMED FREE 23 POINT VEHICLE CHECK-UP, A 39.95 VALUE SHEET ATTACHED.						
						Line Total...	\$0.00
C *			A43		Customer	\$819.50	
Concern	Customer states TRACTION CONTROL LIGHT						
Cause	VERIFIED THE CUSTOMER'S CONCERN OF ABS LIGHT ILLUMINATED ON DASH. CHECKED SERVICE LIBRARY FOR TECHNICAL SERVICE BULLETINS, STAR CASES, RAPID RESPONSE TRANSMITTALS, RAPID SERVICE UPDATES AND RECALLS AND FOUND NO DOCUMENTS RELATED TO THE VEHICLES CONCERN. ACCESSED THE DIAGNOSTIC PORT AND PERFORMED A SCAN TO FIND ACTIVE CODE C0034-62 WHICH IS RELATED TO RIGHT FRONT WHEEL SPEED SENSOR-SIGNAL COMPARE FAILURE. AND ACTIVE DTC C0034-1D WHICH IS RELATED TO RIGHT FRONT WHEEL SPEED SENSOR-CIRCUIT OUT OF RANGE. CHECKED FOR ANY SOFTWARE UPDATES TO FIND NO RELEVANT SOFTWARE UPDATES DUE. PERFORMED A WHEEL BEARING HUB ASSEMBLY EXAMINATION AND DIAGNOSTIC INSPECTED THE HARNESS AND FOUND THAT IT WAS DAMAGED. FURTHER EXAMINATION FOUND THE RIGHT FRONT WHEEL BEARING HUB ASSEMBLY HAS A FAULTY TONE RING.						
Correction	ACCESSED, REMOVED AND REPLACED THE RIGHT FRONT WHEEL BEARING HUB ASSEMBLY WITH ALL OTHER RELATED NEW SEALS GASKETS AND/OR NON-REUSABLE HARDWARE AND REINSTALLED ALL COMPONENTS REMOVED FOR REPAIRS IN THE REVERSE ORDER OF REMOVAL. THE SYSTEM IS NOW OPERATING AS DESIGNED.						

POTSDAM, NY		MILES IN		MILES OUT		DATE/TIME IN		DATE OUT		INVOICE NO.	
		41524		41524		07/30/25 08:20		08/22/25			
VEHICLE DESCRIPTION						TAG NO.		STATUS			
2018 RAM CHASSIS 45 (WHITE)								COMPLETE			
CONTROL NO.		LICENSE PLATE NO.		CUST. LABOR RATE		PROD. DATE		IN-SERV DATE		DELIV. DATE	
				129				10/09/19		10/09/19	
PHONE 1		HOME		PHONE 3		STOCK NO.		SERV. ADV.		TERMS	
						N18235		SCOTT KENNEDY (27)		Cash	
Line		Op-Code		Part Code		Tech		Hours		Type	
C *		Continued								Amount	
Part Number		Description		Qty.		Unit Price		Ext. Price			
68261674AB		HUB BRAKE		1		\$860.00		\$860.00			
68034511AA		NUT AXLE		1		\$44.75		\$44.75			
68034513AA		BOLT TORX		4		\$14.45		\$57.80			
				Parts Total...				\$962.55			
				Line Total...				\$1,782.05			
D +		A04		Customer				\$322.50			
Concern Cause		Customer states VEHICLE SHAKING UPON ACCELERATION VERIFIED THE CUSTOMER'S CONCERN OF VEHICLE VIBRATES UPON ACCELERATION. CHECKED SERVICE LIBRARY FOR TECHNICAL SERVICE BULLETINS, STAR CASES, RAPID RESPONSE TRANSMITTALS, RAPID SERVICE UPDATES AND RECALLS AND FOUND NO DOCUMENTS RELATED TO THE VEHICLES CONCERN. PERFORMED A DRIVESHAFT EXAMINATION AND DIAGNOSTIC FINDING THE ON HOIST VERIFIED REAR DRIVESHAFT OUT OF ROUND /BALANCE . FURTHER EXAMINATION FOUND THE REAR DRIVESHAFT IS OUT OF BALANCE AND IS WARPED.									
Correction		THE CUSTOMER HAS DECLINED THE RECOMMENDED REPAIRS FOR THIS ITEM AT THIS TIME. NO PARTS WERE REPLACED AND NO REPAIRS WERE MADE AT THIS TIME AND THE VEHICLE HAS BEEN RETURNED TO THE CUSTOMER.									
								Line Total...		\$322.50	
Warranty Claim Type: W		Authorization Code:		Service Cont No:							

VEHICLE ID		MILES IN	MILES OUT	DATE/TIME IN	DATE OUT	INVOICE NO.
[REDACTED]		41524	41524	07/30/25 08:20	08/22/25	[REDACTED]
VEHICLE DESCRIPTION					TAG NO.	STATUS
2018 RAM CHASSIS 45 (WHITE)						COMPLETE
CONTROL NO.	LICENSE PLATE NO.	CUST. LABOR RATE	PROD. DATE	IN-SERV DATE	DELIV. DATE	DELIV. MILES
[REDACTED]	[REDACTED]	129		10/09/19	10/09/19	
PHONE 1	HOME	PHONE 3	STOCK NO.	SERV. ADV.		This Prints
	[REDACTED]		N18235	SCOTT KENNEDY (27)		

Totals

	Amount
Labor	\$1,142.00
Parts	\$962.55
Total Amount Due	\$2,104.55
Charge	\$2,104.55
CTRL#071770	---

STATEMENT OF DISCLAIMER
 The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.

On behalf of servicing dealer, I hereby certify that the information contained hereon is accurate unless otherwise shown. Warranty services described were performed at no charge to owner. There was no indication from the appearance of the vehicle or otherwise, that any part repaired or replaced under this claim had been connected in any way with any accident, negligence, or misuse. Records supporting this claim are available for (1) year from the date of payment notification at the servicing dealer for inspection by manufacturer's representative.

 AUTHORIZED DEALER SIGNATURE
 DATE: _____

Credit Card Service Fee

In order to help cover the rising cost of credit card fees, a 3% charge will be applied to all credit card transactions. this fee is a surcharge and is not greater than our actual cost assed by our credit card processor.

cash/check or debit card payment \$_____
 credit card payment \$_____

Potsdam NY



ADMINISTRATOR
NATIONAL HIGHWAY TRAFFIC SAFETY ADMINISTRATION
1200 NEW JERSEY AVE
S.E. WASHINGTON D.C 20590



THIS ENVELOPE IS RECYCLABLE AND MADE WITH 30% POST CONSUMER WASTE



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