

1-7-2002

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To Whom It May Concern;
OFFICE
DEFECTS INVESTIGATION

On or about 6-9-2000, I purchased a Ram Truck 2500 series (2001) from Capitol Dodge located in San Jose. (see enclosures)

On or about 10-9-2000, while driving on an interstate highway, the clutch "siezed" up, bringing it a sudden and complete stop. It was then towed to one of the two dealerships servicing me throughout this time. (see enclosures) Repairs were performed there and things were fine until about 1-19-2001, the power steering stopped working completely. Having towed it to Steven's Creek Dodge, also located in San Jose, repairs were performed. (see enclosures)

On or about 3-9-2001, again while driving on a highway, the same problem experienced earlier with the clutch occurred again. The truck was towed to the dealership where repairs were performed. (see enclosures)

On or about 3-27-2001, I felt the clutch "slipping" again, so I took it back to the dealership where they said it was fine. Again on or about 4-5-2001, I again took it in to the dealership, where I was told it was normal.

On or about 11-15-2001, the clutch problem occurred again. It was towed to Steven's Creek Dodge where they requested I pay \$500.00 "up front" to determine the problem. I told them what the problem was, and also that I was well under the warranty, but that didn't matter. When I requested a rental car for six days, they insisted I pay for that as well. It was also suggested for future reference, that I service the truck at Capitol Dodge where it was purchased. I said that I thought I could use any of the dealerships, but they said they didn't want to handle "their problems". (?)

After taking it apart, the dealership is stating that I must pay \$1700.00 for them to replace the clutch. I brought up the fact that I was covered by the warranty, but they refuse to honor that.

Michael

As of this correspondence, I am also being charged fifty dollars a day.

To communicate the degree of how upset I am is impossible. I am very frustrated with contradictory statements made by both dealerships, and the lack of quality service I have received has strengthened my resolve to get satisfaction from this extremely unpleasant experience. I am now requesting the following:

1 According to the California Highway Patrol, driving a vehicle at 55 mph or faster on any highway that "sieves" to a halt could easily be cause for a fatal accident. The truck screeched to a halt in a matter of seconds the first time, and the second time too. Both times I was traveling at approximately 50 mph. Since April, I have been driving circuitous routes to avoid speeds over 40 mph. This situation is very inconvenient. Driving a brand new truck with limitations like these is absurd! Consequently, the truck should be returned a "lemon" and the balance of my auto loan paid in full.

2 Reimbursement for the rental car I should not have had to pay for.

3 Reimbursement for payments made to date when the truck was inoperable.

4 Compensation, financial or otherwise, for the amount of stress and utter frustration over this nightmarish ordeal. I have a family with three small children, and only from pure luck nobody has been injured.

As the manufacturer, I am confident you will agree with my position on this matter. Thank you for your consideration,

[REDACTED]
[REDACTED] days

[REDACTED] evenings

01/DODGE TRUCK/RAM 2500 License # 6H57726 Vin # 1B7KC23Z51J [REDACTED]

[REDACTED]
Campbell, Ca. [REDACTED]

Original Owner's Name

Street Address

CAMPBELL, SANTA CLARA, CALIFORNIA,

City and State

Zip Code

1B7KCL3ZS1J

Vehicle Identification Number

Warranty Start Date (In-Service Date)

Selling Dealer

City

Mileage at Delivery

Code

State

Second Owner's Name

Street Address

City and State

Zip Code

Date of Second Purchase

Mileage at Purchase

Third Owner's Name

Street Address

City and State

Zip Code

Date of Third Purchase

Mileage at Purchase

THE ATTACHMENTS TO THIS
DOCUMENT HAVE BEEN REMOVED
TO PROTECT UNWARRANTED
INVASION OF PERSONAL PRIVACY
PURSUANT TO EXEMPTION 6 OF
THE FREEDOM OF INFORMATION
ACT (FOIA), 5 U.S.C. 552(b)(6).