

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



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HEAVY







GOODYEAR
RITE TRAC

GENERAL

120/117R

120/117R
1200 DAWG 15







FULL
HOT

ADD























































MPH km/h

67431

200

1400





























TIRE AND LOADING INFORMATION

SEATING CAPACITY - TOTAL 5 FRONT 2 REAR 3
THE COMBINED WEIGHT OF OCCUPANTS AND CARGO SHOULD NEVER EXCEED
1170 KG OR 2581 LB

TIRE

ORIGINAL TIRE SIZE

COLD TIRE INFLATION
PRESSURE

FRONT

LT265/70R17E

410 kPa, 60 PSI

REAR

LT265/70R17E

520 kPa, 75 PSI

SPARE

LT265/70R17E

520 kPa, 75 PSI

SEE OWNERS MANUAL FOR ADDITIONAL INFORMATION



7G819601









412AA

SAFETY PRECAUTIONS
1. Do not touch the battery terminals or the battery case.
2. Do not use the battery as a power source for any other device.
3. Do not use the battery for any other purpose.
4. Do not use the battery for any other purpose.

SAFETY PRECAUTIONS
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2. Do not use the battery as a power source for any other device.
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⚠ DANGER / POISON
Vapor from this battery can cause blindness or death. Do not breathe the vapors. Do not get liquid from this battery on your face, hands or clothes. If you get liquid from this battery on your face, hands or clothes, wash immediately with plenty of water. Do not use the battery for any other purpose.

























































































































| Controller Name | Active | DTCs | Show Shortcuts |
|---|-------------------------------------|------|----------------|
| PCM Powertrain Control Module | <input checked="" type="checkbox"/> | 1 | CAN C |
| TCM Transmission Control Module | <input checked="" type="checkbox"/> | 0 | CAN C |
| ABS Anti Lock Brakes | <input checked="" type="checkbox"/> | 0 | CAN C |
| AMP Amplifier | <input checked="" type="checkbox"/> | 0 | CAN B |
| CCN Instrument Cluster/Cabin Compartment | <input checked="" type="checkbox"/> | 0 | CAN B |
| EOM Electronic Overhead | <input checked="" type="checkbox"/> | 0 | CAN B |
| HVAC Heat, Ventilation and A/C | <input checked="" type="checkbox"/> | 0 | CAN B |
| ORC Occupant Restraint | <input checked="" type="checkbox"/> | 0 | CAN B |

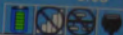


Back

2007 DR

ECU View

9.05

Show
Shortcuts

Controller Name

Active

DTCs

Bus

EOM

Electronic Overhead



0

CAN B

HVAC

Heat, Ventilation and A/C



0

CAN B

ORC

Occupant Restraint



0

CAN B

RADIO

Radio



0

CAN B

SDAR

Satellite Radio



0

CAN B

TIPMCGW

Central Gateway



0

DIAG
CAN C

WCM

Wireless Control



0

CAN B

Back

ECU Overview - ORC

9.95

Hardware Version: 41.45

Software Version: 01.06.04

Part Number: 56043708AF

Country Code: USA

Data Display

Actuators

Misc.
Functions

More
Options

View DTCs

Active: 0

Stored: 0

Pending: 0

MFD BY DAIMLERCHRY
CORPORATION

OF MFR
1-06

GVWR
5534 KG(12200 LB)

| | | | |
|------------------|--------------|---------|------------------|
| GVWR FRONT | WITH TIRES | RIMS AT | COLD |
| 2359 KG(5200 LB) | LT235/80R17E | 17X6.0 | 450 KPA(65 PSI) |
| GVWR REAR | WITH TIRES | RIMS AT | COLD |
| 4242 KG(9350 LB) | LT235/80R17E | 17X6.0 | 450 KPA(65 PSI) |

THIS VEHICLE CONFORMS TO ALL APPLICABLE FEDERAL MOTOR VEHICLE SAFETY AND THEFT
PREVENTION STANDARDS IN EFFECT ON THE DATE OF MANUFACTURE SHOWN ABOVE.

VIN: 3D7MX48C960 [REDACTED] TYPE: TRUCK SINGLE DUAL X



MDH: 011913

PMT:PYR

VEHICLE MADE IN MEXICO TRM:GJD5 4648507





9770 STS













RAM 3500







C
TIMBER DIESEL

RAM 3500



3

SANDER FARMS
MELING, OR

Bullet Rotor

9770 STS



9770 STS

9770 STS

JOHN DEERE





23















⚠ WARNING

**DEATH OR SERIOUS
INJURY CAN OCCUR**



- CHILDREN 12 AND UNDER CAN BE KILLED BY THE AIR BAG.
- THE BACK SEAT IS THE SAFEST PLACE FOR CHILDREN.
- NEVER PUT A REAR-FACING CHILD SEAT IN THE FRONT.
- SIT AS FAR BACK AS POSSIBLE FROM THE AIR BAG.
- ALWAYS USE SEAT BELTS AND CHILD RESTRAINTS.



www.DCDAg















































C
TURBO DIES-EL

RAM 3500































3U 7MX 18C860











TURBO DIESEL

RAM 3500
LONE STAR



64-10
RIDE

RAM 3500
LOWE STAR

1380











MFD BY DAIMLERCHRYSLER
CORPORATION

DATE OF MFR
9-05

GVWR
5534 KG(12200 LB)

GAWR FRONT WITH TIRES
2359 KG(5200 LB) LT235/80R17E

RIMS AT
17X6.0

COLD
450 KPA(65 PSI)

GAWR REAR WITH TIRES
4242 KG(9350 LB) LT235/80R17E

RIMS AT
17X6.0

COLD
450 KPA(65 PSI)

THIS VEHICLE CONFORMS TO ALL APPLICABLE FEDERAL MOTOR VEHICLE SAFETY AND THEFT
PREVENTION STANDARDS IN EFFECT ON THE DATE OF MANUFACTURE SHOWN ABOVE.

VIN: 3D7MX48C86G

TYPE:

TRUCK

SINGLE

DUAL X

MDH: 092302

PNT:PW7

VEHICLE MADE IN MEXICO

TRM:AJJ3

4648507



WARNING
DEATH OR SERIOUS INJURY CAN OCCUR
• NEVER USE A CHILD SEAT OR CRIB IN THE SECOND ROW
• NEVER USE A CHILD SEAT OR CRIB IN THE FRONT SEAT
• ALWAYS USE THE SEAT BELT PROPERLY
• ALWAYS USE THE SEAT BELT PROPERLY

WARNING
DEATH OR SERIOUS INJURY CAN OCCUR
• NEVER USE A CHILD SEAT OR CRIB IN THE SECOND ROW
• NEVER USE A CHILD SEAT OR CRIB IN THE FRONT SEAT
• ALWAYS USE THE SEAT BELT PROPERLY
• ALWAYS USE THE SEAT BELT PROPERLY

DAY
THE SERVICE
DATE SERVICE DATE
ON 12/12/12

1005



















 BRAKE

























R

130











DRIVER'S



DRIVER'S





8T5418

DRIVER'S



DRIVER'S





15169560x

6-4-10
RBF

R





RIGHT
FRONT

RIGHT
FRONT



RIGHT
FRONT





RIGHT
FRONT







TIRE AND LOADING INFORMATION

SEATING CAPACITY – TOTAL 5 FRONT 2 REAR 3

THE COMBINED WEIGHT OF OCCUPANTS AND CARGO SHOULD NEVER EXCEED
2132 KG OR 4701 LB

| TIRE | FRONT | REAR | SPARE |
|------------------------------|-----------------|-----------------|-----------------|
| ORIGINAL TIRE SIZE | LT235/80R17E | LT235/80R17E | LT235/80R17E |
| COLD TIRE INFLATION PRESSURE | 450 kPa, 65 PSI | 450 kPa, 65 PSI | 450 kPa, 65 PSI |

SEE OWNERS MANUAL FOR ADDITIONAL INFORMATION



6G147731



LEFT FRONT



RIGHT FRONT







RIGHT FRONT





LEFT FRONT



LEFT FRONT



LEFT FRONT





RIGHT
FRONT





FRONT





LEFT SIDE



RIGHT SIDE























*3D7KS28C65G

















27-10





NO
SMOKING

12-10



RPM X 1000

95196

DIESEL ONLY































MFD BY DAIMLERCHRYSLER CORPORATION
GAWR FRONT 2359 KG(5200 LB)
GAWR REAR 4242 KG(9350 LB)
DATE OF MFR 12-04
WITH TIRES LT235/80R17E
WITH TIRES LT235/80R17E
RIMS AT 17X6.0
RIMS AT 17X6.0
GVWR 5534 KG(12200 LB)
COLD 450 KPA(65 PSI)
COLD 450 KPA(65 PSI)
THIS VEHICLE CONFORMS TO ALL APPLICABLE FEDERAL MOTOR VEHICLE SAFETY AND THEFT PREVENTION STANDARDS IN EFFECT ON THE DATE OF MANUFACTURE SHOWN ABOVE.
VIN: 3D7MS48C1 [REDACTED]
TYPE: TRUCK
SINGLE DUAL X
NDA: 121011
PMT-P47
VEHICLE MADE IN MEXICO TRM:ULDV 4648507















































REED

HEAVY
RECOVERY

D
.com

ARNOLD

Whole
Goodness

Rear 9

2

MAKE THE HALL BLEED!























DAIMLERCHRYSLER

MFD BY

CORPORATION

DATE OF MFR

2-06

GAWR FRONT

2359 KG(5200 LB)

WITH TIRES

LT235/80R17E

GAWR REAR

4242 KG(9350 LB)

WITH TIRES

LT235/80R17E

GVWR

5534 KG(12200 LB)

RIMS AT

17X6.0

COLD

450 KPA(65 PSI)

RIMS AT

17X6.0

COLD

450 KPA(65 PSI)

THIS VEHICLE CONFORMS TO ALL APPLICABLE FEDERAL MOTOR VEHICLE SAFETY AND THEFT
PREVENTION STANDARDS IN EFFECT ON THE DATE OF MANUFACTURE SHOWN ABOVE.

VIN:

3D7MX48C4

TYPE:

TRUCK

SINGLE DUAL X



MDH:

021420

PNT:PH7

VEHICLE MADE IN MEXICO

TRM:HQDS

4648507

















































RAM 3500
LONE STAR
★
BUILT TEXAS

Cummins
TURBO DIESEL

RAM 3500
LONE STAR
EDITION





















































DO NOT USE ON 1/2" DIAMETER PINS

DO NOT USE ON 1/2" DIAMETER PINS































From: customerassist@daimlerchrysler.com
To: [REDACTED]
Date: Fri Oct 07 11:29:34 EDT 2005
Subject: Re: DaimlerChrysler Customer Assistance
Dear [REDACTED],

Thank you for your email to DaimlerChrysler Motors Corporation. It is always a concern when a customer is dissatisfied with our products or Dealer service.

Over the past few years, DaimlerChrysler Motors Corporation has made tremendous gains in improving levels of customer satisfaction. But in your case, we apparently missed the mark.

Please accept my sincerest apologies for the problems you have had. I hope we will have another chance, sometime soon, to restore your faith in DaimlerChrysler.

Sincerely,

Susanna
Senior Staff Representative
DaimlerChrysler Customer Assistance Center

NOTE: Please do not use the 'Reply' function of your email system. If you have a need to respond to this message, please visit us at our reply form (link provided below). Our system is NOT able to accept any emails at this address.

For any future communications related to this email, please refer to the following information:
REFERENCE NUMBER: 14130570
REPLY LINK:
http://www.chrysler.com/wccsapp/wccs/brand_forms/us/reply.jsp?trk_ID=KMM3265508C0KM&

Original Message Follows:

Form Selected:

Category: US Customer Service
Brief Description:

problems with truck repairs, service contract, dishonesty
Comments:

very concerned with the tie rods on the 3/4 ton dodge trucks, i have had two of them just fall out, one on a 04, and then an 05, just lucky i wasnt on the highway either time. i was told i had a chrysler service contract only to find it was an after market service contract, now im having alot of trouble with repairs, its costing me a fortune, you are losing my business very quickly..my family has purchased 6 dodge trucks from chrysler in the last two years..we bought all our trucks at Port Lavaca Chrysler/Dodge dealership

Sender Information:

Title: Mr.

First Name:

Middle Initial:

Last Name:



From: [REDACTED]
To: customerassist@daimlerchrysler.com
Date: Thu Oct 06 08:22:57 EDT 2005
Subject: DaimlerChrysler Customer Assistance
Form Selected:

Category: US Customer Service
Brief Description:

problems with truck repairs, service contract, dishonesty

Comments:

very concerned with the tie rods on the 3/4 ton dodge trucks, i have had two of them just fall out, one on a 04, and then an 05, just lucky i wasnt on the highway either time. i was told i had a chrysler service contract only to find it was an after market service contract, now im having alot of trouble with repairs, its costing me a fortune, you are losing my business very quickly..my family has purchased 6 dodge trucks from chrysler in the last two years..we bought all our trucks at Port Lavaca Chrysler/Dodge dealership

Sender Information:

Title: Mr.
First Name: [REDACTED]
Middle Initial: [REDACTED]
Last Name: [REDACTED]

From: [REDACTED]
To: customerassist@daimlerchrysler.com
Date: Tue Feb 14 09:42:30 EST 2006
Subject: DaimlerChrysler Customer Assistance
Form Selected:

Category: US Customer Service
Brief Description:

New Truck delivered unsatisfactorily
Comments:

I sent a certified letter of serious complaint to Dodge on 1/13/2006 and have not received a phone call or letter acknowledgement; WHY?

The letter is
copied below.

January 13th, 2006

Mr. [REDACTED]

VP- Dodge Marketing
and Product Planning
Customer Correspondence Center
PO Box 10072
Toledo,
OH 43682-4121

RE: "What happened to Customer Respect and delivering a
vehicle as ordered?"

- 1.) Truck not delivered with specified transmission.
- 2.) Excessive transmission wear apparent at 3750 miles.
- 3.) Poor quality
and/or contaminated lubricating fluids were used throughout this new Dodge
Truck.
- 4.) Rear end fluid contaminated.

Dear Mr. Landry and Customer
Service,

I recently purchased a new 2006, RAM 2500 4X4, with 5.9L
Cummings diesel and was to be delivered with an Allison 6 speed manual
transmission. My goal was to purchase the "best truck that money could
buy," so I chose a Dodge, not a Chevy or Ford. I have been involved with
performance vehicles my entire life, and demand QUALITY for my
money.

Since 2000 I and my immediate family have purchased two Chrysler
300Ms, a Ram 350 Van, Dodge 1500 4X4, two 2000 Concords, and a 2002 concord
XL, so we have been a Dodge family. This incident may change that
though.

This 2006 RAM 2500 4X4 truck appeared to have been exceptionally
well build, and so far has been what I wanted for my purposes. I was
initially unhappy it was not delivered with the type tires requested and
does not achieve the mileage I was told to expect however. During the
below described fluid surprise I also discovered it was not delivered with
the Allison transmission we clearly specified several times, and now the
salesman claims he does not remember the those demands for that
transmission. Chris further stated that they found the Brazilian
transmissions hold up better than Allison's; I find that impossible to
believe! This salesman has only been with Dodge 1.5 years, and presents
his self as an expert??????

The problems begin:

At 1,600 miles I was

shocked to see that the engine oil was already black, and had very low viscosity as if 5W or similar. I do not understand why this low weight oil was used, even for break-in purposes, especially when the first oil change is scheduled at 7,500 miles, as per the owner's maintenance book. I feel this low viscosity oil would have result in excessive engine wear, so it was replaced with supreme quality synthetic 15W40, which had much more body and lubricity. Now the engine runs much smoother and quieter. Also I greased the tie rod ends, which did not appear to have been greased at all prior to delivery.

After changing the less than acceptable engine oil I began asking many questions about the quality of fluids put into new Dodge trucks to determine "why" a manufacturer would want to see his vehicle require major repairs at low mileage. Even Big "O" Dodge could not answer my questions.

Two people I spoke with told me of horror stories with their late model Dodge 1500 & 2500's. Both had their vehicles at different dealer for an oil change and while there asked to change the differential fluid since it was due as per the vehicle's maintenance schedule. To their shock they were told that their trucks required about \$600.00 in pinion gear repairs, despite the fluid levels being kept correct with DEALER installed fluids. My brother's 2001, 1500 RAM 4X4 also needed a new rear end before driving it off the Dodge lot! After hearing this I decided to check all my truck's fluids.

At 3,750 miles I checked all fluids front to rear; the transmission level and was so low that I could not reach the fluid level with a finger inserted into the fill-to level hole, so it was at least a quart low!!! Further, when I used a suction tube to check the fluid's condition, it was black tinted and had very poor lubricating properties. This color confirmed to me that the factory installed fluid was not properly protecting the gears from excessive wear, so I completely drained it. (Note that so far this truck has not pulled any trailers, or done any work beyond normal no load driving, so there was NO excuse for the fluids appearance.) The fluid looked like old ATF fluid after more than 3 years and 50,000 miles.

When I drained the transmission fluid the magnetic drain plug looked like a mushroom with copious metal filings attached to it! The fluid, which drained like water, did not smell or look new, like it should after so few miles. Why would Dodge use such poor performing fluid in a new transmission, unless the goal was to cause premature wear? There was more metal attached to this drain plug than I have EVER seen in my 40+ years of working on various vehicles with ten times the mileage on them!!!!!!!!!!!!

The transfer case was drained next, where I found the same low lubricity fluid. There is no magnetic drain plug to indicate metal wear.

Rear differential: I now understand why 100% of the Dodge truck owners I spoke with recently complained of defective rear ends. The fluid contained a milky white substance, such as when contaminated with water, and contained a large percentage of grey fine metal dust. The magnet was covered with this metal sludge. Metal shavings were removed when the rear end was cleaned. The gears were coated with a waxy white film.

Front differential: This fluid was not as contaminated with metal as the rear end, however did contain metal dust and the magnet was covered with similar metallic sludge. It appears that the fluid was originally clear, however with the metal dust and shavings was grey.

If

Chris had been honest with me and stated that this truck was to be delivered with a Brazilian made 6 speed, I would have REFUSED accepting the truck. I specified an Allison transmission, and that is what I demand. During our conversation 1/13/06, he had the nerve to tell me that they found these Brazilian made units perform better than the commercial Allison I specified.

January 15 to 17, 2006 I drove the truck 600 miles with the new synthetic fluids. Now the truck runs and shift noticeably smoother, and now gets 1.5 mpg higher mileage on the same highway trip under identical driving conditions. Interestingly, I was told by Mike and Chris to expect 18 to 22 mpg with this Cummings diesel; with the new fluids I'm only up to 16.5 mpg at 70-75 miles per hour highway driving.

Why will it

be after February, after receiving this truck in early December, before I can order the complete service manuals?

Sincerely

Randolph W.

Mayley

This letter was sent 1/18/2006 by USPS RR certified mail #7002
0860 0001 5566 3038.

Copy to Popular Mechanics magazine about this
disappointment.

Copy to Consumer Reports to log a formal customer
complaint.

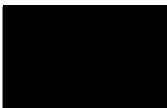
Sender Information:

Title: Mr.

First Name:

Middle Initial:

Last Name:



From: customerassist@daimlerchrysler.com
To: [REDACTED]
Date: Thu Feb 16 08:45:20 EST 2006
Subject: Re: DaimlerChrysler Customer Assistance
Dear [REDACTED]

Thank you for your recent email referring to previous communication with DaimlerChrysler.

We apologize for the delay in attending to your letter. Correspondence is given first come, first served priority. Due to the current volume of mail received, we are not able to address each letter as promptly as we would like.

Please call the Customer Assistance Center at 1-800-992-1997 between 8:00 a.m. and 5:00 p.m. Monday through Friday. It is necessary to discuss this issue with you directly. Before calling the Customer Assistance Center, please have the following information handy:

- Vehicle owner name
- Vehicle owner address
- Day and evening phone numbers
- Vehicle Identification Number (VIN)
- Name of dealership where vehicle was purchased
- Date of purchase
- Dealership where service was performed
- Date of last service
- Current vehicle mileage
- An explanation of the problem

We have trained Senior Staff agents available to address the questions and concerns you may have.

Thank you again for your email.

Sincerely,

William
Senior Staff Representative
DaimlerChrysler Customer Assistance Center

NOTE: Please do not use the 'Reply' function of your email system. If you have a need to respond to this message, please visit us at our reply form (link provided below). Our system is NOT able to accept any emails at this address.

For any future communications related to this email, please refer to the following information:

REFERENCE NUMBER: 14601466

REPLY LINK:

http://www.chrysler.com/wccsapp/wccs/brand_forms/us/reply.jsp?trk_ID=KMM3601809C0KM&

Original Message Follows:

Form Selected:

Category: US Customer Service

Brief Description:

New Truck delivered unsatisfactorily

Comments:

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Mr. Steve Landry

VP- Dodge Marketing

and Product Planning

Customer Correspondence Center

PO Box 10072

Toledo,

OH 43682-4121

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viscosity as if 5W or similar. I do not understand why this low weight oil
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is scheduled at 7,500 miles, as per the owner's maintenance book. I feel

this low viscosity oil would have result in excessive engine wear, so it was replaced with supreme quality synthetic 15W40, which had much more body and lubricity. Now the engine runs much smoother and quieter. Also I greased the tie rod ends, which did not appear to have been greased at all prior to delivery.

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found these Brazilian made units perform better than the commercial Allison I specified.

January 15 to 17, 2006 I drove the truck 600 miles with the new synthetic fluids. Now the truck runs and shift noticeably smoother, and now gets 1.5 mpg higher mileage on the same highway trip under identical driving conditions. Interestingly, I was told by Mike and Chris to expect 18 to 22 mpg with this Cummings diesel; with the new fluids I'm only up to 16.5 mpg at 70-75 miles per hour highway driving.

Why will it be after February, after receiving this truck in early December, before I can order the complete service manuals?

Sincerely

Randolph W.

Mayley

This letter was sent 1/18/2006 by USPS RR certified mail #7002

0860 0001 5566 3038.

Copy to Popular Mechanics magazine about this disappointment.

Copy to Consumer Reports to log a formal customer complaint.

Sender Information:

Title: Mr.

First Name:

Middle Initial:

Last Name:

From: [REDACTED]
To: customerassist@daimlerchrysler.com
Date: Wed Apr 25 14:11:23 EDT 2007
Subject: DaimlerChrysler Customer Assistance
Form Selected:

Category: US Customer Service
Brief Description:

faulty steering

Comments:

Dear Chrysler,
I contacted you Saturday about your problem with a 2006 Dodge Ram 2500 Steering component that is now at your Burlington Wa. dealership being fixed. I have not recieved a reply. I went to the doctor because the jarring I took when the steering went out hurt my back. I would have appreciated a return email. I am out of work now because of your truck. Do you not care about the people who drive your vehicles. I have pictures of the broken steering component for you so you can make sure this happens to no one else. I am lucky to be alive as I was doing 70mph when it broke. I have consulted with a lawyer but have not retained him as of yet. I make \$35.00 an hour on my job so you can see I would not want to miss work. I also have a house, car and other finacial obligations to which I am responsible.
Thank you for your time,

[REDACTED]
Sedro Woolley, WA [REDACTED]

Sender Information:

Title:
First Name:
Middle Initial:
Last Name:



From: [REDACTED]
To: customerassist@chrysler.com
Date: Mon Aug 27 10:56:59 EDT 2007
Subject: Chrysler LLC Customer Assistance
Form Selected:

Category: US Customer Service
Brief Description:

No customer service!!!

Comments:

I purchased a 2006 dodge 3500 4x4 and have had nothing but trouble with it. In the last month alone, the engine brake, u-joints, clutch, and tie rod ends have all gone bad. I had the vehicle towed the last time and was told it was going to cost me 150.00, when in reallity it cost 220.00. I bought the truck from chapprell dadge in ada, ok. I purchased an extended warranty that apparently covers nothing, and purchased it under the business link program which does nothiung for me and there is only 3 dealers that are on the program. I had a new motor at 65,000 miles, several injectors, and the truck has been towed at least 5 times. I need somebody to explain to me why nothing is covered under any of the service plans or business link, and why it is so expensive to own a dodge truck. I am in the market for 15 new trucks for the next 6 months for my company and as of right now none of them will be a dodge!!!

Please help me!!!

Sender Information:

Title: Mr.
First Name: [REDACTED]
Middle Initial: [REDACTED]
Last Name: [REDACTED]

From: customerassist@chrysler.com
To: [REDACTED]
Date: Wed Aug 29 12:02:15 EDT 2007
Subject: Re: Chrysler LLC Customer Assistance
Dear Brandon:

Thank you for contacting the Chrysler Customer Assistance Center regarding the issues you are having with your 2006 Dodge Ram 3500.

Your email has been received and the concerns you have raised are appreciated.

After thoroughly reviewing your request and the files on this matter, we respectfully concur with the decision rendered by our Senior Staff Representative.

Thank you for taking the time to communicate with us. It is regrettable that a more favorable reply can not be provided.

Thanks again for your email.

Sincerely,

Karrie

Senior Staff Representative
Chrysler Customer Assistance Center

For any future communications related to this email, please refer to the following information:

REFERENCE NUMBER: 16671248

EMAIL CASE NUMBER: 1815584

REPLY LINK:

http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM5105341I25261L0K
M&

Original Message Follows:

US Customer Service - Dodge Brand Site

Brief Description:

No customer service!!!

Comments:

I purchased a 2006 dodge 3500 4x4 and have had nothing but trouble with it. In the last month alone, the engine brake, u-joints, clutch, and tie rod ends have all gone bad. I had the vehicle towed the last time and was told it was going to cost me 150.00, when in reallity it cost 220.00. I bought the truck from chapprell dadge in ada, ok. I purchased an extended warranty that apparently covers nothing, and purchased it under the business link program which does nothiung for me and there is only 3 dealers that are on the program. I had a new motor at 65,000 miles, several injectors, and the truck has been towed at least 5 times. I need somebody to explain to me why nothing is covered under any of the service plans or business link, and why it is so expensive to own a dodge truck. I am in the market for 15 new trucks for the next 6 months for my company and as of right now none of them will be a dodge!!! Please help me!!!

VIN:

6G

Mileage:

89000

Servicing Dealer:

crown bristow

Title:

Mr.

First Name:

Middle

Last Name

Address

Address

City:

Sasakwa

State:

OK

Zip:

Email:

Work Phone

From: [REDACTED]
To: customerassist@chrysler.com
Date: Wed Aug 29 13:37:35 EDT 2007
Subject: RE: Chrysler LLC Customer Assistance (KMM5105341I25261L0KM)
Thanks for the reply.

I have looked into the warranty of both Ford and Chevrolet and they both have stated that the front end parts that aren't covered with Dodge are covered on their trucks. I spent too much money to purchase this truck, the business link program, and your "extended warranty" for the truck to have this much trouble this early. This month alone I have spent 2200.00 in repairs and towing. Also, due to the lack of "customer service" through dodge, I can assure you and everyone within your company that neither my company, my family, or any of my acquaintances will ever purchase a Chrysler product again. I will personally see to it!!!

[REDACTED]
Holdenville, Ok [REDACTED]
[REDACTED]

-----Original Message-----

From: customerassist [mailto:customerassist@chrysler.com]
Sent: Wednesday, August 29, 2007 11:03 AM
To: [REDACTED]
Subject: Re: Chrysler LLC Customer Assistance (KMM5105341I25261L0KM)

Dear [REDACTED]:

Thank you for contacting the Chrysler Customer Assistance Center regarding the issues you are having with your 2006 Dodge Ram 3500.

Your email has been received and the concerns you have raised are appreciated.

After thoroughly reviewing your request and the files on this matter, we respectfully concur with the decision rendered by our Senior Staff Representative.

Thank you for taking the time to communicate with us. It is regrettable that a more favorable reply can not be provided.

Thanks again for your email.

Sincerely,

Karrie

Senior Staff Representative
Chrysler Customer Assistance Center

For any future communications related to this email, please refer to the following information:
REFERENCE NUMBER: 16671248

EMAIL CASE NUMBER: 1815584

REPLY LINK:

http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM5105341I25261L0KM&

Original Message Follows:

US Customer Service - Dodge Brand Site

Brief Description:

No customer service!!!

Comments:

I purchased a 2006 dodge 3500 4x4 and have had nothing but trouble with it.

In the last month alone, the engine brake, u-joints, clutch, and tie rod ends have all gone bad. I had the vehicle towed the last time and was told

it was going to cost me 150.00, when in reallity it cost 220.00. I bought

the truck from chapprell dadge in ada, ok. I purchased an extended warranty

that apparently covers nothing, and purchased it under the business link

program which does nothiung for me and there is only 3 dealers that are on

the program. I had a new motor at 65,000 miles, several injectors, and the

truck has been towed at least 5 times. I need somebody to explain to me why nothing is covered under any of the service plans or business link, and

why it is so expensive to own a dodge truck. I am in the market for 15 new

trucks for the next 6 months for my company and as of right now none of them will be a dodge!!! Please help me!!!

VIN:

6G [REDACTED]

Mileage:

89000

Servicing Dealer:

crown bristow

Title:

Mr.

First Name:

Middle [REDACTED]

Last Name [REDACTED]

Address [REDACTED]

Address [REDACTED]

City: Sasakwa

State: OK

Zip:

Email:

Work Ph



From: customerassist@chrysler.com
To: [REDACTED]
Date: Wed Aug 29 14:26:03 EDT 2007
Subject: RE: Chrysler LLC Customer Assistance (KMM5105341I25261L0KM)
Dear Brandon:

Thank you for contacting the Chrysler Customer Assistance Center regarding previous communication concerning your 2006 Dodge Ram.

Your email does not contain any information that would cause a change in the previous decision. Therefore, your request must again be respectfully declined.

Any future communication related to this issue will be retained in corporate records.

If, at some future date, we can be of assistance to you in some other area, please let us know.

Thanks again for your email.

Sincerely,

Karrie

Senior Staff Representative
Chrysler Customer Assistance Center

For any future communications related to this email, please refer to the following information:
REFERENCE NUMBER: 16671248
EMAIL CASE NUMBER: 1815584
REPLY LINK:
http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM5105822I25261L0KM&

Original Message Follows:

Thanks for the reply.

I have looked into the warranty of both Ford and Chevrolet and they both have stated that the front end parts that aren't covered with Dodge are covered on their trucks. I spent too much money to purchase this truck, the business link program, and your "extended warranty" for the truck to have this much trouble this early. This month alone I have spent 2200.00 in repairs and towing. Also, due to the lack of "customer service" through dodge, I can assure you and everyone within your company that neither my company, my family, or any of my acquaintances will ever purchase a Chrysler product again. I will personally see to it!!!

[REDACTED]
Holdenville, Ok
[REDACTED]

-----Original Message-----

From: customerassist [mailto:customerassist@chrysler.com]

Sent: Wednesday, August 29, 2007 11:03 AM

To: [REDACTED]

Subject: Re: Chrysler LLC Customer Assistance (KMM5105341I25261L0KM)

Dear Brandon:

Thank you for contacting the Chrysler Customer Assistance Center regarding the issues you are having with your 2006 Dodge Ram 3500.

Your email has been received and the concerns you have raised are appreciated.

After thoroughly reviewing your request and the files on this matter, we respectfully concur with the decision rendered by our Senior Staff Representative.

Thank you for taking the time to communicate with us. It is regrettable that a more favorable reply can not be provided.

Thanks again for your email.

Sincerely,

Karrie

Senior Staff Representative
Chrysler Customer Assistance Center

For any future communications related to this email, please refer to the following information:

REFERENCE NUMBER: 16671248

EMAIL CASE NUMBER: 1815584

REPLY LINK:

http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM5105341I25261L0KM&

Original Message Follows:

US Customer Service - Dodge Brand Site

Brief Description:

No customer service!!!

Comments:

I purchased a 2006 dodge 3500 4x4 and have had nothing but trouble with it.

In the last month alone, the engine brake, u-joints, clutch, and tie rod

ends have all gone bad. I had the vehicle towed the last time and was told

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