

AQ14-003

CHRYSLER

12/12/2014

ENCLOSURE 14

N49 Owner



IMPORTANT SAFETY RECALL

N49 / NHTSA 13V-529

This notice applies to your vehicle (VIN: xxxxxxxxxxxxxxxxxxxx).

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

Dear: (Name)

Chrysler has decided that a defect, which relates to motor vehicle safety, exists in some **2008 through 2012 model year RAM 1500/2500/3500 series Trucks.**

The problem is... The left tie rod ball stud on your truck may fracture under certain driving conditions. This could cause a loss of directional control and/or crash without warning.

What your dealer will do... Chrysler will repair your vehicle free of charge (parts and labor). To do this, your dealer will inspect the steering linkage on your truck and replace steering linkage if required. The inspection will take less than 1/2 hour. If linkage replacement is required, the work will take an additional 1 hour to complete. However, additional time may be necessary depending on service schedules.

What you must do to ensure your safety... Simply contact your Chrysler, Jeep, or Dodge dealer starting January 06, 2014 to schedule a service appointment. Ask the dealer to hold the parts for your vehicle or to order them before your appointment. **Please bring this letter with you to your dealer.**

If you need help... If you have questions or concerns which your dealer is unable to resolve, please contact the Chrysler Group Recall Assistance Center at 1-800-853-1403.

Please help us update our records by filling out the attached prepaid postcard if any of the conditions listed on the card apply to you or your vehicle. You may also update this information on the web at
CCCCCCCCCCCCCCCCCCCCCCCCCCCCCCCC

If you have already experienced this condition and have paid to have it repaired, please send your original receipts and/or other adequate proof of payment to the following address for reimbursement: Chrysler Customer Assistance, P.O. Box 21-8007, Auburn Hills, MI 48321-8007, Attention: Reimbursement. Once we receive and verify the required documents, reimbursement will be sent to you within 60 days.

If your dealer fails or is unable to remedy this defect without charge and within a reasonable time, you may submit a written complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Ave., S.E., Washington, DC 20590, or call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153), or go to <http://www.safercar.gov>.

We're sorry for any inconvenience, but we are sincerely concerned about your safety. Thank you for your attention to this important matter.

Customer Services / Field Operations
Chrysler Group LLC

Note to lessors receiving this recall: Federal regulation requires that you forward this recall notice to the lessee within 10 days.

AQ14-003

CHRYSLER

12/12/2014

ENCLOSURE 14

N62 Owner

IMPORTANT SAFETY RECALL**N62 / NHTSA 13V-528**

This notice applies to your vehicle (VIN: xxxxxxxxxxxxxxxxxxxx).

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

Dear: (Name)

Chrysler has decided that a defect, which relates to motor vehicle safety, exists in some **2003 through 2008 model year Dodge RAM 1500/2500/3500 series Trucks that had the steering linkage replaced with MOPAR service parts.**

The problem is... The left tie rod ball stud on your truck may fracture under certain driving conditions. This could cause a loss of directional control and/or crash without warning.

What your dealer will do... Chrysler will repair your vehicle free of charge (parts and labor). To do this, your dealer will inspect the steering linkage on your truck and replace steering linkage components if required. The inspection will take less than ½ hour. If linkage replacement is required, the work will take an additional 1 hour to complete. However, additional time may be necessary depending on service schedules.

What you must do to ensure your safety... Simply **contact your Chrysler, Jeep, or Dodge dealer** starting January 6, 2014 to schedule a service appointment. Ask the dealer to hold the parts for your vehicle or to order them before your appointment. **Please bring this letter with you to your dealer.**

If you need help... If you have questions or concerns which your dealer is unable to resolve, please contact the Chrysler Group Recall Assistance Center at 1-800-853-1403.

Please help us update our records by filling out the attached prepaid postcard if any of the conditions listed on the card apply to you or your vehicle. You may also update this information on the web at www.dodge.com.

If you have already experienced this condition and have paid to have it repaired, please send your original receipts and/or other adequate proof of payment to the following address for reimbursement: Chrysler Customer Assistance, P.O. Box 21-8007, Auburn Hills, MI 48321-8007, Attention: Reimbursement. Once we receive and verify the required documents, reimbursement will be sent to you within 60 days.

If your dealer fails or is unable to remedy this defect without charge and within a reasonable time, you may submit a written complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Ave., S.E., Washington, DC 20590, or call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153), or go to <http://www.safercar.gov>.

We're sorry for any inconvenience, but we are sincerely concerned about your safety. Thank you for your attention to this important matter.

Customer Services / Field Operations
Chrysler Group LLC

Note to lessors receiving this recall: Federal regulation requires that you forward this recall notice to the lessee within 10 days.

AQ14-003

CHRYSLER

12/12/2014

ENCLOSURE 2

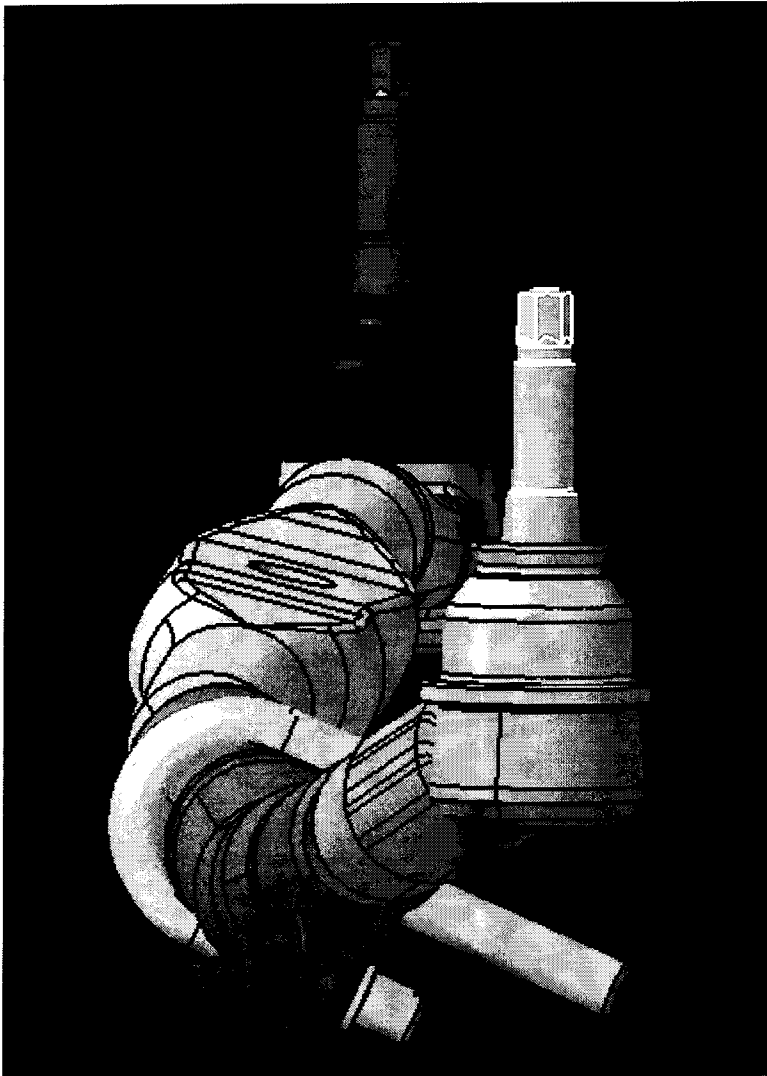
01282014 email

Bernier David (FCA)

From: Adam Ely
Sent: Tuesday, January 28, 2014 3:33 PM
To: mhendricks@powersandsonslc.com
Cc: Kulwant Singh; Bernier David (FCA); Mike Laba
Subject: FW: N49 - Track Rod Assembly
Attachments: left.jpg; right.jpg

Morris,

While installing part number CBUEN491AA, which contains part number 52122389AF, a technician noticed that the new track ball studs were out of line. Here is a CAD picture of 52122389AE showing the alignment. Do you know how many pieces were manufactured for this particular lot? What is the potential impact to Mopar if more parts exhibit this condition?



Regards,
Adam Ely
Chrysler Group LLC
Mopar – Quality Control
586.215.1482

From: John Billington
Sent: Tuesday, January 28, 2014 10:12 AM

To: David Bernier; Adam Ely
Subject: FW: N49 - Track Rod Assembly

Adam, FYI

From: John Billington
Sent: Friday, January 24, 2014 3:38 PM
To: Michael Cuson
Subject: N49 - Track Rod Assembly

Michael,
As the Recall was being performed when a technician noticed that the new track ball studs were out of line. This is the first case to our knowledge. The attached photos show the issue. The case number is 60874792.

AQ14-003

CHRYSLER

12/12/2014

ENCLOSURE 2

02272014 email

Bernier David (FCA)

From: Mopar Parts <Mopar_Parts%WK-AMERICA@chrysler.com>
Sent: Thursday, February 27, 2014 2:23 PM
Subject: Immediate Return -Tie Rod Kit, Outer

This email was distributed to the following dealership mailboxes:

Parts, Service, General, Dealer Principal, Sales

Immediately return following part number: CBUEN491AA for quality verification. The replacement part number is: CBUEN491AA with orange stripe for certification.

Please return parts back to your Facing PDC using Return Code 02, before March 21st 2014.

Replacement inventory will be available soon.

Direct all questions via email to KG228@CHRYSLER.COM.

Devolver inmediatamente siguientes número de pieza: CBUEN491AA para la verificación de la calidad. La pieza de recambio número es: CBUEN491AA con franja naranja para la certificación.

Por favor devuelva las piezas de vuelta a su Frente PDC utilizando código de return 02, antes del 21 de marzo 2014.

Inventario de reemplazo estará disponible muy pronto.

Dirija todas las preguntas por correo electrónico a KG228@CHRYSLER.COM

Bernier David (FCA)

From: Mopar Parts <Mopar_Parts%WK-AMERICA@chrysler.com>
Sent: Monday, March 17, 2014 11:30 AM
Subject: Immediate Return -Tie Rod Kit, Outer End - CBUEN491AA

This email was distributed to the following dealership mailboxes:

Parts

Your dealership has been identified as having a quantity of one or more part numbers: CBUEN491AA in inventory.

Reminder: We are asking that you Immediately return part number: **CBUEN491AA** for quality verification. Upon receipt of the parts, your dealership will be cleared for distribution of the new replacement part once it becomes available.

If you have already initiated the return – thank you for your attention to this matter.

Please return parts back to your Facing PDC using Return Code 02, before March 21, 2014 (or sooner).

In order to reduce errors of installing the incorrect part, we will begin the distribution of the **new part CBUEN491AB** once we have cleared the inventory from dealer stock. The new replacement part is expected to be available for distribution to dealers in limited quantities beginning the week of April 14, 2014. You will be notified of the new part availability.

We will update you if there are any changes. If there are any questions or concerns please contact Keith Gokey <KG228@chrysler.com>

AQ14-003

CHRYSLER

12/12/2014

ENCLOSURE 2

03172014 dmailAAAA

AQ14-003

CHRYSLER

12/12/2014

ENCLOSURE 2

D-Mail N49



11/08/2013

New Safety Recall Advanced Communication – N49110813

Chrysler Group LLC (Chrysler) announced a safety recall on certain 2008 model year trucks and all 2009 through 2012 model year trucks:

- 2008 and 2009 model year (DH) Dodge Trucks (2500 series)
- 2010 model year (DJ) Dodge Trucks (2500 series)
- 2011 and 2012 (DJ) RAM Trucks (2500 series)
- 2008 and 2009 model year (D1) Dodge Trucks (3500 series)
- 2010 model year (D2) Dodge Trucks (3500 series)
- 2011 and 2012 (D2) RAM Trucks (3500 series)

Approximately 293,000 of the above vehicles may experience a fracture of the left tie rod ball stud. This condition could cause the potential loss of vehicle directional stability. If the left tie rod ball stud fractures during certain driving conditions it could cause a crash without warning.

Chrysler engineering has determined that these vehicles may have a left tie rod ball stud that is out of orientation with the right side tie rod ball stud. If the left tie rod ball stud orientation is out of tolerance, the left tie rod may bind and/or fracture during certain driving maneuvers.

Safety Recall L16 addressed this issue with a repair procedure that instructs the dealership technicians on how to perform the right-to-left tie rod end orientation when performing a front end alignment or toe set procedure.

Right-to-left tie rod end orientation during a front end alignment is not a typical service procedure in independent repair facilities. Failure to perform a tie rod end right-to-left orientation during a front end alignment could place the vehicle into a pre-recall (L16) condition.

Chrysler will conduct a voluntary safety recall on all affected vehicles to replace the right and left tie rod ends with an improved steering linkage design that will maintain the right-to-left tie rod end orientation.

Dealers will be notified of the launch of this safety recall by way of established methods used in the past.

We ask that you please take the time to ensure that your personnel are aware of this communication and are prepared to execute a customer friendly process for inquiries on involved vehicles.

Customer Services Field Operations
Chrysler Group LLC

AQ14-003

CHRYSLER

12/12/2014

ENCLOSURE 2

D-Mail N62



11/08/2013

New Safety Recall Advanced Communication – N62110813

Chrysler Group LLC (Chrysler) announced a safety recall on certain:

- 2003 and 2004 model year (DR) Dodge Trucks (2500 series)
- 2005 through 2008 model year (DH) Dodge Trucks (2500 series)
- 2003 and 2004 model year (DR) Dodge Trucks (3500 series)
- 2005 model year (DH) Dodge Truck (3500 series)
- 2006 and 2008 model year (D1) Dodge Trucks (3500 series)

Approximately 842,000 of the above vehicles may have had Mopar steering linkage installed during a vehicle repair. The steering linkage sold by Mopar Parts Division may experience a fracture of the left tie rod ball stud if not installed correctly. This condition could cause the potential loss of vehicle directional stability. If the left tie rod ball stud fractures during certain driving conditions it could cause a crash without warning.

Chrysler engineering has determined that these vehicles, if equipped with Mopar steering linkage, may have a left tie rod ball stud that was installed out of orientation with the right side tie rod ball stud. If the left tie rod ball stud orientation is out of tolerance, the left tie rod may bind and/or fracture during certain driving maneuvers.

Safety Recall L16 addressed this issue with a repair procedure that instructs the dealership technicians on how to perform the right-to-left tie rod end orientation when performing a front end alignment or toe set procedure.

Right-to-left tie rod end orientation during a front end alignment is not a typical service procedure in independent repair facilities. Failure to perform a tie rod end right-to-left orientation on Mopar steering linkage during a front end alignment could place the vehicle into a pre-recall (L16) condition.

Chrysler will conduct a voluntary safety recall on all affected vehicles to replace the right and left tie rod ends with an improved steering linkage design that will maintain the right-to-left tie rod end orientation.

Dealers will be notified of the launch of this safety recall by way of established methods used in the past.

We ask that you please take the time to ensure that your personnel are aware of this communication and are prepared to execute a customer friendly process for inquiries on involved vehicles.

Customer Services Field Operations
Chrysler Group LLC

AQ14-003

CHRYSLER

12/12/2014

ENCLOSURE 2

N49 Dealer rev



Revised January 2014

Dealer Service Instructions for:

Safety Recall N49 / NHTSA 13V-529

Left Outer Tie Rod Assembly

NOTE: An inspection of the steering linkage type has been added to this recall. The steering linkage inspection should be performed in the write-up area.

Models

2008	(DH) Dodge RAM Truck (1500 series 4x4 Mega Cab)
2008 - 2009	(DH) Dodge RAM Truck (2500 / 3500 series 4x4)
2008 - 2009	(D1) Dodge RAM Truck (3500 series 4x4)
2010 - 2012	(D2) Dodge RAM Truck (3500 series 4x4)
2010 - 2012	(DJ) Dodge RAM Truck (2500 series 4x4)
2008 - 2010	(DC) Dodge RAM Truck (3500 Cab Chassis)
2011 - 2012	(DD) Dodge RAM Truck (3500 Cab Chassis)

NOTE: This recall applies only to the above vehicles built between February 14, 2008 and December 22, 2012 (MDH 021400 through 122218).

IMPORTANT: Some of the involved vehicles may be in dealer used vehicle inventory. Dealers should complete this recall service on these vehicles before retail delivery. Dealers should also perform this recall on vehicles in for service. Involved vehicles can be determined by using the VIP inquiry process.

Subject

The left tie rod ball stud on about 264,000 of the above vehicles may fracture under certain driving conditions. This could cause a loss of directional control and/or a crash without warning.

Repair

The steering linkage assembly must be inspected and replaced if required.

NOTE: The initial steering linkage inspection process can be done by write-up personnel in the write-up area (see Section A. of the service procedure). Vehicles found with original style steering linkage can be immediately returned to the customer.

Parts Information

<u>Part Number</u>	<u>Description</u>
CBUEN491AA	Steering Linkage Package

Each package contains the following components:

<u>Quantity</u>	<u>Description</u>
1	Tie Rod, Left
1	Tie Rod, Right
1	Sleeve, Adjuster
2	Clamp, Adjuster Sleeve
2	Bolt, Adjuster Sleeve
2	Nut, Adjuster Sleeve

<u>Part Number</u>	<u>Description</u>
CBUEN492AA	Steering Linkage Installation Package

Each package contains the following components:

<u>Quantity</u>	<u>Description</u>
3	Nut, Hex Lock
1	Nut, Hex Flange

Each dealer to whom vehicles in the recall were assigned will receive enough steering linkages to service about **10%** of those vehicles.

Special Tools

The following special tool is required to perform this repair:

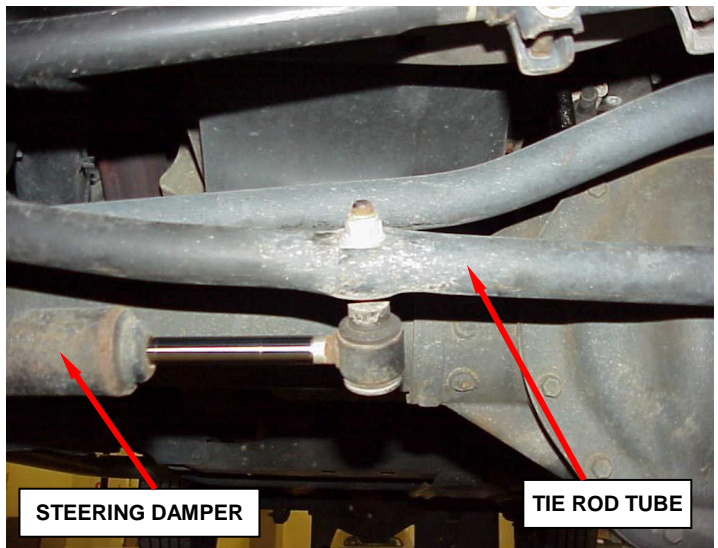
- C4150 Puller, Tie Rod

Service Procedure

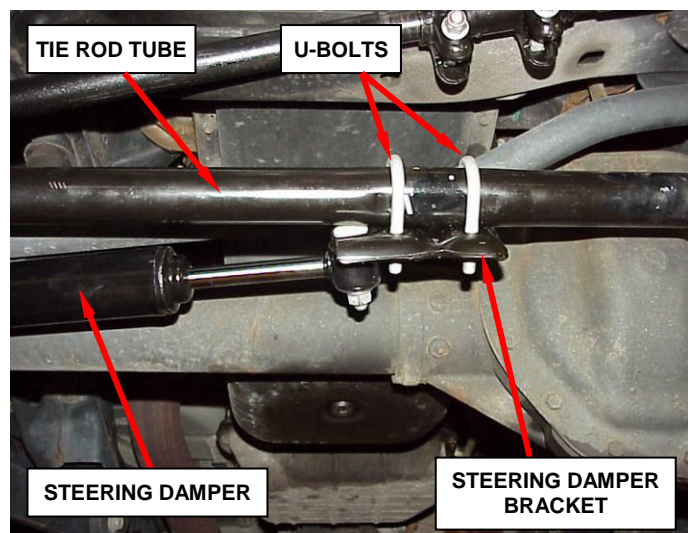
NOTE: The initial steering linkage inspection process (Section A. of the service procedure) can be done by write-up personnel in the write-up area. Vehicles found with the steering linkage shown in Figure 1 can be immediately returned to the customer. See the “Completion Reporting and Reimbursement” section of this recall for special claims processing information.

A. Inspect Steering Linkage Type

1. Look under the front of the vehicle and inspect the steering linkage at the steering damper mounting point:
 - If the steering damper mounts to the tie rod tube as shown in Figure 1, the steering linkage does not require replacement. Return the vehicle to the customer.

**Figure 1 – Steering Linkage**

- If the steering damper mounts to the tie rod tube as shown in Figure 2, the steering linkage must be replaced. Continue with **Section B. Replace Steering Linkage.**

**Figure 2 – Steering Linkage**

Service Procedure

B. Replace Steering Linkage

1. Lift the vehicle on an appropriate hoist.

2. Remove and save the front wheels.



Figure 3 – Steering Damper Nut

3. Remove and discard the steering damper nut (Figure 3)

4. Disconnect the steering damper from the steering linkage.

5. Remove and discard the drag link nut at the right tie rod (Figure 4).

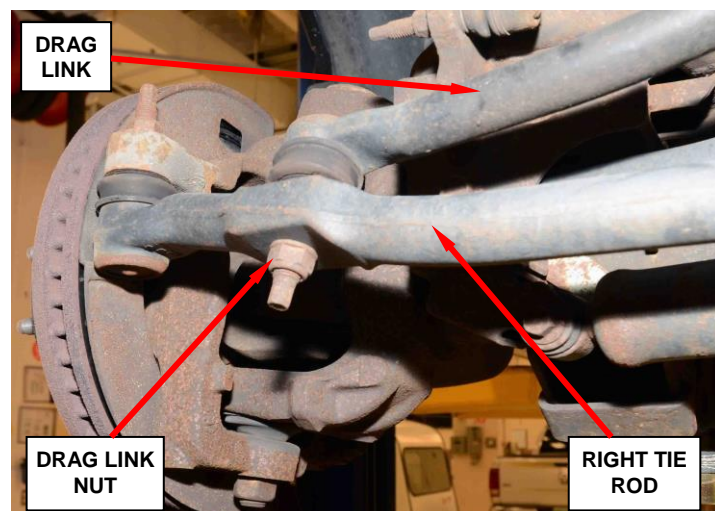


Figure 4 – Drag Link Nut

6. Using special tool C4150, separate the drag link from the right tie rod.

Service Procedure (Continued)

7. Remove and discard the left tie rod nut (Figure 5).

8. Using special tool C4150, separate left tie rod end from the steering knuckle.

9. Remove and discard the right tie rod nut (Figure 6).

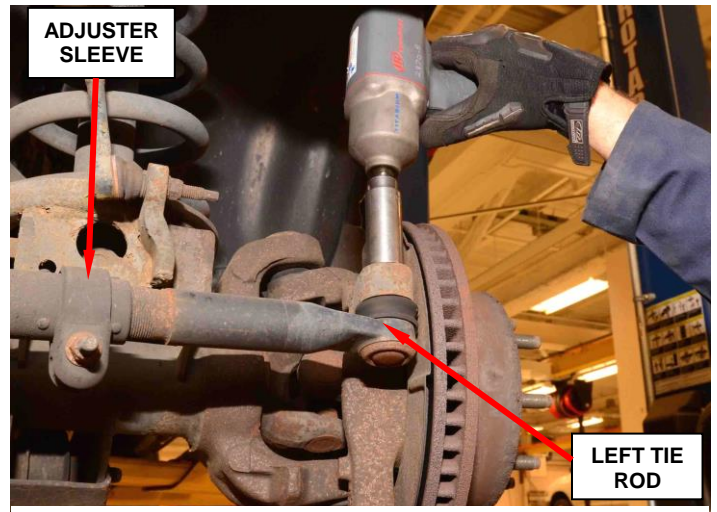


Figure 5 – Left Tie Rod Nut

10. Using special tool C4150, separate the right tie rod end from the steering knuckle.

11. Remove and discard the right and left tie rod assembly.

12. Remove and discard the tie rod end boot protectors from the new steering linkage.

13. Remove all shipping labels from the new steering linkage.

14. With the help of an assistant, place the new steering linkage into position and start the new tie rod end nuts.



Figure 6 – Right Tie Rod Nut

Service Procedure (Continued)

15. Tighten the new right and left tie rod nuts to 80 ft. lbs. (108 N·m) (Figure 7).
16. Connect the drag link to the right tie rod end (Figure 8). Tighten the new drag link retaining nut to 96 ft. lbs. (130 N·m).
17. Connect the steering damper to the new steering linkage. Tighten the new steering damper nut to 60 ft. lbs. (81 N·m).
18. Install the front wheels.
 - Lug Nut 9/16 x 18 with 60° Cone (1500) 130 ft. lbs. (176 N·m).
 - Lug Nut 9/16 x 18 with 60° Cone (2500, 3500 – Single Rear Wheel) 140 ft. lbs. (190 N·m).
 - Lug Nut 9/16 x 18 with Flat Washer (3500 – Dual Rear Wheel) 145 ft. lbs. (197 N·m).

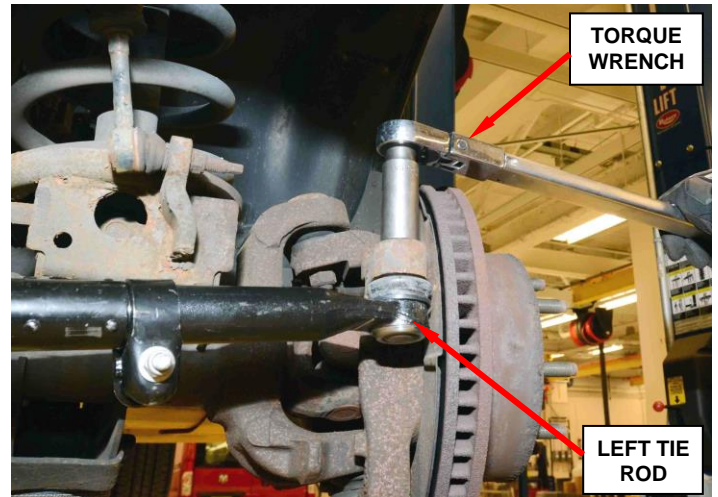


Figure 7 – Tighten Tie Rod Nut (Left Side Shown)

19. Lower the vehicle from the hoist.
20. Set the toe-in and center the steering wheel following the wheel alignment machine manufacturer's instructions.

NOTE: Toe should be set to +0.20° total toe on all models and the adjuster sleeves must be hanging straight down with the sleeve bolts tightened to 45 ft. lbs. (61 N·m).

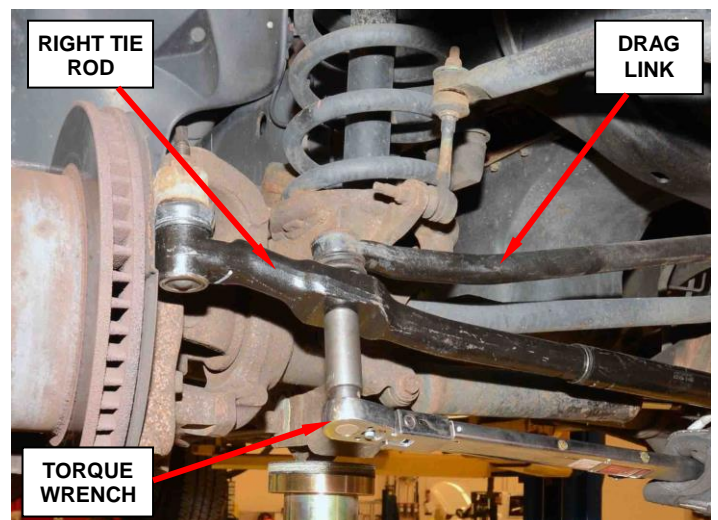


Figure 8 – Tighten Drag Link Nut

Completion Reporting and Reimbursement

Claims for vehicles that have been serviced must be submitted on the DealerCONNECT Claim Entry Screen located on the Service tab. Claims submitted will be used by Chrysler to record recall service completions and provide dealer payments.

Use the following labor operation number and time allowance:

	Labor Operation Number	Time Allowance
Inspect steering linkage in write-up area	19-N4-91-81	0.0 hours
Replace steering linkage, set toe and center steering wheel	19-N4-91-82	1.1 hours

Add the cost of the recall parts package plus applicable dealer allowance to your claim.

FOR VEHICLES INSPECTED IN THE WRITE UP AREA: Enter “INSPECT” in the part number section of your claim with a quantity of one (1). Enter \$5.00 WITH NO MARK-UP for reimbursement of steering linkage inspection performed in the write up area.

NOTE: See the Warranty Administration Manual, Recall Claim Processing Section, for complete recall claim processing instructions.

Dealer Notification

To view this notification on DealerCONNECT, select “Global Recall System” on the Service tab, then click on the description of this notification.

Owner Notification and Service Scheduling

All involved vehicle owners known to Chrysler are being notified of the service requirement by first class mail. They are requested to schedule appointments for this service with their dealers. A generic copy of the owner letter is attached.

Enclosed with each owner letter is an Owner Notification postcard to allow owners to update our records if applicable.

Vehicle Lists, Global Recall System, VIP and Dealer Follow Up

All involved vehicles have been entered into the DealerCONNECT Global Recall System (GRS) and Vehicle Information Plus (VIP) for dealer inquiry as needed.

GRS provides involved dealers with an updated VIN list of their incomplete vehicles. The owner's name, address and phone number are listed if known. Completed vehicles are removed from GRS within several days of repair claim submission.

To use this system, click on the “**Service**” tab and then click on “**Global Recall System.**” Your dealer's VIN list for each recall displayed can be sorted by: those vehicles that were unsold at recall launch, those with a phone number, city, zip code, or VIN sequence.

Dealers must perform this repair on all unsold vehicles before retail delivery. Dealers should also use the VIN list to follow up with all owners to schedule appointments for this repair.

Recall VIN lists may contain confidential, restricted owner name and address information that was obtained from the Department of Motor Vehicles of various states. Use of this information is permitted for this recall only and is strictly prohibited from all other use.

Additional Information

If you have any questions or need assistance in completing this action, please contact your Service and Parts District Manager.

Customer Services / Field Operations
Chrysler Group LLC

AQ14-003

CHRYSLER

12/12/2014

ENCLOSURE 2

N49 Dealer



December 2013

Dealer Service Instructions for:

Safety Recall N49 / NHTSA 13V-529 Left Outer Tie Rod Assembly

Models

2008	(DH) Dodge RAM Truck (1500 series 4x4 Mega Cab)
2008 - 2009	(DH) Dodge RAM Truck (2500 / 3500 series 4x4)
2008 - 2009	(D1) Dodge RAM Truck (3500 series 4x4)
2010 - 2012	(D2) Dodge RAM Truck (3500 series 4x4)
2010 - 2012	(DJ) Dodge RAM Truck (2500 series 4x4)
2008 - 2010	(DC) Dodge RAM Truck (3500 Cab Chassis)
2011 - 2012	(DD) Dodge RAM Truck (3500 Cab Chassis)

NOTE: This recall applies only to the above vehicles built between February 14, 2008 and December 22, 2012 (MDH 021400 through 122218).

IMPORTANT: Some of the involved vehicles may be in dealer used vehicle inventory. Dealers should complete this recall service on these vehicles before retail delivery. Dealers should also perform this recall on vehicles in for service. Involved vehicles can be determined by using the VIP inquiry process.

Subject

The left tie rod ball stud on about 264,000 of the above vehicles may fracture under certain driving conditions. This could cause a loss of directional control and/or a crash without warning.

Repair

The left and right tie rods must be replaced.

Service Procedure

1. Lift the vehicle on an appropriate hoist.
2. Remove and save the front wheels.



Figure 1 – Steering Damper Nut

3. Remove and discard the steering damper nut (Figure 1)
4. Disconnect the steering damper from the steering linkage.

5. Remove and discard the drag link nut at the right tie rod (Figure 2).

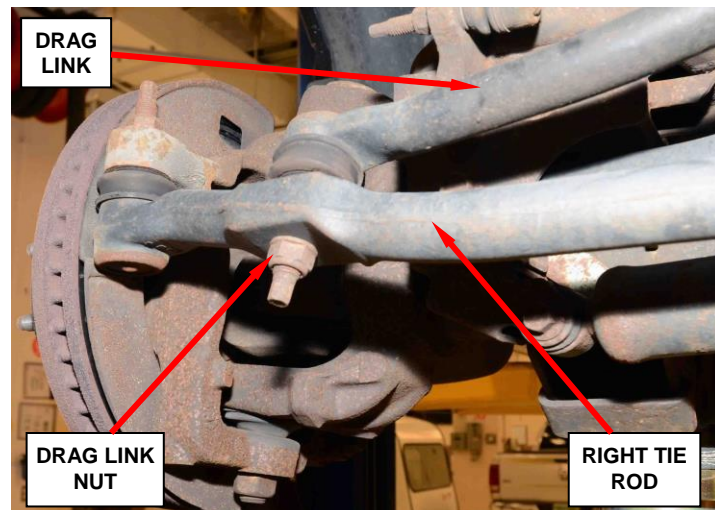


Figure 2 – Drag Link Nut

6. Using special tool C4150, separate the drag link from the right tie rod.

Service Procedure (Continued)

7. Remove and discard the left tie rod nut (Figure 3).

8. Using special tool C4150, separate left tie rod end from the steering knuckle.

9. Remove and discard the right tie rod nut (Figure 4).

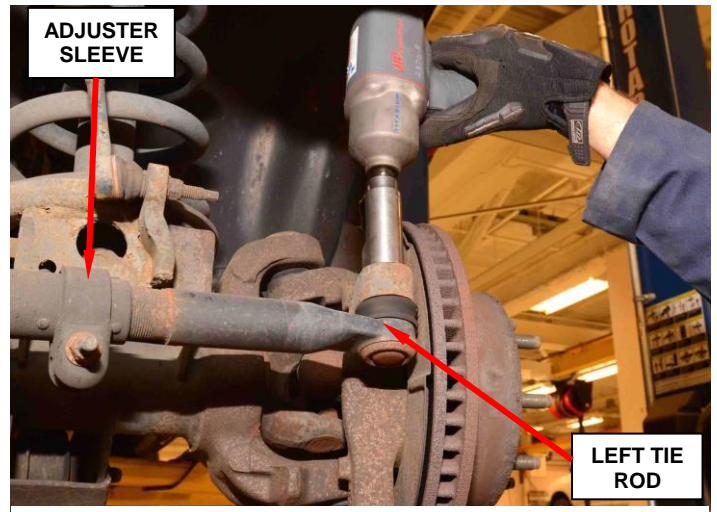


Figure 3 – Left Tie Rod Nut

10. Using special tool C4150, separate the right tie rod end from the steering knuckle.

11. Remove and discard the right and left tie rod assembly.

12. Remove and discard the tie rod end boot protectors from the new steering linkage.

13. Remove all shipping labels from the new steering linkage.

14. With the help of an assistant, place the new steering linkage into position and start the new tie rod end nuts.

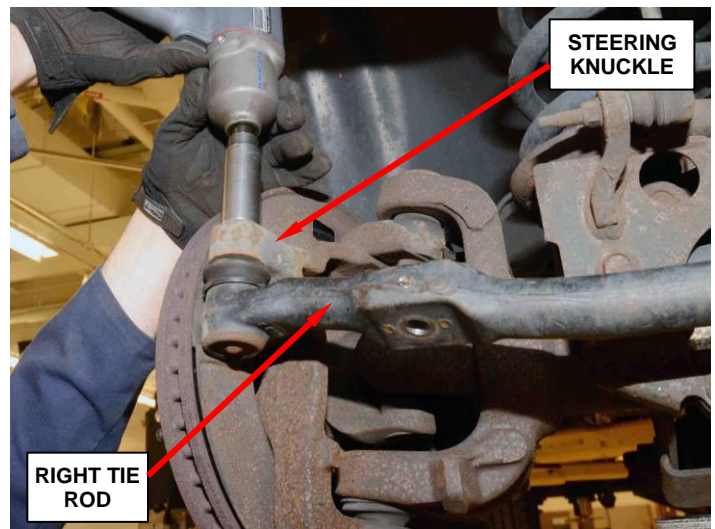


Figure 4 – Right Tie Rod Nut

Service Procedure (Continued)

15. Tighten the new right and left tie rod nuts to 80 ft. lbs. (108 N·m) (Figure 5).
16. Connect the drag link to the right tie rod end (Figure 6). Tighten the new drag link retaining nut to 80 ft. lbs. (108 N·m).
17. Connect the steering damper to the new steering linkage. Tighten the new steering damper nut to 60 ft. lbs. (81 N·m).
18. Install the front wheels.
 - Lug Nut 9/16 x 18 with 60° Cone (1500) 130 ft. lbs. (176 N·m).
 - Lug Nut 9/16 x 18 with 60° Cone (2500, 3500 – Single Rear Wheel) 140 ft. lbs. (190 N·m).
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19. Lower the vehicle from the hoist.
20. Set the toe-in and center the steering wheel following the wheel alignment machine manufacturer's instructions.

NOTE: Toe should be set to +0.20° total toe on all models and the adjuster sleeves must be hanging straight down with the sleeve bolts tightened to 45 ft. lbs. (61 N·m).

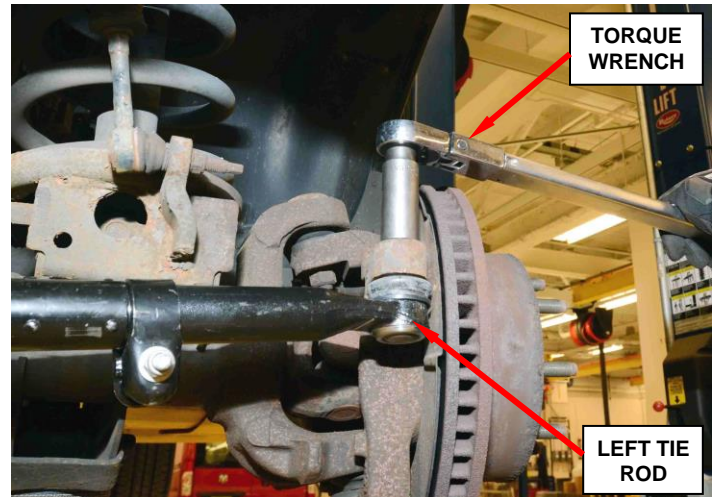


Figure 5 – Tighten Tie Rod Nut (Left Side Shown)

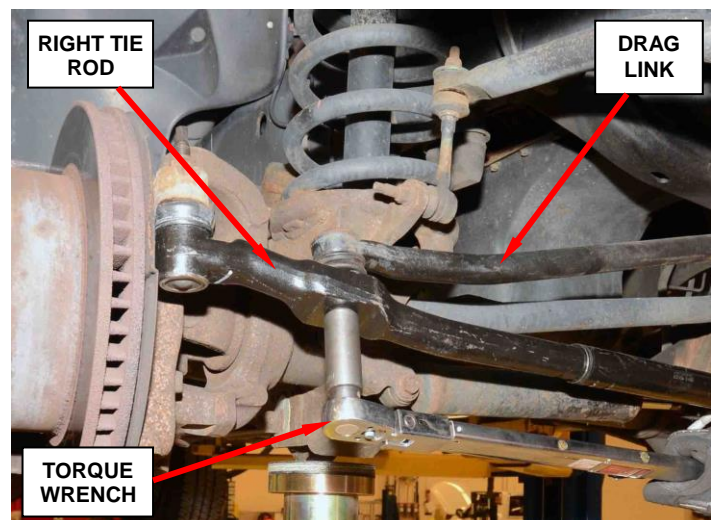


Figure 6 – Tighten Drag Link Nut

Completion Reporting and Reimbursement

Claims for vehicles that have been serviced must be submitted on the DealerCONNECT Claim Entry Screen located on the Service tab. Claims submitted will be used by Chrysler to record recall service completions and provide dealer payments.

Use the following labor operation number and time allowance:

	Labor Operation Number	Time Allowance
Replace steering linkage, set toe and center steering wheel	19-N4-91-82	1.1 hours

Add the cost of the recall parts package plus applicable dealer allowance to your claim.

NOTE: See the Warranty Administration Manual, Recall Claim Processing Section, for complete recall claim processing instructions.

Dealer Notification

To view this notification on DealerCONNECT, select “Global Recall System” on the Service tab, then click on the description of this notification.

Owner Notification and Service Scheduling

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GRS provides involved dealers with an updated VIN list of their incomplete vehicles. The owner's name, address and phone number are listed if known. Completed vehicles are removed from GRS within several days of repair claim submission.

To use this system, click on the “**Service**” tab and then click on “**Global Recall System.**” Your dealer's VIN list for each recall displayed can be sorted by: those vehicles that were unsold at recall launch, those with a phone number, city, zip code, or VIN sequence.

Dealers must perform this repair on all unsold vehicles before retail delivery. Dealers should also use the VIN list to follow up with all owners to schedule appointments for this repair.

Recall VIN lists may contain confidential, restricted owner name and address information that was obtained from the Department of Motor Vehicles of various states. Use of this information is permitted for this recall only and is strictly prohibited from all other use.

Additional Information

If you have any questions or need assistance in completing this action, please contact your Service and Parts District Manager.

Customer Services / Field Operations
Chrysler Group LLC



IMPORTANT SAFETY RECALL

N49 / NHTSA 13V-529

This notice applies to your vehicle (VIN: xxxxxxxxxxxxxxxxxxxx).

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

Dear: (Name)

Chrysler has decided that a defect, which relates to motor vehicle safety, exists in some **2008 through 2012 model year RAM 1500/2500/3500 series Trucks.**

The problem is... The left tie rod ball stud on your truck may fracture under certain driving conditions. This could cause a loss of directional control and/or crash without warning.

What your dealer will do... Chrysler will repair your vehicle free of charge (parts and labor). To do this, your dealer will replace steering linkage components. The work will take approximately 1 hour to complete. However, additional time may be necessary depending on service schedules.

What you must do to ensure your safety... Simply contact your Chrysler, Jeep, or Dodge dealer starting January 6, 2014 to schedule a service appointment. Ask the dealer to hold the parts for your vehicle or to order them before your appointment. **Please bring this letter with you to your dealer.**

If you need help... If you have questions or concerns which your dealer is unable to resolve, please contact the Chrysler Group Recall Assistance Center at 1-800-853-1403.

Please help us update our records by filling out the attached prepaid postcard if any of the conditions listed on the card apply to you or your vehicle. You may also update this information on the web at
CCCCCCCCCCCCCCCCCCCCCCCCCCCCCCCC

If you have already experienced this condition and have paid to have it repaired, please send your original receipts and/or other adequate proof of payment to the following address for reimbursement: Chrysler Customer Assistance, P.O. Box 21-8007, Auburn Hills, MI 48321-8007, Attention: Reimbursement. Once we receive and verify the required documents, reimbursement will be sent to you within 60 days.

If your dealer fails or is unable to remedy this defect without charge and within a reasonable time, you may submit a written complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Ave., S.E., Washington, DC 20590, or call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153), or go to <http://www.safercar.gov>.

We're sorry for any inconvenience, but we are sincerely concerned about your safety. Thank you for your attention to this important matter.

Customer Services / Field Operations
Chrysler Group LLC

Note to lessors receiving this recall: Federal regulation requires that you forward this recall notice to the lessee within 10 days.

AQ14-003

CHRYSLER

12/12/2014

ENCLOSURE 2

N62 Dealer



December 2013

Dealer Service Instructions for:

Safety Recall N62 / NHTSA 13V-528 Left Outer Tie Rod Assembly

Models

- 2003 - 2004 (DR) Dodge RAM Truck (2500 & 3500 series 4x4)
- 2006 - 2008 (DH) Dodge RAM Truck (1500 series 4x4 Mega Cab)
- 2005 - 2008 (DH) Dodge RAM Truck (2500 series 4x4)
- 2005 (DH) Dodge RAM Truck (3500 series 4x4)
- 2006 - 2008 (D1) Dodge RAM Truck (3500 series 4x4)
- 2007 - 2008 (DC) Dodge RAM Truck (3500 Cab Chassis)

***IMPORTANT:** This recall only applies to vehicles that had certain Mopar service parts steering components installed.*

IMPORTANT: Some of the involved vehicles may be in dealer used vehicle inventory. Dealers should complete this recall service on these vehicles before retail delivery. Dealers should also perform this recall on vehicles in for service. Involved vehicles can be determined by using the VIP inquiry process.

Subject

A Mopar service parts steering linkage may have been installed on some of the 705,000 of the above vehicles during a prior service appointment. The left tie rod ball stud on the Mopar service parts steering linkage may fracture under certain driving conditions. This could cause a loss of directional control and/or a crash without warning.

Repair

The steering linkage assembly must be inspected and replaced if required.

NOTE: The initial steering linkage inspection process can be done by write-up personnel in the write-up area (see Section A. of the service procedure). Vehicles found with original style steering linkage can be immediately returned to the customer.

Parts Information

<u>Part Number</u>	<u>Description</u>
CBUEN491AA	Steering Linkage Package

Each package contains the following components:

<u>Quantity</u>	<u>Description</u>
1	Tie Rod, Left
1	Tie Rod, Right
1	Sleeve, Adjuster
2	Clamp, Adjuster Sleeve
2	Bolt, Adjuster Sleeve
2	Nut, Adjuster Sleeve

<u>Part Number</u>	<u>Description</u>
CBUEN492AA	Linkage Installation Package

Each package contains the following components:

<u>Quantity</u>	<u>Description</u>
3	Nut, Hex Lock
1	Nut, Hex Flange

Each dealer to whom vehicles in the recall were assigned will receive enough steering linkages to service about **10%** of those vehicles.

Special Tools

The following special tool is required to perform this repair:

- C4150 Puller, Tie Rod

Service Procedure

NOTE: The initial steering linkage inspection process (Section A. of the service procedure) can be done by write-up personnel in the write-up area. Vehicles found with the steering linkage shown in Figure 1 can be immediately returned to the customer. See the “Completion Reporting and Reimbursement” section of this recall for special claims processing information.

A. Inspect Steering Linkage Type

1. Look under the front of the vehicle and inspect the steering linkage at the steering damper mounting point:

- If the steering damper mounts to the tie rod tube as shown in Figure 1, the steering linkage does not require replacement. Return the vehicle to the customer.

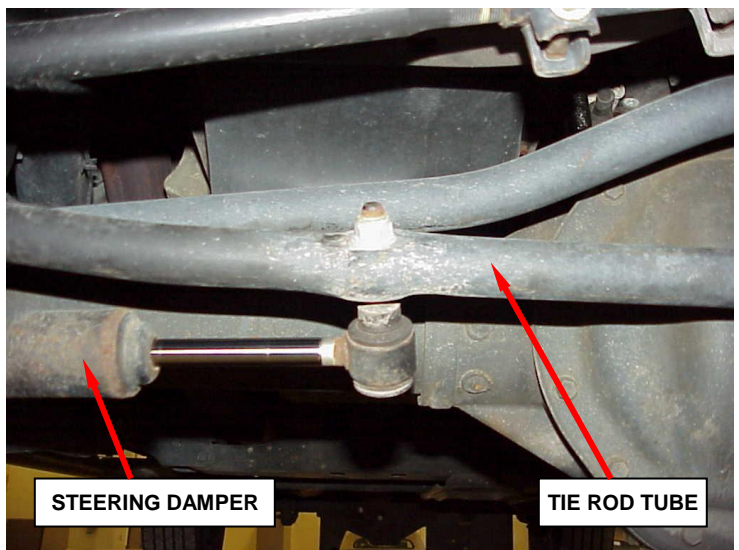


Figure 1 – Steering Linkage

- If the steering damper mounts to the tie rod tube as shown in Figure 2, the steering linkage must be replaced. Continue with **Section B. Replace Steering Linkage.**

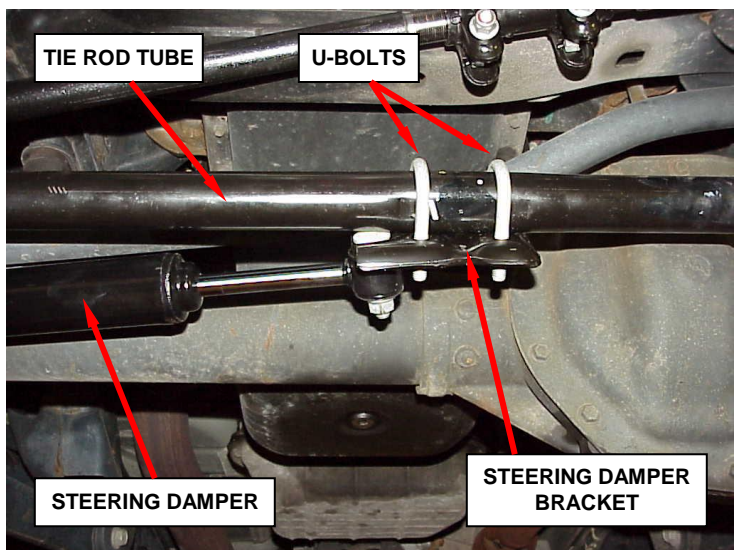


Figure 2 – Steering Linkage

Service Procedure

B. Replace Steering Linkage

1. Lift the vehicle on an appropriate hoist.

2. Remove and save the front wheels.



Figure 3 – Steering Damper Nut

3. Remove and discard the steering damper nut (Figure 3)

4. Disconnect the steering damper from the steering linkage.

5. Remove and discard the drag link nut at the right tie rod (Figure 4).

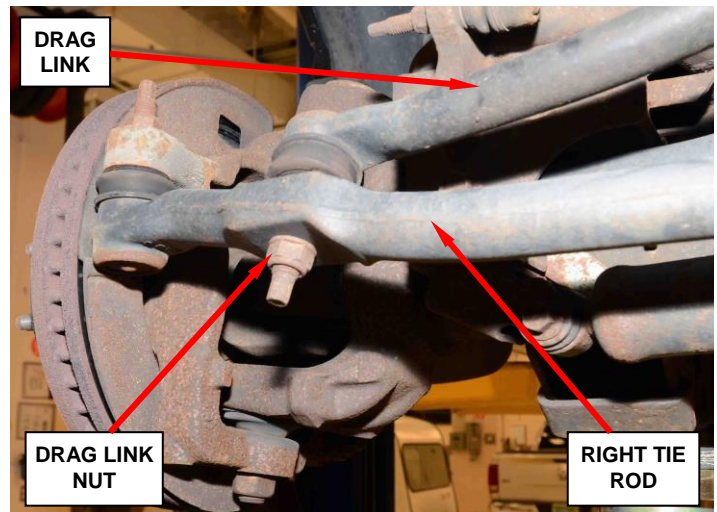


Figure 4 – Drag Link Nut

6. Using special tool C4150, separate the drag link from the right tie rod.

Service Procedure (Continued)

7. Remove and discard the left tie rod nut (Figure 5).

8. Using special tool C4150, separate left tie rod end from the steering knuckle.

9. Remove and discard the right tie rod nut (Figure 6).

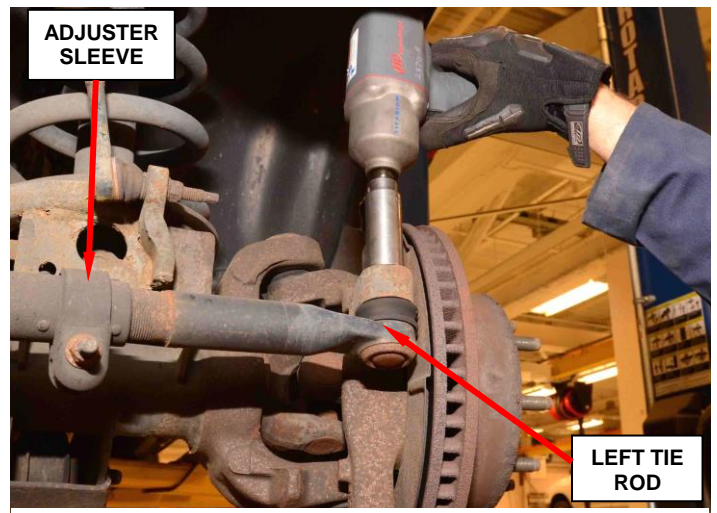


Figure 5 – Left Tie Rod Nut

10. Using special tool C4150, separate the right tie rod end from the steering knuckle.

11. Remove and discard the right and left tie rod assembly.

12. Remove and discard the tie rod end boot protectors from the new steering linkage.

13. Remove all shipping labels from the new steering linkage.

14. With the help of an assistant, place the new steering linkage into position and start the new tie rod end nuts.



Figure 6 – Right Tie Rod Nut

Service Procedure (Continued)

15. Tighten the new right and left tie rod nuts to 80 ft. lbs. (108 N·m) (Figure 7).
16. Connect the drag link to the right tie rod end (Figure 8). Tighten the new drag link retaining nut to 96 ft. lbs. (130 N·m).
17. Connect the steering damper to the new steering linkage. Tighten the new steering damper nut to 60 ft. lbs. (81 N·m).
18. Install the front wheels.
 - Lug Nut 9/16 x 18 with 60° Cone (1500) 130 ft. lbs. (176 N·m).
 - Lug Nut 9/16 x 18 with 60° Cone (2500, 3500 – Single Rear Wheel) 140 ft. lbs. (190 N·m).
 - Lug Nut 9/16 x 18 with Flat Washer (3500 – Dual Rear Wheel) 145 ft. lbs. (197 N·m).
19. Lower the vehicle from the hoist.
20. Set the toe-in and center the steering wheel following the wheel alignment machine manufacturer's instructions.

NOTE: Toe should be set to +0.20° total toe on all models and the adjuster sleeves must be hanging straight down with the sleeve bolts tightened to 45 ft. lbs. (61 N·m).

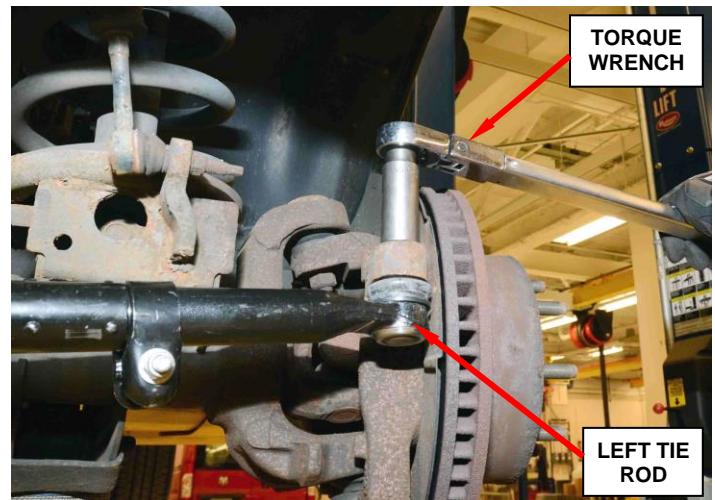


Figure 7 – Tighten Tie Rod Nut (Left Side Shown)

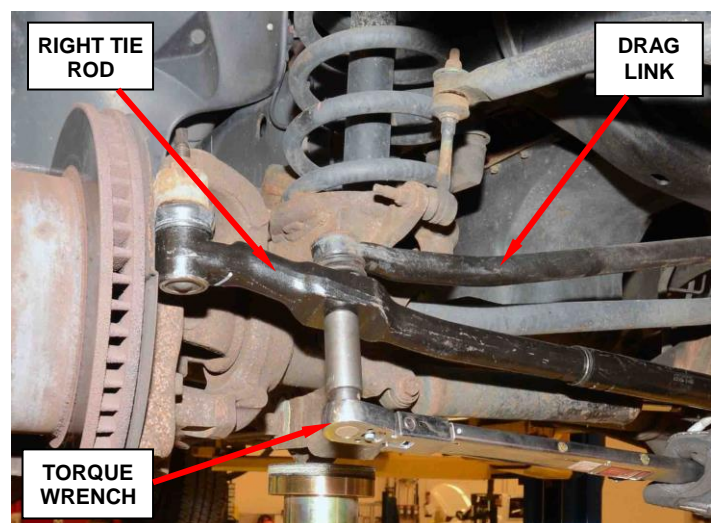


Figure 8 – Tighten Drag Link Nut

Completion Reporting and Reimbursement

Claims for vehicles that have been serviced must be submitted on the DealerCONNECT Claim Entry Screen located on the Service tab. Claims submitted will be used by Chrysler to record recall service completions and provide dealer payments.

Use the following labor operation number and time allowance:

	Labor Operation Number	Time Allowance
Inspect steering linkage in write-up area	19-N6-21-81	0.0 hours
Replace steering linkage	19-N6-21-82	1.1 hours

Add the cost of the recall parts package plus applicable dealer allowance to your claim.

FOR VEHICLES INSPECTED IN THE WRITE UP AREA: Enter “INSPECT” in the part number section of your claim with a quantity of one (1). Enter \$5.00 WITH NO MARK-UP for reimbursement of steering linkage inspection performed in the write up area.

NOTE: See the Warranty Administration Manual, Recall Claim Processing Section, for complete recall claim processing instructions.

Dealer Notification

To view this notification on DealerCONNECT, select “Global Recall System” on the Service tab, then click on the description of this notification.

Owner Notification and Service Scheduling

All involved vehicle owners known to Chrysler are being notified of the service requirement by first class mail. They are requested to schedule appointments for this service with their dealers. A generic copy of the owner letter is attached.

Enclosed with each owner letter is an Owner Notification postcard to allow owners to update our records if applicable.

Vehicle Lists, Global Recall System, VIP and Dealer Follow Up

All involved vehicles have been entered into the DealerCONNECT Global Recall System (GRS) and Vehicle Information Plus (VIP) for dealer inquiry as needed.

GRS provides involved dealers with an updated VIN list of their incomplete vehicles. The owner's name, address and phone number are listed if known. Completed vehicles are removed from GRS within several days of repair claim submission.

To use this system, click on the “**Service**” tab and then click on “**Global Recall System.**” Your dealer's VIN list for each recall displayed can be sorted by: those vehicles that were unsold at recall launch, those with a phone number, city, zip code, or VIN sequence.

Dealers must perform this repair on all unsold vehicles before retail delivery. Dealers should also use the VIN list to follow up with all owners to schedule appointments for this repair.

Recall VIN lists may contain confidential, restricted owner name and address information that was obtained from the Department of Motor Vehicles of various states. Use of this information is permitted for this recall only and is strictly prohibited from all other use.

Additional Information

If you have any questions or need assistance in completing this action, please contact your Service and Parts District Manager.

Customer Services / Field Operations
Chrysler Group LLC

IMPORTANT SAFETY RECALL**N62 / NHTSA 13V-528**

This notice applies to your vehicle (VIN: xxxxxxxxxxxxxxxxxxxx).

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

Dear: (Name)

Chrysler has decided that a defect, which relates to motor vehicle safety, exists in some **2003 through 2008 model year Dodge RAM 1500/2500/3500 series Trucks that had the steering linkage replaced with MOPAR service parts.**

The problem is... **The left tie rod ball stud on your truck may fracture under certain driving conditions. This could cause a loss of directional control and/or crash without warning.**

What your dealer will do... **Chrysler will repair your vehicle free of charge (parts and labor).** To do this, your dealer will inspect the steering linkage on your truck and replace steering linkage components if required. The inspection will take less than ½ hour. If linkage replacement is required, the work will take an additional 1 hour to complete. However, additional time may be necessary depending on service schedules.

What you must do to ensure your safety... **Simply contact your Chrysler, Jeep, or Dodge dealer** starting January 6, 2014 to schedule a service appointment. Ask the dealer to hold the parts for your vehicle or to order them before your appointment. **Please bring this letter with you to your dealer.**

If you need help... **If you have questions or concerns which your dealer is unable to resolve, please contact the Chrysler Group Recall Assistance Center at 1-800-853-1403.**

Please help us update our records by filling out the attached prepaid postcard if any of the conditions listed on the card apply to you or your vehicle. You may also update this information on the web at
CCCCCCCCCCCCCCCCCCCCCCCCCCCCCC

If you have already experienced this condition and have paid to have it repaired, please send your original receipts and/or other adequate proof of payment to the following address for reimbursement: Chrysler Customer Assistance, P.O. Box 21-8007, Auburn Hills, MI 48321-8007, Attention: Reimbursement. Once we receive and verify the required documents, reimbursement will be sent to you within 60 days.

If your dealer fails or is unable to remedy this defect without charge and within a reasonable time, you may submit a written complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Ave., S.E., Washington, DC 20590, or call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153), or go to <http://www.safercar.gov>.

We're sorry for any inconvenience, but we are sincerely concerned about your safety. Thank you for your attention to this important matter.

Customer Services / Field Operations
Chrysler Group LLC

Note to lessors receiving this recall: Federal regulation requires that you forward this recall notice to the lessee within 10 days.

AQ14-003

CHRYSLER

12/12/2014

ENCLOSURE 2

ZODM-9GYT5W



March 7, 2014

TO: CHRYSLER GROUP DEALERSHIPS
ATTN: DEALER PRINCIPAL, SERVICE MANAGER, PARTS MANAGER & GENERAL MANAGER

SUBJECT: PART NUMBER CBUEN491AA STEERING LINKAGE PACKAGE

The purpose of this communication is to provide an update on the parts situation for part # **CBUEN491AA** and the affected Recalls N49 and N62.

Recall N49 – 2008-2012 DR/DH/D1/D2/DJ/DC/DD (RAM Truck) Safety Recall N49 / NHTSA 13V-529 Left Outer Tie Rod Assembly: The parts are the same as those needed for Recall N62, and there is an order restriction on the parts.

Recall N62 – 2003-2008 DR/DH/D1/D2/DJ/DC/DD (RAM Truck) Safety Recall N62 / NHTSA 13V-528 Left Outer Tie Rod Assembly: The parts are the same as those needed for Recall N49, and there is an order restriction on the parts.

Status:

We are investigating a concern regarding difficulty to install the part allegedly due to the misalignment of the ball stud. Based on this investigation, we are in the process of re-certifying the part and developing a new part number which will be applicable to the aforementioned recalls.

The tie rod ends are being re-certified and a new part number is being developed. Re-certified parts are expected to be available for distribution to dealers in limited quantities beginning the week of April 14, 2014. We will update you if there are any changes.

Please inform customers that every effort is being made to expedite the investigation and re-certification of the parts to make them available to complete the open recalls.

There is an inspection procedure available: The initial steering linkage inspection process can be done by write-up personnel in the write-up area (see Section A. of the applicable service procedure N49 or N62). Vehicles found with original style steering linkage can be immediately returned to the customer.

We will continue to provide communication and updates as information and statuses change. Thank you for your understanding and cooperation as we work through this situation.

Reminder: On February 27, 2014 Chrysler sent dealers the following request to return dealer inventory CBUEN491AA Steering Linkage Package to Facing PDC using Return Code 02, before March 21, 2014.

This email was distributed to the following dealership mailboxes:

Parts, Service, General, Dealer Principal, Sales

Immediately return following part number: CBUEN491AA for quality verification. The replacement part number is: CBUEN491AA with orange stripe for certification.

Please return parts back to your Facing PDC using Return Code 02, before March 21, 2014. Replacement inventory will be available soon.

Direct all questions via email to: KG228@CHRYSLER.COM.



AQ14-003

CHRYSLER

12/12/2014

ENCLOSURE 2

ZODM-9HSNAC



AUTHENTIC PERFORMANCE

April 2, 2014

TO: SELECT CHRYSLER GROUP DEALERSHIPS
ATTN: DEALER PRINCIPAL, GENERAL MANAGER, SERVICE MANAGER & PARTS MANAGER

SUBJECT: IMMEDIATE RETURN – TIE ROD KIT, OUTER END – PN: CBUEN491AA

Your dealership has been identified as having a quantity of one or more of the following in inventory:

PN: CBUEN491AA Tie Rod Kit, Outer End.

Reminder: We are asking that you **immediately return part number CBUEN491AA for quality verification.**

Upon receipt of the part, your dealership will be cleared for distribution of the new replacement part once it becomes available. If you have already initiated the return, thank you for your attention to this matter.

Please return parts to your Facing PDC using **Return Code 02** before April 5, 2014.

In order to reduce errors of installing the incorrect part, we will begin the distribution of the new part once we have cleared the inventory from dealer stock. The new replacement part is expected to be available for distribution to dealers in limited quantities beginning the week of April 14, 2014.



AQ14-003

CHRYSLER

12/12/2014

ENCLOSURE 2

ZODM-9HYSVP



AUTHENTIC PERFORMANCE

April 8, 2014

TO: SELECT CHRYSLER GROUP DEALERSHIPS
ATTN: DEALER PRINCIPAL, GENERAL MANAGER, SERVICE MANAGER & PARTS MANAGER
SUBJECT: SAFETY RECALLS N49 AND N62 TIE ROD KIT, OUTER END – CBUEN491AB AND ANY FUTURE SUPERSEDING PART NUMBERS

We have begun the initial distribution of the new part CBUEN491AB (which includes any future superseding part numbers) for the Safety Recalls N49 and N62 Tie Rod Kit, Outer End. We are distributing parts based on a replenishment strategy. Once you have used a part from your inventory and processed a warranty claim for the part replacement a new part will be sent to your Dealership. In order to receive additional parts in a timely manner, Dealers need to process their warranty claims for the Recall completion in a timely manner.

Please Note: If the Safety Recalls N49 or N62 Tie Rod Kit, Outer End has already been performed with the CBUEN491AA no further action is necessary at this time.

*Reminder: We are asking that you **immediately return part number: CBUEN491AA for quality verification.***

Upon receipt of the parts, your dealership will be cleared for distribution of the new replacement part once it becomes available. If you have already initiated the return – thank you for your attention to this matter.

Please immediately return parts to your Facing PDC using **Return Code 02.**



AQ14-003

CHRYSLER

12/12/2014

ENCLOSURE 3

ARO Campaign Enhanced



July 11th, 2014

Subject : ARO CAMPAIGN PARTS PROGRAM

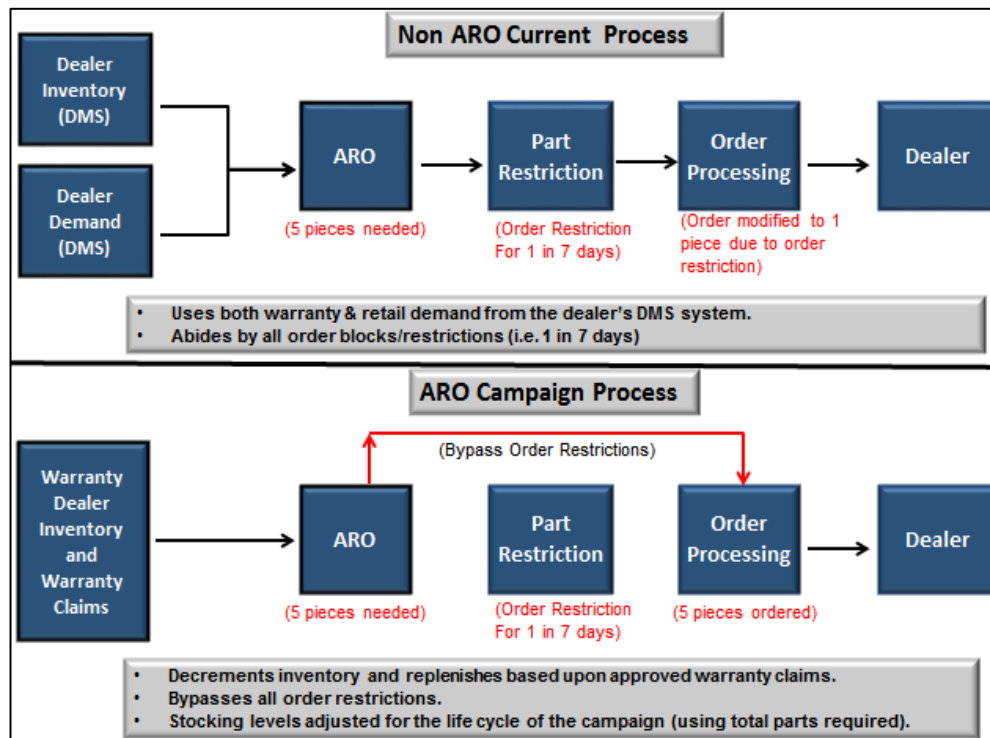
INITIAL ORDERS

- Initial Orders are based upon the VINs assigned to your dealership in the Global Recall System.
- Initial Orders will create a part shipper file that is loaded into your DBS (dealer business system).
- If you do not receive an initial order distribution, and you require a part, please contact your ARO Dealer Advisor.

REPLENISHMENT POLICY

- ARO Campaign Parts have the following message on the Part Action tab:
Part cannot be updated or added to ARO because it is an ARO Campaign Part.
- You will be unable to add or modify the BSL of an ARO Campaign Part.
- You will be unable to order an ARO Campaign Part on a Daily (E) or Special Handling (S) order.
- All replenishment is based on WINV (Warranty Inventory Level).
 - Submit warranty claims **DAILY** to ensure timely ARO replenishment.
 - To prevent replenishment delays, place warranty work on a separate repair ticket.
 - When WINV is at or below BRP (Best Reorder Point), the part will be ordered.
 - WINV is calculated/maintained as follows:
 - Increased when you are shipped an ARO Campaign Part.
 - Decremented when you submit a Warranty Claim.
 - Displayed on the Part Action Tab.

PROCESS FLOW





RETURN POLICIES

- **Complete/Partial Shortages:** Submit a MRA and provide the claim number to your ARO Dealer Advisor so that they may adjust you WINV accordingly.
- **Guarantee Returns:** ARO Campaign Parts follow the same Guarantee Return process and guidelines as all other ARO controlled parts being returned (12 month guarantee).

FLEET SPECIFIC PROCESS

All requests for campaign parts needed for fleet vehicles will need to be submitted using the following email format. **Be sure to include all of the following:**

Send to: Greg Burks-- gsb11@chrysler.com
 Subject title: 'Fleet ARO Campaign Part Order Request'
 Dealer Code:
 Parts/Service Manager Requesting:
 Requestor's Email:
 Part Number:
 Quantity:
 VIN #s:
 Will you be servicing the vehicles?

REASONS FOR DEALER ADVISOR ASSISTANCE

- Part was sold over the counter (without warranty claim), and replenishment is needed.
- Dealer new to ARO after Campaign Launch, and need ARO Campaign part.
- BSL is not enough to complete all customer requests.
- Dealership has missed submitting the warranty claim, lost paperwork to submit.
- Fleet repair being done at the dealership where warranty claim is being submitted.
- Filed an MRA shortage or damage claim, need a replacement part shipped.
- ARO Campaign Parts shows an "ARO Part Class: ARO Campaign Expired"

DealerCONNECT SCREEN ENHANCEMENTS

Figure 1.1 ARO Application / Part Action Screen

Figure 1.1

- Warranty Claims Information
- Initial Distribution Information

Warranty Claims Information Warranty Inventory (WINV): 6		Initial Distribution Dates: 04/25/2012 03/01/2012 01/25/2012 Initial Distribution Quantities: 14 10 9																								
Warranty Claims History - Last 52 Weeks (Week 1 is the most recent week based on BSL Recalculated Date)																										
Week	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26
Lines	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Pieces	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Week	27	28	29	30	31	32	33	34	35	36	37	38	39	40	41	42	43	44	45	46	47	48	49	50	51	52
Lines	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Pieces	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
												Update	Restore													



Figure 1.2 ARO Application / BSL Inquiry Screen

Figure 1.2

- BLUE "C" represents an ARO Campaign Part
- Hover over Feature on QAV/QOO displays Warranty Inventory

#	Part Number	Description	New BSL	Last BSL	Mod BSL	Appr BSL	Eff BSL	O/R	Dir Net (USD)	MYI/ MYO	SRC	Bin	QAV	QOO	PDC ABC Code	Pend BSL Type	Last Action
1	CAA0K151A	TUBE KIT	-	2		2	2		1.80	75/03			2	1			FAA
2	CATFK142A	WIRNG KIT	-	2		2	2		1.80	75/03			2	1			FAA
3	CBRSB242C	CLKSPRING	-	1		1	1		22.30	96/98	1	1148...	0	0			FAA
4	050647102A	MAST	-	4		4	4		3.30	07/10	10	1130...	0	0	C		FAA
5	047640924B	RESERVOIR	-	6		6	6		14.00	95/00	2	187E	0	0	C		FAA
6	551564279C	NOZZLE	-	2		2	2		10.40	01/06	2	147J...	2	0	C		FAA
7	880021232C	ARM	-	4		4	4		98.90	04/10	2	807C	0	0	B		FAA
8	05080979AX	NA	-	6		6	6		68.70	00/05	5	SP-O...	4	1	B		FAA

Figure 1.3 ARO Application / BSL Inquiry Screen

Figure 1.3

- Search on ARO Campaign Part in BSL Inquiry

Message Center | BSL Approvals | Part Action | Add Parts to ARO | BSL Inquiry | Reports | Dealer Settings

Criteria | Results

New Best Stocking Level (BSL): From: [] To: [] Advance Stocked Type: <All Advance Stocked Types>
 Source: From: [] To: [] New Model Essential
 Dealer Net (USD): From: [] To: [] Accessory Essential
 Total Investment @ BSL (USD): From: [] To: [] Regional
 Part Number: From: [] To: [] Marketing
 Existing Quantity Available: From: [] To: [] Sort By: Source
 Existing Quantity On Order: From: [] To: []
 Full Bin ARO Campaign Parts Parts Not Eligible for ARO Control
 Low Cost Pending ARO Delete Part Compliance: []
 Per Job Action taken in the last [] days Promo Eligible: []
 Note: Press and hold the CTRL key to select and de-select multiple choices.
 Search Clear

Figure 1.4 ARO Application / Part Action/Instructions

Figure 1.4

- Instructions updated on ARO Campaign Parts for your information

Message Center | BSL Approvals | Part Action | Add Parts to ARO | BSL Inquiry | Reports | Dealer Settings

Instructions:

- Enter a part number to be updated and click on the Search button to bring up the part.
- If a part is Waiting for Approval, select one of the options (Approve, Exclude, Retain, etc.) and click the Update button.
- Specify any dealer overrides (Full Bin, Per Job, Low Cost) as desired and click the Update button.
- The **number** symbol to the right of the word "Yes" next to the Waiting for Approval field indicates that the New BSL will be automatically approved in this many business days. Move the mouse pointer over the **number** symbol to see the date when the New BSL will be automatically approved.
- The * symbol will be displayed to the right of the New BSL when the Order Quantity will be adjusted for a part's Multiple Sales Quantity (MSQ). Move the mouse pointer over the * symbol to see the value of the MSQ.
- The E symbol to the right of a part number indicates that the part is an Advance Stocked part. Move the mouse pointer over the E symbol to see the Advance Stocked type (New Model Essential, Accessory Essential, Regional).
- The M symbol to the right of a part number indicates that the part is an Advance Stocked Marketing part. Move the mouse pointer over the M symbol to see the Advance Stocked type (Value Line, All Makes, etc.).
- The P symbol to the right of a part number indicates that the part is promo eligible.
- Click on a Part Number to be taken to the 5300 Part Inquiry tab for a part.
- Move the mouse pointer over the value displayed in the BSL Part Class field to see additional details on the ARO Part Class.

ARO Campaign Parts

- The C symbol to the right of a part number indicates that the part is an ARO Campaign part.
- For ARO Campaign parts, ARO sets your stocking levels (BRP and BSL) based on warranty approved claims.
- ARO also tracks your "Warranty" Inventory (also referred to as WINV) based on warranty approved claims.
- ARO will replenish your inventory based on your stocking levels and your WINV unlike Non-Campaign parts where we use your inventory within your DMS.
- ARO Campaign parts are not updateable and the stocking levels are "Force Auto Approved" (Last Action = FAA).
- The Last 6 and 12 Month piece and line demand fields display your warranty approved claims for ARO Campaign parts.
- Move the mouse pointer over the value displayed in the QAV column to see your WINV.
- The QAV column still shows your existing quantity available from your DMS.

Close



Figure 1.5 ARO Application / Add Parts to ARO and Force Auto Approval

Figure 1.5

- **Figure 1.5 Can't add ARO Campaign parts for ARO ordering**
- **Figure 1.6 They are Force Auto Approved**

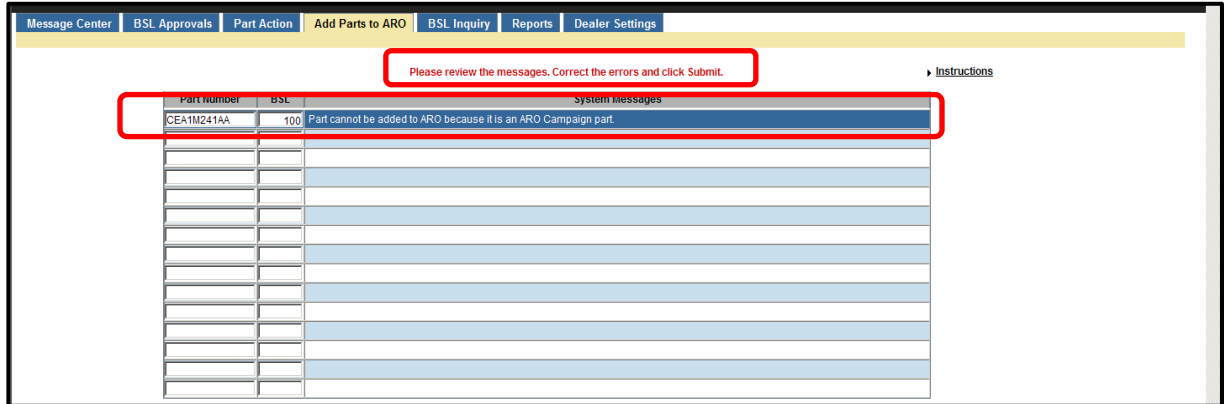
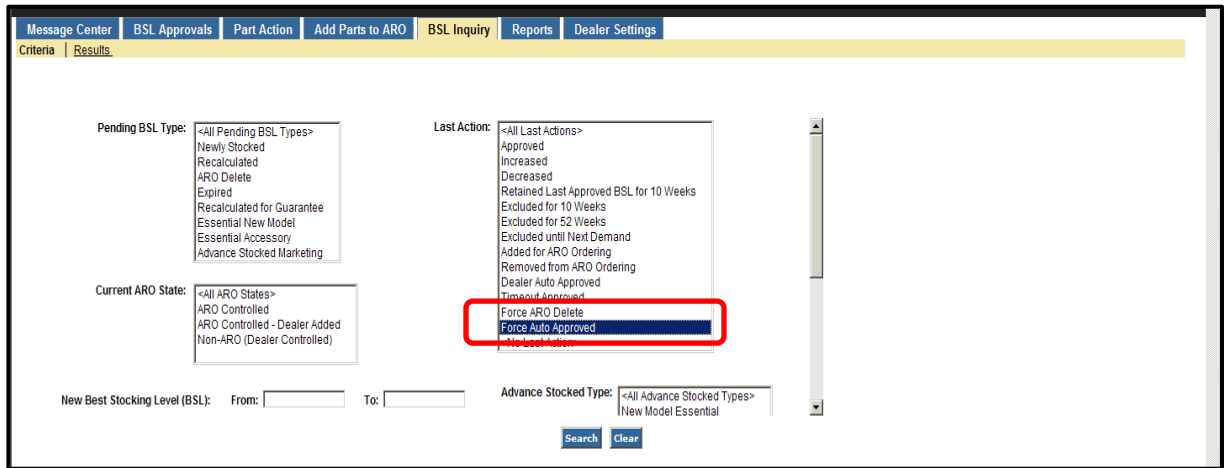


Figure 1.6



If there are any replenishment concerns, please contact your Dealer Advisor.

Sincerely,

Mopar 5300 Management

AQ14-003

CHRYSLER

12/12/2014

ENCLOSURE 9

Question #9 Response -
PUBLIC

Kit Part Number	Component Part Number	Component Description	Supplier Name	Tier Designation	# of Lines	# of Shifts/Day	# of Hours/Day	# of Days/Week	Average Parts Produced/Day	Average Parts Produced/Week	Average Parts Produced/Month
CBUEN491AA	52122389AF	Steering Linkage Tube Assembly	Powers and Sons	Tier 1	1	3	8	6	Quoted #/Week	REDACTED	Quoted #/Week
CBUEN491AB	52122389AG	Steering Linkage Tube Assembly	Powers and Sons	Tier 1	1	3	8	6	Quoted #/Week	REDACTED	Quoted #/Week
CBUEN491AC	52122389AH	Steering Linkage Tube Assembly	Powers and Sons	Tier 1	1	3	8	6	Quoted #/Week	REDACTED	Quoted #/Week
CBUEN492AA	06505623AA	Hex Lock Nut (M14x1.50)	Federal Screw Works	Tier 1	N/A	N/A	N/A	N/A	Quoted #/Week	REDACTED	Quoted #/Week
	06502835	Hex Flange Lock Nut (M12x1.75)	Federal Screw Works	Tier 1	N/A	N/A	N/A	N/A	Quoted #/Week	REDACTED	Quoted #/Week

AQ14-003

CHRYSLER

12/12/2014

ENCLOSURE 11

Purchasing communications -
PUBLIC

Lubin Mike (FCA)

From: Raver, Jesse <jraver@powersandsonslc.com>
Sent: Tuesday, September 17, 2013 12:21 PM
To: Mike Lubin
Subject: FW: Field Action N49

FYI

From: Raver, Jesse
Sent: Thursday, July 25, 2013 2:53 PM
To: 'sean.farrell@chrysler.com'
Subject: Field Action N49

Good Afternoon Sean,

REDACTED

Regards,

Jesse Raver
Powers and Sons, LLC
Key Account Manager
47700 Helm Street
Plymouth, MI 48170
Tel: (734) 891-0874
jraver@powersandsonslc.com

Lubin Mike (FCA)

From: Raver, Jesse <jraver@powersandsonslc.com>
Sent: Tuesday, September 17, 2013 12:19 PM
To: Mike Lubin
Subject: FW: DJ Tie Rod Assembly Cost and Timing

Mike,

FYI

From: Raver, Jesse
Sent: Monday, July 08, 2013 1:43 PM
To: Sean Farrell (sean.farrell@chrysler.com)
Subject: FW: DJ Tie Rod Assembly Cost and Timing

Sean,

Attached is the information that I sent to Chrysler engineering and purchasing.

Jesse

From: Raver, Jesse
Sent: Tuesday, June 25, 2013 12:08 PM
To: Catherine L. Osborn (catherine.osborn@chrysler.com)
Cc: Letts, Chip; Link, Doug; Pickard, Craig; North, Ron
Subject: DJ Tie Rod Assembly Cost and Timing

Good Morning Catherine,

REDACTED

REDACTED

Regards,

Jesse Raver
Powers and Sons, LLC
Key Account Manager
47700 Helm Street
Plymouth, MI 48170
Tel: (734) 891-0874
jraver@powersandsonslc.com

Lubin Mike (FCA)

From: Raver, Jesse <jraver@powersandsonslc.com>
Sent: Wednesday, October 09, 2013 12:31 PM
To: Mike Lubin
Subject: FW: URGENT Campaign concerns

Mike – I thought you should be made aware of the latest situation regarding the DJ Campaign.

Jesse Raver
Powers and Sons, LLC
Key Account Manager
47700 Helm Street
Plymouth, MI 48170
Tel: (734) 891-0874
jraver@powersandsonslc.com

From: Schlosser, Jennifer
Sent: Wednesday, October 09, 2013 12:16 PM
To: Mike McGraw
Cc: Steven W. Schultz (steve.schultz@chrysler.com); Link, Doug; Marquez, Jose; Raver, Jesse
Subject: RE: URGENT Campaign concerns

Mike,

REDACTED

Jennifer Schlosser
Production Control Manager
Powers & Sons, LLC
jschlosser@powersandsonslc.com
(419) 485-3151 ext. 135

From: Mike McGraw [<mailto:MPM48@chrysler.com>]
Sent: Wednesday, October 09, 2013 11:29 AM
To: Schlosser, Jennifer
Subject: URGENT Campaign concerns
Importance: High

Jennifer,

I just left you a voicemail concerning the pack for the Campaign part – there's been some internal discussion here at Mopar, and I'm being asked to investigate a few tweaks to the packaging that we have approved. Please call me at your earliest convenience so that we may discuss, and consider this quite an urgent issue. Thanks in advance!

Regards,

Mike McGraw
Mopar Packaging Engineer
E-mail: MPM48@chrysler.com
Phone: (586) 497-1001
Mopar Package Engineering Homepage: <http://mpe.extra.chrysler.com>

Lubin Mike (FCA)

From: Raver, Jesse <jraver@powersandsonslc.com>
Sent: Wednesday, October 09, 2013 3:17 PM
To: Schlosser, Jennifer; Josha Nelson; Mike McGraw
Cc: Steven W. Schultz; Link, Doug; Marquez, Jose; Marvin Lane; Gabrielle Bagnasco; Sean Farrell; Mike Lubin
Subject: RE: URGENT Campaign concerns

Please ignore previous message sent prior to completion

To All.

REDACTED

over shipping these parts in any way other than what was quoted. Powers and Sons can review the cost and timing required to ship the parts as requested, but in doing so Powers and Sons will not be shipping the parts in on the date as agreed.

Regards

Jesse Raver
Powers and Sons, LLC
Key Account Manager
47700 Helm Street
Plymouth,MI 48170
Tel: (734) 891-0874
jraver@powersandsonslc.com

From: Schlosser, Jennifer
Sent: Wednesday, October 09, 2013 2:25 PM
To: Josha Nelson; Mike McGraw
Cc: Steven W. Schultz; Link, Doug; Marquez, Jose; Raver, Jesse; Marvin Lane; Gabrielle Bagnasco
Subject: RE: URGENT Campaign concerns

Josha,

REDACTED

We have made commitments to Mopar of a certain number of pieces per week and we don't want to jeopardize our ability to meet those commitments.

I am in the process of investigating materials to comply with this request.

Jennifer Schlosser
Production Control Manager
Powers & Sons, LLC
jschlosser@powersandsonslc.com
(419) 485-3151 ext. 135

From: Josha Nelson [<mailto:jn559@chrysler.com>]
Sent: Wednesday, October 09, 2013 1:31 PM
To: Mike McGraw; Schlosser, Jennifer
Cc: Steven W. Schultz; Link, Doug; Marquez, Jose; Raver, Jesse; Marvin Lane; Gabrielle Bagnasco
Subject: RE: URGENT Campaign concerns

Mike,

REDACTED

Regards,

Josha Nelson, CSCP
Manager – Inbound Transportation
Mopar
P: 586 497-0442
C: 586 596-4329
TL: 897-0442

From: Mike McGraw
Sent: Wednesday, October 09, 2013 1:22 PM
To: 'Schlosser, Jennifer'; Josha Nelson
Cc: Steven W. Schultz; 'Link, Doug'; 'Marquez, Jose'; 'Raver, Jesse'; Marvin Lane
Subject: RE: URGENT Campaign concerns

Jennifer,

REDACTED

REDACTED

Joshua, Marvin, and Steven,

Would you be able to comment per Jennifer's other concerns below?

Regards,

Mike McGraw
Mopar Packaging Engineer
E-mail: MPM48@chrysler.com
Phone: (586) 497-1001
Mopar Package Engineering Homepage: <http://mpe.extra.chrysler.com>

From: Schlosser, Jennifer [<mailto:jschlosser@powersandsonslc.com>]
Sent: Wednesday, October 09, 2013 12:16 PM
To: Mike McGraw
Cc: Steven W. Schultz; Link, Doug; Marquez, Jose; Raver, Jesse
Subject: RE: URGENT Campaign concerns

Mike,

REDACTED

Jennifer Schlosser
Production Control Manager
Powers & Sons, LLC
jschlosser@powersandsonslc.com
(419) 485-3151 ext. 135

From: Mike McGraw [<mailto:MPM48@chrysler.com>]
Sent: Wednesday, October 09, 2013 11:29 AM
To: Schlosser, Jennifer
Subject: URGENT Campaign concerns
Importance: High

Jennifer,

I just left you a voicemail concerning the pack for the Campaign part – there's been some internal discussion here at Mopar, and I'm being asked to investigate a few tweaks to the packaging that we have approved. Please call me at your earliest convenience so that we may discuss, and consider this quite an urgent issue. Thanks in advance!

Regards,

Mike McGraw

Mopar Packaging Engineer

E-mail: MPM48@chrysler.com

Phone: (586) 497-1001

Mopar Package Engineering Homepage: <http://mpe.extra.chrysler.com>

Lubin Mike (FCA)

From: Sean Farrell
Sent: Monday, November 25, 2013 12:43 PM
To: Mike Lubin; Karen Hiatt
Subject: FW: Powers & Sons DJ Linkage recall
Attachments: SCIE Update to 2013 DJ RECALL Cost Model to Ramp to 8500.xlsx

Mike,
This is the note below I was referencing - except it was David Black (not Dan Black) and I can see that he did not copy you.
This is the latest I have on this topic.
Sean

From: David Black
Sent: Thursday, November 21, 2013 8:08 AM
To: Catherine Osborn; Sean Farrell
Cc: Todd Kokko
Subject: RE: Powers & Sons DJ Linkage recall

All.

REDACTED

Regards,
David Black
Chrysler Group, LLC
Chassis SCIE – Steering Systems
Ph: (248) 576-1303

From: Catherine Osborn
Sent: Thursday, November 21, 2013 7:10 AM
To: Sean Farrell
Cc: Todd Kokko; David Black; Catherine Osborn
Subject: FW: Powers & Sons DJ Linkage recall

Sean.

REDACTED

REDACTED

Thanks,

Catherine Osborn
Commodity Specialist - Steering Gears, Pumps, Linkage, C-EPS & R-EPS
Drive Systems
Metallic Purchasing – Chrysler
Phone: 248-576-3706
Cell: 248-420-8201

From: Catherine Osborn
Sent: Wednesday, November 20, 2013 6:38 PM
To: Sean Farrell
Cc: Todd Kokko; David Black; Catherine Osborn
Subject: Fw: Powers & Sons DJ Linkage recall

REDACTED

But in general, this passes my very quick sanity check.

Catherine

From: Sean Farrell
Sent: Wednesday, November 20, 2013 11:03 PM Coordinated Universal Time
To: Todd Kokko; Catherine Osborn
Subject: FW: Powers & Sons DJ Linkage recall

Todd / Catherine.

REDACTED

Thanks,
Sean

From: Mike Lubin
Sent: Wednesday, November 20, 2013 11:33 AM
To: Sean Farrell
Cc: Karen Hiatt
Subject: FW: Powers & Sons DJ Linkage recall

Sean,
Please take a look at this and call me to discuss. I'm not really sure how to handle this. Thanks.

Mike Lubin
Senior Buyer - Packaging
Mopar Purchasing
Purchasing & Supplier Quality
Chrysler Group LLC
w: (248) 576-7295 (tie: 776)
c: (248) 464-0527
Mike.lubin@chrysler.com

From: Steven W. Schultz
Sent: Tuesday, November 19, 2013 4:04 PM
To: Mike Lubin
Cc: Bret Hardy; Karen Hiatt
Subject: Powers & Sons DJ Linkage recall

Mike,
Please see attached file. Sig has been asking me for details, but I wanted to share with you first. Call me with any questions.
Steve
419.350.4333

From: Lehman, Mike [<mailto:mlehman@powersandsonslc.com>]
Sent: Tuesday, November 19, 2013 1:47 PM
To: Steven W. Schultz
Cc: Link, Doug
Subject: RE: DJ Linkage recall

Steve

Here is a schedule explaining the details behind what is needed.

Thanks

Mike Lehman

From: Steven W. Schultz [<mailto:steve.schultz@chrysler.com>]
Sent: Tuesday, November 19, 2013 7:49 AM
To: Link, Doug
Cc: Lehman, Mike
Subject: RE: DJ Linkage recall

Mike/Doug,

REDACTED

Steve

From: Link, Doug [<mailto:dlink@powersandsonslc.com>]

Sent: Friday, November 15, 2013 3:57 PM

To: Steven W. Schultz

Cc: Lehman, Mike

Subject: DJ Linkage recall

Steve –

REDACTED

Regards,

Douglas Link

Chief Operating Officer

Powers and Sons LLC

www.powersandsonslc.com

Phone:419-485-3151 x109



Farrell Sean (FCA)

From: Mike Lubin
Sent: Monday, July 29, 2013 9:38 AM
To: Sean Farrell
Cc: David Bernier
Subject: RE: Field Action N49

The part you have listed, CBUEN491AA, is the kit that contains three parts from Powers and Sons (below), along with several other parts. What part are they quoting, and what about the other parts?

68034234AF...Tie Rod Socket
68034232AE...Tie Rod Socket
68034231AD...Bracket-Damper

Mike Lubin
Senior Buyer - Packaging
Mopar Purchasing
Purchasing & Supplier Quality
Chrysler Group LLC
w: (248) 576-7295 (tie: 776)
c: (248) 464-0527
Mike.lubin@chrysler.com

From: Sean Farrell
Sent: Monday, July 29, 2013 9:12 AM
To: Mike Lubin
Subject: FW: Field Action N49

Mike FYI

From: Raver, Jesse [<mailto:jraver@powersandsonslc.com>]
Sent: Wednesday, July 17, 2013 1:54 PM
To: Sean Farrell
Cc: David Bernier
Subject: RE: Field Action N49

Sean,

Per your request we have gone back to our suppliers and have developed the following cost and timing for field action N49.

REDACTED

Regards,

Jesse Raver
Powers and Sons, LLC
Key Account Manager
47700 Helm Street
Plymouth, MI 48170
Tel: (734) 891-0874
jraver@powersandsonslc.com

From: Sean Farrell [<mailto:sean.farrell@chrysler.com>]
Sent: Monday, July 15, 2013 1:29 PM
To: Raver, Jesse
Cc: David Bernier
Subject: Field Action N49

Jesse.

REDACTED

Thanks,
Sean

Sean Farrell
Mopar Purchasing
Phone T/L 776-3663 | Outside (248) 576-3663
Email sean.farrell@chrysler.com

Lubin Mike (FCA)

From: Sean Farrell
Sent: Monday, July 29, 2013 9:12 AM
To: Mike Lubin
Subject: FW: Field Action N49

Mike FYI

From: Raver, Jesse [<mailto:jraver@powersandsonslc.com>]
Sent: Wednesday, July 17, 2013 1:54 PM
To: Sean Farrell
Cc: David Bernier
Subject: RE: Field Action N49

Sean,

Per your request we have gone back to our suppliers and have developed the following cost and timing for field action N49.

REDACTED

Regards,

Jesse Raver
Powers and Sons, LLC
Key Account Manager
47700 Helm Street
Plymouth, MI 48170
Tel: (734) 891-0874
jraver@powersandsonslc.com

From: Sean Farrell [<mailto:sean.farrell@chrysler.com>]
Sent: Monday, July 15, 2013 1:29 PM
To: Raver, Jesse
Cc: David Bernier
Subject: Field Action N49

Jesse,

REDACTED

Thanks,
Sean

Sean Farrell
Mopar Purchasing
Phone T/L 776-3663 | Outside (248) 576-3663
Email sean.farrell@chrysler.com

AQ14-003

CHRYSLER

12/12/2014

ENCLOSURE 11

Vehicle Safety Office
communications - PUBLIC

Bernier David (FCA)

From: David Case
Sent: Tuesday, June 25, 2013 1:16 PM
To: David Bernier; Mark Finsterwald
Subject: FW: DJ Tie Rod Assembly Cost and Timing (cost and timing from Powers & Sons)

Read below

David Case

Product Investigations & Campaigns
Powertrain & Chassis Systems
(248) 512-3896
t/l 722-3896

From: Brett Swiss
Sent: Tuesday, June 25, 2013 12:40 PM
To: David Case
Subject: FW: DJ Tie Rod Assembly Cost and Timing (cost and timing from Powers & Sons)

Brett M. Swiss
Design Responsible
Hydraulic Steering
Chassis Engineering
Chrysler LLC
Office 248-944-5699
Cell 248-977-7474
CIMS 483-01-23



From: Raver, Jesse [<mailto:jraver@powersandsonslc.com>]
Sent: Tuesday, June 25, 2013 12:23 PM
To: Catherine Osborn
Cc: Letts, Chip; Link, Doug; Pickard, Craig; North, Ron; Brett Swiss
Subject: RE: DJ Tie Rod Assembly Cost and Timing (cost and timing from Powers & Sons)

Catherine,

REDACTED

Thank you for the clarification, I thought this would be handled by Mopar but I wasn't sure.

Jesse

From: Catherine Osborn [<mailto:catherine.osborn@chrysler.com>]
Sent: Tuesday, June 25, 2013 12:15 PM
To: Raver, Jesse
Cc: Letts, Chip; Link, Doug; Pickard, Craig; North, Ron; Catherine Osborn; Brett Swiss
Subject: DJ Tie Rod Assembly Cost and Timing (cost and timing from Powers & Sons)

Hi Jesse,

REDACTED

Thank

Catherine Osborn
Commodity Specialist - Steering Gears, Pumps, Linkage, C-EPS & R-EPS
Drive Systems
Metallic Purchasing – Chrysler
Phone: 248-576-3706
Cell: 248-420-8201

From: Raver, Jesse [<mailto:jraver@powersandsonslc.com>]
Sent: Tuesday, June 25, 2013 12:08 PM
To: Catherine Osborn
Cc: Letts, Chip; Link, Doug; Pickard, Craig; North, Ron
Subject: DJ Tie Rod Assembly Cost and Timing

Good Morning Catherine,

REDACTED

REDACTED

Regards,

Jesse Raver
Powers and Sons, LLC
Key Account Manager
47700 Helm Street
Plymouth, MI 48170
Tel: (734) 891-0874
jraver@powersandsonslc.com

Bernier David (FCA)

From: Sean Farrell
Sent: Monday, July 15, 2013 1:29 PM
To: jraver@powersandsonslc.com
Cc: David Bernier
Subject: Field Action N49

Jesse,

REDACTED

THANKS,
Sean

Sean Farrell
Mopar Purchasing
Phone T/L 776-3663 | Outside (248) 576-3663
Email sean.farrell@chrysler.com

Bernier David (FCA)

From: Raver, Jesse <jraver@powersandsonslc.com>
Sent: Wednesday, July 17, 2013 1:54 PM
To: Sean Farrell
Cc: David Bernier
Subject: RE: Field Action N49

Sean,

Per your request we have gone back to our suppliers and have developed the following cost and timing for field action N49.

REDACTED

Regards,

Jesse Raver
Powers and Sons, LLC
Key Account Manager
47700 Helm Street
Plymouth, MI 48170
Tel: (734) 891-0874
jraver@powersandsonslc.com

From: Sean Farrell [<mailto:sean.farrell@chrysler.com>]
Sent: Monday, July 15, 2013 1:29 PM
To: Raver, Jesse
Cc: David Bernier
Subject: Field Action N49

Jesse,

REDACTED

Thanks,
Sean

Sean Farrell

Mopar Purchasing

Phone T/L 776-3663 | Outside (248) 576-3663

Email sean.farrell@chrysler.com

Bernier David (FCA)

From: Raver, Jesse <jraver@powersandsonslc.com>
Sent: Tuesday, August 13, 2013 10:43 AM
To: Sean Farrell
Cc: David Bernier; Mike Lubin
Subject: RE: Authorization to proceed

Good Morning Sean,

REDACTED

Regards,

Jesse Raver
Powers and Sons, LLC
Key Account Manager
47700 Helm Street
Plymouth, MI 48170
Tel: (734) 891-0874
jraver@powersandsonslc.com

From: Sean Farrell [<mailto:sean.farrell@chrysler.com>]
Sent: Monday, August 12, 2013 10:45 AM
To: Raver, Jesse
Cc: David Bernier; Mike Lubin
Subject: RE: Authorization to proceed

REDACTED

From: Raver, Jesse [<mailto:jraver@powersandsonslc.com>]
Sent: Wednesday, August 07, 2013 8:39 AM
To: Sean Farrell
Subject: Authorization to proceed

Sean,

As noted in my previous e-mail I will be out of the office starting around 11:00 today returning Monday. I will have my phone with me and will be checking my e-mails while I'm off.

Jesse Raver
Powers and Sons, LLC
Key Account Manager
47700 Helm Street
Plymouth,MI 48170
Tel: (734) 891-0874
jraver@powersandsonsllc.com

Bernier David (FCA)

From: Sean Farrell
Sent: Thursday, September 12, 2013 3:34 PM
To: David Bernier
Subject: N49 - Powers and Sons Capacity

Dave.

REDACTED

Sean Farrell
Mopar Purchasing
Phone T/L 776-3663 | Outside (248) 576-3663
Email sean.farrell@chrysler.com

Bernier David (FCA)

From: Mike Lubin
Sent: Friday, September 13, 2013 7:53 AM
To: 'Raver, Jesse'
Cc: Sean Farrell; David Bernier; Marvin Lane
Subject: RE: Authorization to proceed

Thanks...anything you can do to move that up is also welcomed. This one's heating up. Thanks.

Mike Lubin
Senior Buyer - Packaging
Mopar Purchasing
Purchasing & Supplier Quality
Chrysler Group LLC
w: (248) 576-7295 (tie: 776)
c: (248) 464-0527
Mike.lubin@chrysler.com

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

From: Raver, Jesse [<mailto:jraver@powersandsonslc.com>]
Sent: Thursday, September 12, 2013 4:12 PM
To: Mike Lubin
Cc: Sean Farrell; David Bernier; Marvin Lane
Subject: Re: Authorization to proceed

Mike,

REDACTED

Sent from my iPhone

On Sep 12, 2013, at 4:09 PM, "Mike Lubin" <mike.lubin@chrysler.com<<mailto:mike.lubin@chrysler.com>>> wrote:

Jesse,
Can you please give us an update on this? Nothing changed? Thanks.

Mike Lubin
Senior Buyer - Packaging
Mopar Purchasing
Purchasing & Supplier Quality
Chrysler Group LLC
w: (248) 576-7295 (tie: 776)
c: (248) 464-0527
Mike.lubin@chrysler.com<<mailto:Mike.lubin@chrysler.com>>

From: Raver, Jesse [<mailto:jraver@powersandsonslc.com>]
Sent: Tuesday, August 13, 2013 10:43 AM

To: Sean Farrell
Cc: David Bernier; Mike Lubin
Subject: RE: Authorization to proceed

Good Morning Sean,

REDACTED

Regards,

Jesse Raver
Powers and Sons, LLC
Key Account Manager
47700 Helm Street
Plymouth, MI 48170
Tel: (734) 891-0874
jraver@powersandsonslc.com<<mailto:jraver@powersandsonslc.com>>

From: Sean Farrell [<mailto:sean.farrell@chrysler.com>]
Sent: Monday, August 12, 2013 10:45 AM
To: Raver, Jesse
Cc: David Bernier; Mike Lubin
Subject: RE: Authorization to proceed

REDACTED

From: Raver, Jesse [<mailto:jraver@powersandsonslc.com>]<<mailto:jraver@powersandsonslc.com>>
Sent: Wednesday, August 07, 2013 8:39 AM
To: Sean Farrell
Subject: Authorization to proceed

Sean,

As noted in my previous e-mail I will be out of the office starting around 11:00 today returning Monday. I will have my phone with me and will be checking my e-mails while I'm off.

Jesse Raver
Powers and Sons, LLC
Key Account Manager
47700 Helm Street
Plymouth, MI 48170
Tel: (734) 891-0874
jraver@powersandsonslc.com

Bernier David (FCA)

From: Mike Lubin
Sent: Friday, September 13, 2013 3:43 PM
To: 'Raver, Jesse'
Cc: Sean Farrell; David Bernier; Marvin Lane
Subject: RE: Authorization to proceed

REDACTED

Thanks,

Mike Lubin
Senior Buyer - Packaging
Mopar Purchasing
Purchasing & Supplier Quality
Chrysler Group LLC
w: (248) 576-7295 (tie: 776)
c: (248) 464-0527
Mike.lubin@chrysler.com

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

From: Mike Lubin
Sent: Friday, September 13, 2013 7:53 AM
To: 'Raver, Jesse'
Cc: Sean Farrell; David Bernier; Marvin Lane
Subject: RE: Authorization to proceed

Thanks...anything you can do to move that up is also welcomed. This one's heating up. Thanks.

Mike Lubin
Senior Buyer - Packaging
Mopar Purchasing
Purchasing & Supplier Quality
Chrysler Group LLC
w: (248) 576-7295 (tie: 776)

c: (248) 464-0527
Mike.lubin@chrysler.com

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

From: Raver, Jesse [<mailto:jraver@powersandsonslc.com>]
Sent: Thursday, September 12, 2013 4:12 PM
To: Mike Lubin
Cc: Sean Farrell; David Bernier; Marvin Lane
Subject: Re: Authorization to proceed

Mike,

REDACTED

Sent from my iPhone

On Sep 12, 2013, at 4:09 PM, "Mike Lubin" <mike.lubin@chrysler.com<<mailto:mike.lubin@chrysler.com>>> wrote:

Jesse,
Can you please give us an update on this? Nothing changed? Thanks.

Mike Lubin
Senior Buyer - Packaging
Mopar Purchasing
Purchasing & Supplier Quality
Chrysler Group LLC
w: (248) 576-7295 (tie: 776)
c: (248) 464-0527
Mike.lubin@chrysler.com<<mailto:Mike.lubin@chrysler.com>>

From: Raver, Jesse [<mailto:jraver@powersandsonslc.com>]
Sent: Tuesday, August 13, 2013 10:43 AM
To: Sean Farrell
Cc: David Bernier; Mike Lubin
Subject: RE: Authorization to proceed

Good Morning Sean,

REDACTED

Regards,

Jesse Raver
Powers and Sons, LLC
Key Account Manager
47700 Helm Street
Plymouth, MI 48170
Tel: (734) 891-0874
jraver@powersandsonslc.com

From: Sean Farrell [<mailto:sean.farrell@chrysler.com>]
Sent: Monday, August 12, 2013 10:45 AM
To: Raver, Jesse
Cc: David Bernier; Mike Lubin
Subject: RE: Authorization to proceed

REDACTED

From: Raver, Jesse [<mailto:jraver@powersandsonslc.com>] <<mailto:jraver@powersandsonslc.com>>
Sent: Wednesday, August 07, 2013 8:39 AM
To: Sean Farrell
Subject: Authorization to proceed

Sean,

As noted in my previous e-mail I will be out of the office starting around 11:00 today returning Monday. I will have my phone with me and will be checking my e-mails while I'm off.

Jesse Raver
Powers and Sons, LLC
Key Account Manager
47700 Helm Street
Plymouth, MI 48170
Tel: (734) 891-0874
jraver@powersandsonslc.com

Bernier David (FCA)

From: Mike Lubin
Sent: Wednesday, October 02, 2013 7:29 PM
To: Steven W. Schultz
Cc: Greg Wise; Bret Hardy; Lisa Clark; Amy Scott; Marvin Lane; Jacqueline Britt; James Garden; Eric Miller; Catherine Osborn; Bill Milne; 'jschlosser@powersandsonsllc.com'; 'dlink@powersandsonsllc.com'; 'mlehman@powersandsonsllc.com'; 'jraver@powersandsonsllc.com'; Jerry Herman; Brett Swiss; Sigmund Huber; David Bernier
Subject: Re: Powers and Sons

REDACTED

From: Steven W. Schultz
Sent: Wednesday, October 02, 2013 06:58 PM
To: Mike Lubin
Cc: Greg Wise; Bret Hardy; Lisa Clark; Amy Scott; Marvin Lane; Jacqueline Britt; James Garden; Eric Miller; Catherine Osborn; Bill Milne; jschlosser@powersandsonsllc.com <jschlosser@powersandsonsllc.com>; dlink@powersandsonsllc.com <dlink@powersandsonsllc.com>; mlehman@powersandsonsllc.com <mlehman@powersandsonsllc.com>; jraver@powersandsonsllc.com <jraver@powersandsonsllc.com>; Jerry Herman; Brett Swiss
Subject: Powers and Sons

REDACTED

I met with the following personnel:

Douglas Link - C.O.O.
Michael Lehman - Manufacturing Manager
Jesse Raver - Key Account Manager
Jennifer Schlosser - Production Control Manager

REDACTED

REDACTED

Please let me know if you have any questions.
Steve
419.350.4333

Bernier David (FCA)

From: Marvin Lane
Sent: Monday, October 21, 2013 12:59 PM
To: David Bernier
Cc: James Garden
Subject: RE: URGENT Campaign concerns> CBUEN491AA

REDACTED



From: David Bernier
Sent: Monday, October 21, 2013 12:56 PM
To: Marvin Lane
Cc: James Garden
Subject: RE: URGENT Campaign concerns> CBUEN491AA

Marvin, when will the releases be approved and how long have we been waiting for approval?

David R. Bernier
Chrysler Group LLC
Recall Administration/TREAD
Phone: 248-576-7313
Mobile: 248-462-5407
Email: drb3@chrysler.com

From: Marvin Lane
Sent: Monday, October 21, 2013 12:50 PM
To: Schlosser, Jennifer; Marquez, Jose; Eric Miller; David Bernier; Josha Nelson; Mike McGraw; Mike Lubin; Raver, Jesse; Steven W. Schultz; Beth Hammersley; Jason Odren; James Garden; Josha Nelson
Cc: Link, Doug; Gabrielle Bagnasco; Catherine Osborn; Karen Hiatt; Sean Farrell; Bret Hardy
Subject: RE: URGENT Campaign concerns> CBUEN491AA

Hi Jennifer,

REDACTED

Thanks



From: Schlosser, Jennifer [<mailto:jschlosser@powersandsonslc.com>]
Sent: Monday, October 21, 2013 7:44 AM
To: Marvin Lane; Marquez, Jose; Eric Miller; David Bernier; Josha Nelson; Mike McGraw; Mike Lubin; Raver, Jesse; Steven W. Schultz; Beth Hammersley; Jason Odren; James Garden
Cc: Link, Doug; Gabrielle Bagnasco; Catherine Osborn; Karen Hiatt; Sean Farrell; Bret Hardy
Subject: RE: URGENT Campaign concerns> CBUEN491AA

Good morning Marvin,

REDACTED

Thank you,

Jennifer Schlosser
Production Control Manager
Powers & Sons, LLC
jschlosser@powersandsonslc.com
(419) 485-3151 ext. 135

From: Marvin Lane [<mailto:mtl5@chrysler.com>]
Sent: Saturday, October 19, 2013 12:29 PM
To: Marquez, Jose; Eric Miller; Schlosser, Jennifer; David Bernier; Josha Nelson; Mike McGraw; Mike Lubin; Raver, Jesse; Steven W. Schultz; Beth Hammersley; Jason Odren; James Garden
Cc: Link, Doug; Gabrielle Bagnasco; Catherine Osborn; Karen Hiatt; Sean Farrell; Bret Hardy
Subject: RE: URGENT Campaign concerns> CBUEN491AA
Importance: High

Good Day,

REDACTED

Your assistance in this matter is appreciated



From: Marquez, Jose [<mailto:jmarquez@powersandsonslc.com>]
Sent: Friday, October 18, 2013 1:33 PM
To: Marvin Lane; Eric Miller; Schlosser, Jennifer; David Bernier; Joshua Nelson; Mike McGraw; Mike Lubin; Raver, Jesse; Steven W. Schultz; Beth Hammersley; Jason Odren; James Garden
Cc: Link, Doug; Gabrielle Bagnasco; Catherine Osborn; Karen Hiatt; Sean Farrell; Bret Hardy
Subject: RE: URGENT Campaign concerns> CBUEN491AA

Hi Marvin,

REDACTED

José Márquez Grau
Plant Manager
Productos Powers de México
656.620.6896 ext. 105
jmarquez@powersandsonslc.com

From: Marvin Lane [<mailto:mtl5@chrysler.com>]
Sent: Tuesday, October 15, 2013 9:36 AM
To: Eric Miller; Schlosser, Jennifer; David Bernier; Joshua Nelson; Mike McGraw; Mike Lubin; Raver, Jesse; Steven W. Schultz; Beth Hammersley; Jason Odren; James Garden
Cc: Link, Doug; Marquez, Jose; Gabrielle Bagnasco; Catherine Osborn; Karen Hiatt; Sean Farrell; Bret Hardy
Subject: RE: URGENT Campaign concerns> CBUEN491AA

Good morning Jennifer,

REDACTED



From: Eric Miller
Sent: Monday, October 14, 2013 6:32 PM
To: 'jschlosser@powersandsonslc.com'; David Bernier; Joshua Nelson; Mike McGraw; Mike Lubin; 'jraver@powersandsonslc.com'; Steven W. Schultz; Marvin Lane; Beth Hammersley; Jason Odren; James Garden

Cc: 'dlink@powersandsonslc.com'; 'jmarquez@powersandsonslc.com'; Gabrielle Bagnasco; Catherine Osborn; Karen Hiatt; Sean Farrell; Bret Hardy

Subject: Re: URGENT Campaign concerns> CBUEN491AA

James / Marvin,
Please call and assist.
Eric

From: Schlosser, Jennifer [<mailto:jschlosser@powersandsonslc.com>]

Sent: Monday, October 14, 2013 08:38 AM

To: David Bernier; Eric Miller; Joshua Nelson; Mike McGraw; Mike Lubin; Raver, Jesse <jraver@powersandsonslc.com>; Steven W. Schultz; Marvin Lane; Beth Hammersley; Jason Odren

Cc: Link, Doug <dlink@powersandsonslc.com>; Marquez, Jose <jmarquez@powersandsonslc.com>; Gabrielle Bagnasco; Catherine Osborn; Karen Hiatt; Sean Farrell; Bret Hardy

Subject: RE: URGENT Campaign concerns> CBUEN491AA

Good morning, everyone-

REDACTED

Thank you,

Jennifer Schlosser
Production Control Manager
Powers & Sons, LLC
jschlosser@powersandsonslc.com
(419) 485-3151 ext. 135

From: David Bernier [<mailto:drb3@chrysler.com>]

Sent: Saturday, October 12, 2013 12:55 PM

To: Eric Miller; Joshua Nelson; Schlosser, Jennifer; Mike McGraw; Mike Lubin; Raver, Jesse; Steven W. Schultz; Marvin Lane; Beth Hammersley; Jason Odren

Cc: Link, Doug; Marquez, Jose; Gabrielle Bagnasco; Catherine Osborn; Karen Hiatt; Sean Farrell; Bret Hardy

Subject: Re: URGENT Campaign concerns> CBUEN491AA

Nice job everyone. Way to get this moving. Appreciate the effort by all involved.

David

From: Eric Miller

Sent: Friday, October 11, 2013 04:27 PM

To: Joshua Nelson; 'jschlosser@powersandsonslc.com' <jschlosser@powersandsonslc.com>; Mike McGraw; Mike Lubin; David Bernier; 'jraver@powersandsonslc.com' <jraver@powersandsonslc.com>; Steven W. Schultz; Marvin Lane; Beth Hammersley; Jason Odren

Cc: 'dlink@powersandsonslc.com' <dlink@powersandsonslc.com>; 'jmarquez@powersandsonslc.com'

<jmarquez@powersandsonslc.com>; Gabrielle Bagnasco; Catherine Osborn; Karen Hiatt; Sean Farrell; Bret Hardy
Subject: Re: URGENT Campaign concerns> CBUEN491AA

Thanks Josha.

REDACTED

ERIC

From: Josha Nelson
Sent: Friday, October 11, 2013 04:21 PM
To: Schlosser, Jennifer <jschlosser@powersandsonslc.com>; Mike McGraw; Mike Lubin; David Bernier; Raver, Jesse <jraver@powersandsonslc.com>; Eric Miller; Steven W. Schultz; Marvin Lane; Beth Hammersley; Jason Odren
Cc: Link, Doug <dlink@powersandsonslc.com>; Marquez, Jose <jmarquez@powersandsonslc.com>; Gabrielle Bagnasco; Catherine Osborn; Karen Hiatt; Sean Farrell; Bret Hardy
Subject: RE: URGENT Campaign concerns> CBUEN491AA

Jennifer,

REDACTED

Thanks much for the quick answer
Regards,

Josha Nelson, CSCP
Manager - Inbound Transportation
Mopar
P: 586 497-0442
C: 586 596-4329
TL: 897-0442

From: Schlosser, Jennifer [mailto:j Schlosser@powersandsonslc.com]
Sent: Friday, October 11, 2013 4:16 PM
To: Mike McGraw; Josha Nelson; Mike Lubin; David Bernier; Raver, Jesse; Eric Miller; Steven W. Schultz; Marvin Lane; Beth Hammersley; Jason Odren
Cc: Link, Doug; Marquez, Jose; Gabrielle Bagnasco; Catherine Osborn; Karen Hiatt; Sean Farrell; Bret Hardy
Subject: RE: URGENT Campaign concerns> CBUEN491AA

To all,

REDACTED

Jennifer Schlosser
Production Control Manager
Powers & Sons, LLC
j Schlosser@powersandsonslc.com
(419) 485-3151 ext. 135

From: Mike McGraw [mailto:MPM48@chrysler.com]

Sent: Friday, October 11, 2013 4:06 PM

To: Josha Nelson; Mike Lubin; David Bernier; Schlosser, Jennifer; Raver, Jesse; Eric Miller; Steven W. Schultz; Marvin Lane; Beth Hammersley; Jason Odren

Cc: Link, Doug; Marquez, Jose; Gabrielle Bagnasco; Catherine Osborn; Karen Hiatt; Sean Farrell; Bret Hardy

Subject: RE: URGENT Campaign concerns> CBUEN491AA

Jennifer,

Please advise per Josha's e-mail below, will P&S be able to re-pack the parts already produced?

Regards,

Mike McGraw

Mopar Packaging Engineer

E-mail: MPM48@chrysler.com

Phone: (586) 497-1001

Mopar Package Engineering Homepage: <http://mpe.extra.chrysler.com>

From: Josha Nelson

Sent: Friday, October 11, 2013 4:05 PM

To: Mike Lubin; David Bernier; Schlosser, Jennifer; Raver, Jesse; Mike McGraw; Eric Miller; Steven W. Schultz; Marvin Lane; Beth Hammersley; Jason Odren

Cc: Link, Doug; Marquez, Jose; Gabrielle Bagnasco; Catherine Osborn; Karen Hiatt; Sean Farrell; Bret Hardy

Subject: RE: URGENT Campaign concerns> CBUEN491AA

Mike,

REDACTED

Josha

From: Mike Lubin

Sent: Friday, October 11, 2013 4:04 PM

To: David Bernier; Schlosser, Jennifer; Raver, Jesse; Mike McGraw; Eric Miller; Steven W. Schultz; Marvin Lane; Josha Nelson; Beth Hammersley; Jason Odren

Cc: Link, Doug; Marquez, Jose; Gabrielle Bagnasco; Catherine Osborn; Karen Hiatt; Sean Farrell; Bret Hardy

Subject: RE: URGENT Campaign concerns> CBUEN491AA

REDACTED

Thanks,

Mike Lubin

Senior Buyer - Packaging

Mopar Purchasing

Purchasing & Supplier Quality

Chrysler Group LLC

w: (248) 576-7295 (tie: 776)

c: (248) 464-0527

Mike.lubin@chrysler.com

From: David Bernier
Sent: Friday, October 11, 2013 7:10 AM
To: Schlosser, Jennifer; Mike Lubin; Raver, Jesse; Mike McGraw; Eric Miller; Steven W. Schultz; Marvin Lane; Joshua Nelson; Beth Hammersley; Jason Odren
Cc: Link, Doug; Marquez, Jose; Gabrielle Bagnasco; Catherine Osborn; Karen Hiatt; Sean Farrell; Bret Hardy
Subject: RE: URGENT Campaign concerns> CBUEN491AA

REDACTED

Nice effort.

David R. Bernier
Chrysler Group LLC
Recall Administration/TREAD
Phone: 248-576-7313
Mobile: 248-462-5407
Email: drb3@chrysler.com

From: Schlosser, Jennifer [<mailto:jschlosser@powersandsonslc.com>]
Sent: Thursday, October 10, 2013 4:24 PM
To: Mike Lubin; Raver, Jesse; Mike McGraw; Eric Miller; Steven W. Schultz; David Bernier; Marvin Lane; Joshua Nelson; Beth Hammersley; Jason Odren
Cc: Link, Doug; Marquez, Jose; Gabrielle Bagnasco; Catherine Osborn; Karen Hiatt; Sean Farrell; Bret Hardy
Subject: RE: URGENT Campaign concerns> CBUEN491AA

REDACTED

Jennifer Schlosser
Production Control Manager
Powers & Sons, LLC
jschlosser@powersandsonslc.com
(419) 485-3151 ext. 135

From: Mike Lubin [<mailto:mike.lubin@chrysler.com>]
Sent: Thursday, October 10, 2013 2:22 PM
To: Schlosser, Jennifer; Raver, Jesse; Mike McGraw; Eric Miller; Steven W. Schultz; David Bernier; Marvin Lane; Joshua Nelson; Beth Hammersley; Jason Odren
Cc: Link, Doug; Marquez, Jose; Gabrielle Bagnasco; Catherine Osborn; Karen Hiatt; Sean Farrell; Bret Hardy
Subject: RE: URGENT Campaign concerns> CBUEN491AA

Please keep Karen Hiatt and Sean Farrell on copy on this subject.

Jennifer,
Per our conversation, you will be able to provide capacity information today and unit packaging cost information tomorrow.

All,

REDACTED

Mike Lubin
Senior Buyer - Packaging
Mopar Purchasing
Purchasing & Supplier Quality
Chrysler Group LLC
w: (248) 576-7295 (tie: 776)
c: (248) 464-0527
Mike.lubin@chrysler.com

From: Schlosser, Jennifer [<mailto:jschlosser@powersandsonslc.com>]
Sent: Thursday, October 10, 2013 2:13 PM
To: Raver, Jesse; Mike McGraw; Eric Miller; Steven W. Schultz; David Bernier; Marvin Lane; Josha Nelson; Beth Hammersley; Jason Odren
Cc: Link, Doug; Marquez, Jose; Gabrielle Bagnasco; Mike Lubin; Catherine Osborn
Subject: RE: URGENT Campaign concerns> CBUEN491AA

Good afternoon, everyone-

REDACTED

Please advise and thank you,

Jennifer Schlosser
Production Control Manager
Powers & Sons, LLC
jschlosser@powersandsonslc.com
(419) 485-3151 ext. 135

From: Raver, Jesse
Sent: Thursday, October 10, 2013 11:36 AM
To: Mike McGraw; Eric Miller; Steven W. Schultz; Schlosser, Jennifer; David Bernier; Marvin Lane; Josha Nelson; Beth Hammersley; Jason Odren
Cc: Link, Doug; Marquez, Jose; Gabrielle Bagnasco; Mike Lubin; Catherine L. Osborn (catherine.osborn@chrysler.com)
Subject: RE: URGENT Campaign concerns> CBUEN491AA

To All,

REDACTED

Jesse Raver
Powers and Sons, LLC
Key Account Manager
47700 Helm Street
Plymouth, MI 48170
Tel: (734) 891-0874
jraver@powersandsonslc.com

From: Mike McGraw [<mailto:MPM48@chrysler.com>]
Sent: Thursday, October 10, 2013 9:28 AM
To: Eric Miller; Steven W. Schultz; Schlosser, Jennifer; David Bernier; Marvin Lane; Josha Nelson; Beth Hammersley; Jason Odren
Cc: Link, Doug; Marquez, Jose; Raver, Jesse; Gabrielle Bagnasco; Mike Lubin
Subject: RE: URGENT Campaign concerns> CBUEN491AA

Josha,

REDACTED

Regards,

Mike McGraw
Mopar Packaging Engineer
E-mail: MPM48@chrysler.com
Phone: (586) 497-1001
Mopar Package Engineering Homepage: <http://mpe.extra.chrysler.com>

From: Eric Miller
Sent: Thursday, October 10, 2013 9:19 AM
To: Steven W. Schultz; 'Schlosser, Jennifer'; David Bernier; Marvin Lane; Josha Nelson; Mike McGraw; Beth Hammersley; Jason Odren
Cc: 'Link, Doug'; 'Marquez, Jose'; 'Raver, Jesse'; Gabrielle Bagnasco
Subject: RE: URGENT Campaign concerns> CBUEN491AA

Gabrielle / Packaging Team,

REDACTED

Thanks,

Eric L. Miller

Head of Mopar Parts US Supplier Operations

Mopar Supply Chain Management

ELM5@Chrysler.com

Office: 586-497-3938 (t/l 897-3938)

From: Steven W. Schultz

Sent: Thursday, October 10, 2013 9:12 AM

To: 'Schlosser, Jennifer'; David Bernier; Marvin Lane; Josha Nelson; Mike McGraw

Cc: 'Link, Doug'; 'Marquez, Jose'; 'Raver, Jesse'; Gabrielle Bagnasco; Eric Miller

Subject: RE: URGENT Campaign concerns> CBUEN491AA

REDACTED

From: Schlosser, Jennifer [<mailto:jschlosser@powersandsonslc.com>]

Sent: Thursday, October 10, 2013 9:03 AM

To: Steven W. Schultz; David Bernier; Marvin Lane; Josha Nelson; Mike McGraw

Cc: Link, Doug; Marquez, Jose; Raver, Jesse; Gabrielle Bagnasco; Eric Miller

Subject: RE: URGENT Campaign concerns> CBUEN491AA

Good morning, everyone.

REDACTED

Thank you,

Jennifer Schlosser

Production Control Manager

Powers & Sons, LLC

jschlosser@powersandsonslc.com

(419) 485-3151 ext. 135

From: Steven W. Schultz [<mailto:steve.schultz@chrysler.com>]

Sent: Wednesday, October 09, 2013 4:17 PM

To: David Bernier; Marvin Lane; Schlosser, Jennifer; Josha Nelson; Mike McGraw

Cc: Link, Doug; Marquez, Jose; Raver, Jesse; Gabrielle Bagnasco; Eric Miller

Subject: RE: URGENT Campaign concerns> CBUEN491AA

We need shipments to start tomorrow.

From: David Bernier
Sent: Wednesday, October 09, 2013 3:59 PM
To: Marvin Lane; Schlosser, Jennifer; Joshua Nelson; Mike McGraw
Cc: Steven W. Schultz; Link, Doug; Marquez, Jose; Raver, Jesse; Gabrielle Bagnasco; Eric Miller
Subject: RE: URGENT Campaign concerns> CBUEN491AA

REDACTED

David R. Bernier
Chrysler Group LLC
Recall Administration/TREAD
Phone: 248-576-7313
Mobile: 248-462-5407
Email: drb3@chrysler.com

From: Marvin Lane
Sent: Wednesday, October 09, 2013 3:00 PM
To: Schlosser, Jennifer; Joshua Nelson; Mike McGraw
Cc: Steven W. Schultz; Link, Doug; Marquez, Jose; Raver, Jesse; Gabrielle Bagnasco; Eric Miller; David Bernier
Subject: RE: URGENT Campaign concerns> CBUEN491AA

All

REDACTED

Thanks



From: Schlosser, Jennifer [<mailto:jschlosser@powersandsonslc.com>]
Sent: Wednesday, October 09, 2013 2:25 PM
To: Joshua Nelson; Mike McGraw
Cc: Steven W. Schultz; Link, Doug; Marquez, Jose; Raver, Jesse; Marvin Lane; Gabrielle Bagnasco
Subject: RE: URGENT Campaign concerns

Joshua,

REDACTED

I am in the process of investigating materials to comply with this request.

Jennifer Schlosser
Production Control Manager
Powers & Sons, LLC
jschlosser@powersandsonslc.com
(419) 485-3151 ext. 135

From: Josha Nelson [<mailto:jn559@chrysler.com>]
Sent: Wednesday, October 09, 2013 1:31 PM
To: Mike McGraw; Schlosser, Jennifer
Cc: Steven W. Schultz; Link, Doug; Marquez, Jose; Raver, Jesse; Marvin Lane; Gabrielle Bagnasco
Subject: RE: URGENT Campaign concerns

Mike,

REDACTED

Regards,

Josha Nelson, CSCP
Manager - Inbound Transportation
Mopar
P: 586 497-0442
C: 586 596-4329
TL: 897-0442

From: Mike McGraw
Sent: Wednesday, October 09, 2013 1:22 PM
To: 'Schlosser, Jennifer'; Josha Nelson
Cc: Steven W. Schultz; 'Link, Doug'; 'Marquez, Jose'; 'Raver, Jesse'; Marvin Lane
Subject: RE: URGENT Campaign concerns

Jennifer,

REDACTED

REDACTED

Joshua, Marvin, and Steven,

Would you be able to comment per Jennifer's other concerns below?

Regards,

Mike McGraw
Mopar Packaging Engineer
E-mail: MPM48@chrysler.com
Phone: (586) 497-1001
Mopar Package Engineering Homepage: <http://mpe.extra.chrysler.com>

From: Schlosser, Jennifer [<mailto:jschlosser@powersandsonslc.com>]
Sent: Wednesday, October 09, 2013 12:16 PM
To: Mike McGraw
Cc: Steven W. Schultz; Link, Doug; Marquez, Jose; Raver, Jesse
Subject: RE: URGENT Campaign concerns

Mike,

REDACTED

Jennifer Schlosser
Production Control Manager
Powers & Sons, LLC
jschlosser@powersandsonslc.com
(419) 485-3151 ext. 135

From: Mike McGraw [<mailto:MPM48@chrysler.com>]
Sent: Wednesday, October 09, 2013 11:29 AM
To: Schlosser, Jennifer
Subject: URGENT Campaign concerns
Importance: High

Jennifer,

REDACTED

Regards,

Mike McGraw
Mopar Packaging Engineer
E-mail: MPM48@chrysler.com
Phone: (586) 497-1001
Mopar Package Engineering Homepage: <http://mpe.extra.chrysler.com>

Bernier David (FCA)

From: Fischer, Pat <pfischer@powersandsonslc.com>
Sent: Monday, February 17, 2014 5:38 PM
To: Sean Farrell; Larry Laba; Catherine Osborn; Brett Swiss; Bruce Kocer; David Bernier; Steven W. Schultz
Cc: Raver, Jesse; Fink, Chris; Link, Doug; Lehman, Mike; Schlosser, Jennifer
Subject: RE: Clamp Timing Update for DM/DP Tie Rod
Attachments: DM TIE ROD CLAMP AND BRACKET TEST PART TIMING--HAND ASSEMBLED 2-17-14.pdf

REDACTED

Best Regards,

Patrick Fischer
Project Engineer
Powers and Sons, LLC
1613 Magda Dr.
Montpelier, OH 43543
419-485-3151 x 124

From: Fischer, Pat
Sent: Friday, February 14, 2014 5:28 PM
To: 'Sean Farrell'; Larry Laba; Catherine Osborn; Brett Swiss; Bruce Kocer; David Bernier; Steven W. Schultz
Cc: Raver, Jesse; Fink, Chris; Link, Doug; Lehman, Mike; Schlosser, Jennifer
Subject: Clamp Timing Update for DM/DP Tie Rod

REDACTED

Have a Good Weekend,

Patrick Fischer
Project Engineer
Powers and Sons, LLC
1613 Magda Dr.
Montpelier, OH 43543
419-485-3151 x 124

ID	Task Name	Duration	Start	Finish	2/14	FEB 9 '14	FEB 16 '14	FEB 23 '14	MAR 2 '14	MAR 9 '14	MAR 16 '14	MAR 23 '14	APR 6 '14	APR 13 '14	APR 20 '14	APR 27 '14	MAY 4 '14
0	DESIGN REINFORCING CLAMP AND BRACKETS	5 days	Wed 2/5/14	Tue 2/11/14													
1	CLAMP AND BRACKET QUOTES	5 days	Wed 2/12/14	Tue 2/18/14													
2	ORDER CLAMP AND BRACKETS	2 days	Wed 2/19/14	Thu 2/20/14													
3	CLAMP AND BRACKET TOOLING, DEBUG AND PARTS AVAILABLE	10 wks	Fr 2/27/14	Thu 5/1/14													
4	COAT BRACKETS AND CLAMPS	2 days	Fr 5/2/14	Mon 5/5/14													
5	HAND ASSEMBLY PV TEST PARTS	4 days	Tue 5/6/14	Fr 5/9/14													
6	HAND ASSEMBLED PV TEST PARTS AVAILABLE	0 days	Fr 5/9/14	Fr 5/9/14													



Project: DM THE ROD CLAMP AND PY
Date: Mon 2/17/14

Legend:

- Critical
- Critical Split
- Task Progress
- Task
- Split
- Task Progress
- Baseline
- Baseline Split
- Baseline Milestone
- Milestone
- Summary Progress
- Summary
- Project Summary
- External Tasks
- External Milestone

Page 1

Bernier David (FCA)

From: Raver, Jesse <jraver@powersandsonslc.com>
Sent: Friday, February 21, 2014 9:47 AM
To: David Bernier
Subject: RE: Cost Spreadsheet

Dave,

REDACTED

Jesse

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

From: David Bernier [mailto:drb3@chrysler.com]
Sent: Thursday, February 20, 2014 4:12 PM
To: Raver, Jesse
Subject: Re: Cost Spreadsheet

Great, thanks.

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

From: Raver, Jesse [mailto:jraver@powersandsonslc.com]
Sent: Thursday, February 20, 2014 04:09 PM
To: David Bernier
Cc: Sean Farrell
Subject: Re: Cost Spreadsheet

Dave,

I forwarded this to Mike Lehman for clarification. I have an idea but I need Mike to verify. I called Mike and he had just left. I will contact him again first thing in the morning.

Sent from my iPhone

> On Feb 20, 2014, at 3:47 PM, "David Bernier" <drb3@chrysler.com> wrote:

REDACTED

> David R. Bernier
> Chrysler Group LLC
> Recall Administration/TREAD
> Phone: 248-576-7313
> Mobile: 248-462-5407

> Email: drb3@chrysler.com

>

>

> -----Original Message-----

> From: Raver, Jesse [<mailto:jraver@powersandsonslc.com>]

> Sent: Thursday, February 20, 2014 2:49 PM

> To: David Bernier; Sean Farrell

> Subject: Cost Spreadsheet

>

> Dave,

>

> Attached is the spread sheet we discussed during our 11:00 meeting.

>

> Jesse Raver

> 734-891-0874

Bernier David (FCA)

From: Raver, Jesse <jraver@powersandsonslc.com>
Sent: Sunday, February 23, 2014 5:37 PM
To: David Bernier
Cc: Link, Doug; Lehman, Mike; North, Ron; Fischer, Pat
Subject: RE: Cost Spreadsheet

Dave,

REDACTED

Regards,

Jesse Raver
734-891-0874

From: David Bernier [drb3@chrysler.com]
Sent: Thursday, February 20, 2014 4:11 PM
To: Raver, Jesse
Subject: Re: Cost Spreadsheet

Great, thanks.

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

From: Raver, Jesse [mailto:jraver@powersandsonslc.com]
Sent: Thursday, February 20, 2014 04:09 PM
To: David Bernier
Cc: Sean Farrell
Subject: Re: Cost Spreadsheet

Dave,

I forwarded this to Mike Lehman for clarification. I have an idea but I need Mike to verify. I called Mike and he had just left. I will contact him again first thing in the morning.

Sent from my iPhone

> On Feb 20, 2014, at 3:47 PM, "David Bernier" <drb3@chrysler.com> wrote:
>

REDACTED

> David R. Bernier
> Chrysler Group LLC

> Recall Administration/TREAD

> Phone: 248-576-7313

> Mobile: 248-462-5407

> Email: drb3@chrysler.com

>

>

> -----Original Message-----

> From: Raver, Jesse [<mailto:jraver@powersandsonslc.com>]

> Sent: Thursday, February 20, 2014 2:49 PM

> To: David Bernier; Sean Farrell

> Subject: Cost Spreadsheet

>

> Dave,

>

> Attached is the spread sheet we discussed during our 11:00 meeting.

>

> Jesse Raver

> 734-891-0874

AQ14-003

CHRYSLER

12/12/2014

ENCLOSURE 17

Customer Complaints Summary
Report

Customer Complaint**5G78563709**

VIN	3D7KS28C55G	Model Year	2005	Body	DH7H41	DODGE RAM SLT 2500 QUAD CAB PICKUP	
Built Date	01/11/2005	Market	U	US	Plant	G	SALTILLO TRUCK ASSEMBLY PLANT
Color	PB7 PATRIOT BLUE PEARL COAT						
Engine	ETH 5.9L HO CUMMINS TURBO DIESEL ENGINE						
Transmission	DG8 4-SPD. AUTOMATIC 48RE TRANSMISSION						

Open Date	08/07/2014	Mileage	0	Event	009	Second+ Warranty Event	
Dealer	26843	JIM FALK CHRYSLER DODGE JEEP R				Dealer Zone	71
Dealer Address	195 S. PUUNENE AVENUE			Dealer Phone(s)	808 877-3673		
City/State/ZIP	KAHULUI, HI, 96732-2403				Dealer Fax	808 877-2801	

Q1 How willing are you to recommend DODGE to a friend or colleague?

Score: 08 (Neutral)

Q2 Please rate your satisfaction with your RAM SLT 2500 QUAD CAB PICKUP on a scale of 0 to 10.

Score: 07 (Neutral)

Q3 Please rate your satisfaction with your experience at JIM FALK CHRYSLER DODGE JEEP R on a scale of 0 to 10.

Score: 00 (Detractor)

023 : Vehicle not fixed first visit

992 : Safety/Legal

046 : Parts: recall

008 : Deceptive/didn't honor price

Because they did not even check my vehicle for the specified recall part/s. The recall notice specifically states: The left tie rod ball stud on your truck may fracture under certain driving conditions. This could cause a loss of directional control and/or crash without warning. The person who helped me at Jim Faulk lied to me. He told me that the recall was for the shock absorber/steering dampener. And whether it was bolted on or clipped onto the tie-rod. If I have a wreck because this person lied to me and didn't actually inspect my vehicle as they were supposed to, I am going to sue the living hell out of them and you/Chrysler!

Q14 Do you want Chrysler to contact you?

Question Not Asked

Q15 Rate your satisfaction with UConnect features and operation.

Score: 99 (Refused/Left Blank)

Q16 Please rate your comfort level with the UConnect technology?

Score: 99 (Refused/Left Blank)

Q17 Do you want someone from Chrysler LLC to contact you on UConnect usage or registration?

Score: 99 (Refused/Left Blank)

SURVEY COMPLETED 2014-08-08 13:07:05, CUSTOMER ID:702458059, RO:00005374, CONTACT METHOD:ONLINE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:00

Customer Complaint**5G81161808**

VIN	3D7MS48C65G	Model Year	2005	Body	DH8H42	DODGE RAM SLT 3500 QUAD CAB PICKUP	
Built Date	03/04/2005	Market	U	US	Plant	G	SALTILLO TRUCK ASSEMBLY PLANT
Color	PR4	FLAME RED CLEAR COAT					
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE					
Transmission	DG8	4-SPD. AUTOMATIC 48RE TRANSMISSION					

Open Date	07/29/2014	Mileage	0	Event	008	Second+ Customer Pay Event	
Dealer	67897	BILL MARSH CHRYSLER-DODGE & JE				Dealer Zone	42
Dealer Address	1655 SOUTH GARFIELD AVE				Dealer Phone(s)	231 941-4141	
City/State/ZIP	TRAVERSE CITY, MI, 49686-4335				Dealer Fax	231 941-1633	

Q1 How willing are you to recommend DODGE to a friend or colleague?

Score: 04 (Detractor)

001 : Price/cost

002 : Poor quality

895 : General: will never service/buy there again

018 : Recall: any mention

007 : Negative experience / problems with CURRENT vehicle

We were sent two separate recalls on our truck concerning the front end tie rods. When we took the truck in on the original recall to Bill Marsh they said it did not affect our truck. About 6 months or so later we received another letter about a recall on the front end tie rods. I was going to take the truck in to be looked at but before I had time to go in the tie rod on the front end on the passenger side completely fell off. We had the truck towed to Bill Marsh and they said the recall only affected the drivers side of the tie rod. It makes no sense to us that if Dodge was having a problem with one end and the other end falls off of a 1 ton truck with only 70,000 miles that they should be responsible to fix it. I had the truck towed out of Bill Marsh and towed to another mechanic who fixed it for half the price Bill Marsh quoted me. I also called Dodge directly and they said that they would only fix the problem if it happened on the other side. I will not buy another Dodge product again.

Q2 Please rate your satisfaction with your RAM SLT 3500 QUAD CAB PICKUP on a scale of 0 to 10.

Score: 07 (Neutral)

Q3 Please rate your satisfaction with your experience at BILL MARSH CHRYSLER-DODGE & JE on a scale of 0 to 10.

Score: 99 (Refused/Left Blank)

Q14 Do you want Chrysler to contact you?

Question Not Asked

Q15 Rate your satisfaction with UConnect features and operation.

Score: 99 (Refused/Left Blank)

Q16 Please rate your comfort level with the UConnect technology?

Score: 99 (Refused/Left Blank)

Q17 Do you want someone from Chrysler LLC to contact you on UConnect usage or registration?

Score: 99 (Refused/Left Blank)

SURVEY COMPLETED 2014-07-31 05:01:17, CUSTOMER ID:702813076, RO:00634291, CONTACT METHOD:ONLINE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:00

Customer Complaint

6G17667908

VIN	3D7LX38C46	Model Year	2006	Body	D18H41	DODGE RAM 3500 SLT QUAD CAB 4X4	
Built Date	11/16/2005	Market	U	US	Plant	G	SALTILLO TRUCK ASSEMBLY PLANT
Color	PDM MINERAL GRAY MET. CLEAR COAT						
Engine	ETH 5.9L HO CUMMINS TURBO DIESEL ENGINE						
Transmission	DG8 4-SPD. AUTOMATIC 48RE TRANSMISSION						

Open Date	06/10/2014	Mileage	0	Event	008	Second+ Customer Pay Event	
Dealer	60337	RAIRDON'S CHRYSLER JEEP DODGE				Dealer Zone	71
Dealer Address	12828 NE 124TH ST				Dealer Phone(s)	425 821-1777	
City/State/ZIP	KIRKLAND, WA, 98034-8309				Dealer Fax	425 814-1620	

Q1 How willing are you to recommend DODGE to a friend or colleague?

Score: 04 (Detractor)

045 : Parts: Delay/not available

002 : Poor quality

007 : Negative experience / problems with CURRENT vehicle

021 : Poor purchase/service experience

It is taking longer and longer to get parts to fix standard issues. I had to Waite 6weeks for a tie rod on a 2006, 3500.

Q2 Please rate your satisfaction with your RAM 3500 SLT QUAD CAB 4X4 on a scale of 0 to 10.

Score: 05 (Detractor)

355 : Engine - additional issues

370 : General: positive

Cummins engine is awesome. Everything else falls apart at 100,000.

Q3 Please rate your satisfaction with your experience at RAIRDON'S CHRYSLER JEEP DODGE on a scale of 0 to 10.

Score: 00 (Detractor)

992 : Safety/Legal

042 : Experience: took too long

Waited 6 weeks for a tie rod. They installed a broken one and damn near killed me on my way home. There is a reason they call it Death Wobble. Twice they have installed broken parts on my truck.

Q14 Do you want Chrysler to contact you?

Question Not Asked

Q15 Rate your satisfaction with UConnect features and operation.

Score: 99 (Refused/Left Blank)

Q16 Please rate your comfort level with the UConnect technology?

Score: 99 (Refused/Left Blank)

Q17 Do you want someone from Chrysler LLC to contact you on UConnect usage or registration?

Score: 99 (Refused/Left Blank)

SURVEY COMPLETED 2014-06-11 16:24:10, CUSTOMER ID:075587491, RO:00618437, CONTACT METHOD:ONLINE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:00

Customer Complaint**6G19824309**

VIN	3D7KS26C16G	Model Year	2006	Body	DH7H62	DODGE RAM 2500 SLT REG CAB 4X4	
Built Date	12/08/2005	Market	U	US	Plant	G	SALTILLO TRUCK ASSEMBLY PLANT
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT					
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE					
Transmission	DEG	6-SPEED MANUAL G56 TRANSMISSION					

Open Date	05/09/2014	Mileage	0	Event	009	Second+ Warranty Event	
Dealer	65561	HUMES CHRYSLER JEEP DODGE				Dealer Zone	35
Dealer Address	1010 ROUTE 19 NORTH				Dealer Phone(s)	814 796-2666	
City/State/ZIP	WATERFORD, PA, 16441				Dealer Fax		

- Q1 How willing are you to recommend DODGE to a friend or colleague?
Score: 03 (Detractor)
007 : Negative experience / problems with CURRENT vehicle
Broke tie rod end 2 years ago and they just replaced the part now, after I am out \$400 and not reimbursed.
- Q2 Please rate your satisfaction with your RAM 2500 SLT REG CAB 4X4 on a scale of 0 to 10.
Score: 05 (Detractor)
154 : Exterior Rust/Corrosion
Rust and bad tie rod ends, keep you on your toes anytime you drive
- Q3 Please rate your satisfaction with your experience at HUMES CHRYSLER JEEP DODGE on a scale of 0 to 10.
Score: 10 (Promoter)
- Q14 Do you want Chrysler to contact you?
Question Not Asked
- Q15 Rate your satisfaction with UConnect features and operation.
Score: 99 (Refused/Left Blank)
- Q16 Please rate your comfort level with the UConnect technology?
Score: 99 (Refused/Left Blank)
- Q17 Do you want someone from Chrysler LLC to contact you on UConnect usage or registration?
Score: 99 (Refused/Left Blank)

SURVEY COMPLETED 2014-05-10 10:18:19, CUSTOMER ID:013919884, RO:00901660, CONTACT METHOD:ONLINE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:00

Customer Complaint**6G22310409**

VIN	3D7MX48C06G	Model Year	2006	Body	D18H42	DODGE RAM 3500 SLT QUAD CAB 4X4	
Built Date	02/15/2006	Market	U	US	Plant	G	SALTILLO TRUCK ASSEMBLY PLANT
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT					
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE					
Transmission	DG8	4-SPD. AUTOMATIC 48RE TRANSMISSION					

Open Date	04/07/2014	Mileage	0	Event	009	Second+ Warranty Event	
Dealer	26776	METRO CHRYSLER JEEP DODGE				Dealer Zone	32
Dealer Address	1667 HARTFORD AVE				Dealer Phone(s)	401 351-6600	
City/State/ZIP	JOHNSTON, RI, 02919-3202				Dealer Fax	401 553-6013	

Q1 How willing are you to recommend DODGE to a friend or colleague?
Score: 08 (Neutral)

Q2 Please rate your satisfaction with your RAM 3500 SLT QUAD CAB 4X4 on a scale of 0 to 10.
Score: 08 (Neutral)

Q3 Please rate your satisfaction with your experience at METRO CHRYSLER JEEP DODGE on a scale of 0 to 10.
Score: 01 (Detractor)

046 : Parts: recall

042 : Experience: took too long

so it starts in january when i bring my truck in to check for a recal on the tie rods. they look at it and say it is all set. 2 months later it falls apart and they say it is not covered? i used the tow company metro recommended... evidently it took 3 days before they even found my 3500 dually,- so it one week to fix and not covered under recall

Q14 Do you want Chrysler to contact you?
Question Not Asked

Q15 Rate your satisfaction with UConnect features and operation.
Score: 99 (Refused/Left Blank)

Q16 Please rate your comfort level with the UConnect technology?
Score: 99 (Refused/Left Blank)

Q17 Do you want someone from Chrysler LLC to contact you on UConnect usage or registration?
Score: 99 (Refused/Left Blank)

SURVEY COMPLETED 2014-04-16 08:42:54, CUSTOMER ID:077207827, RO:00101054, CONTACT METHOD:ONLINE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:00

Customer Complaint**6G23043209**

VIN	3D7KS29C76G	Model Year	2006	Body	DH7P81	DODGE RAM 2500 LARAMIE MEGA CAB 4X4	
Built Date	02/13/2006	Market	U	US	Plant	G	SALTILLO TRUCK ASSEMBLY PLANT
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT					
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE					
Transmission	DG8	4-SPD. AUTOMATIC 48RE TRANSMISSION					

Open Date	07/09/2014	Mileage	0	Event	009	Second+ Warranty Event	
Dealer	68009	DOUG SMITH CHRYSLER JEEP DODGE				Dealer Zone	74
Dealer Address	523 WEST MAIN STREET				Dealer Phone(s)	801 492-1110	
City/State/ZIP	AMERICAN FORK, UT, 84003				Dealer Fax	801 492-9447	

Q1 How willing are you to recommend DODGE to a friend or colleague?

Score: 08 (Neutral)

Q2 Please rate your satisfaction with your RAM 2500 LARAMIE MEGA CAB 4X4 on a scale of 0 to 10.

Score: 06 (Detractor)

022 : Engine Runs, Then Dies/Stalls

376 : Parts: recall

377 : Safety/Legal

193 : Steering System/Wheel - Broken/Not Working

ECM went out, truck stalled in street. It took Doug Smith 3 tries to finally replace it. Dodge made them jump through HOOPS. The Blend doors are broken. I see this is a common problem and VERY expensive (Doug Smith quotes 1200 plus) to repair your lack of quality control and testing. Almost 7 months to get the "recalled" tie rod replaced. You say driving could be dangerous. Loss of steering & control" if it breaks while driving.

Q3 Please rate your satisfaction with your experience at DOUG SMITH CHRYSLER JEEP DODGE on a scale of 0 to 10.

Score: 09 (Promoter)

Q14 Do you want Chrysler to contact you?

Question Not Asked

Q15 Rate your satisfaction with UConnect features and operation.

Score: 99 (Refused/Left Blank)

Q16 Please rate your comfort level with the UConnect technology?

Score: 99 (Refused/Left Blank)

Q17 Do you want someone from Chrysler LLC to contact you on UConnect usage or registration?

Score: 99 (Refused/Left Blank)

SURVEY COMPLETED 2014-07-09 22:17:44, CUSTOMER ID:082986283, RO:00987205, CONTACT METHOD:ONLINE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:00

Customer Complaint**6J17290608**

VIN	1D7KS28C96. [REDACTED]	Model Year	2006	Body	DH7H42	DODGE RAM 2500 SLT QUAD CAB 4X4
Built Date	01/06/2006	Market	U	US	Plant	J ST. LOUIS ASSEMBLY II - NORTH
Color	PJC	LIGHT KHAKI METALLIC CLEAR COAT				
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE				
Transmission	DG8	4-SPD. AUTOMATIC 48RE TRANSMISSION				

Open Date	07/29/2014	Mileage	0	Event	008	Second+ Customer Pay Event
Dealer	68840	LITHIA CHRYSLER JEEP DODGE OF			Dealer Zone	71
Dealer Address	2675 WASHBURN WAY				Dealer Phone(s)	541 885-8000
City/State/ZIP	KLAMATH FALLS, OR, 97603				Dealer Fax	541 884-0096

Q1 How willing are you to recommend DODGE to a friend or colleague?

Score: 08 (Neutral)

Q2 Please rate your satisfaction with your RAM 2500 SLT QUAD CAB 4X4 on a scale of 0 to 10.

Score: 06 (Detractor)

163 : Radio - Broken/Not Working Properly

My radio was fixed a year ago under warranty but has quit again and is out of warranty, come on its a radio I've never had another one quit in 40 plus years of driving. Also it was recalled for a tie rod problem. New ones were put on and now my brand new tires are being chewed off, and lithia service department hasn't returned my calls. I will be taking is to a independent tire shop to day. but that's just wrong. It was great before the recall.

Q3 Please rate your satisfaction with your experience at LITHIA CHRYSLER JEEP DODGE OF on a scale of 0 to 10.

Score: 99 (Refused/Left Blank)

Q14 Do you want Chrysler to contact you?

Question Not Asked

Q15 Rate your satisfaction with UConnect features and operation.

Score: 99 (Refused/Left Blank)

Q16 Please rate your comfort level with the UConnect technology?

Score: 99 (Refused/Left Blank)

Q17 Do you want someone from Chrysler LLC to contact you on UConnect usage or registration?

Score: 99 (Refused/Left Blank)

SURVEY COMPLETED 2014-07-30 12:07:15, CUSTOMER ID:705558388, RO:00301868, CONTACT METHOD:ONLINE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:00

Customer Complaint**7G80350809**

VIN	3D7KS29A97	Model Year	2007	Body	DH7P81	DODGE RAM LARAMIE 4X4 2500 MEGA CAB	
Built Date	05/18/2007	Market	U	US	Plant	G	SALTILLO TRUCK ASSEMBLY PLANT
Color	PDM	MINERAL GRAY MET. CLEAR COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Open Date	05/30/2014	Mileage	0	Event	009	Second+ Warranty Event	
Dealer	58285	CHERRY HILL DODGE CHRYSLER JEE			Dealer Zone	35	
Dealer Address	1708 WEST MARLTON PIKE			Dealer Phone(s)	856 382-1690	856 665-9000	
City/State/ZIP	CHERRY HILL, NJ, 08002-3296			Dealer Fax	856 665-3558		

Q1 How willing are you to recommend DODGE to a friend or colleague?

Score: 00 (Detractor)

013 : Negative dealer comments - general

002 : Poor quality

021 : Poor purchase/service experience

poor service, cheap parts prone to breakage.

Q2 Please rate your satisfaction with your RAM LARAMIE 4X4 2500 MEGA CAB on a scale of 0 to 10.

Score: 01 (Detractor)

029 : Exhaust System Problem

parts keep breaking, emissions keep clogging, truck keeps costing me money in addition to monthly payments. Not very happy with our 2007 dodge ram 2500 diesel.

Q3 Please rate your satisfaction with your experience at CHERRY HILL DODGE CHRYSLER JEE on a scale of 0 to 10.

Score: 01 (Detractor)

992 : Safety/Legal

046 : Parts: recall

042 : Experience: took too long

I wasted my time going there for a recall that was not pertaining to my vehicle. I asked them to thoroughly check the steering linkage while there for useless recall, as we were experiencing the "Death Wobble/dangerous shaking while driving" all they did was balance tires as I requested, but the serious problem remained afterward's. The very next day I checked it myself and found that the inner tie rod was badly bent and it had an extremely worn joint. I have no doubt it would have broken soon and could have caused a serious accident. I replaced it myself for \$25 but I would have rather had them find the problem and at least offer to fix it when I was there. Now I wasted 2 days of my life. I am not a mechanic and averted a very serious issue myself when the respectable dealer should have done much better. I have lost all respect for Dodge after this event.

Q14 Do you want Chrysler to contact you?

Question Not Asked

Q15 Rate your satisfaction with UConnect features and operation.

Score: 99 (Refused/Left Blank)

Q16 Please rate your comfort level with the UConnect technology?

Score: 99 (Refused/Left Blank)

Q17 Do you want someone from Chrysler LLC to contact you on UConnect usage or registration?

Score: 99 (Refused/Left Blank)

SURVEY COMPLETED 2014-06-03 10:26:32, CUSTOMER ID:058056686, RO:00S92751, CONTACT METHOD:ONLINE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:00

Customer Complaint**7J50935709**

VIN	1D3KS28C87L	Model Year	2007	Body	DH7H41	DODGE RAM SLT 4X4 2500 QUAD CAB	
Built Date	07/20/2006	Market	U	US	Plant	J	ST. LOUIS ASSEMBLY II - NORTH
Color	PDM	MINERAL GRAY MET. CLEAR COAT					
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE					
Transmission	DG8	4-SPD. AUTOMATIC 48RE TRANSMISSION					

Open Date	01/06/2014	Mileage	0	Event	009	Second+ Warranty Event	
Dealer	60600	SALT LAKE VALLEY CHRYSLER DODG				Dealer Zone	70
Dealer Address	2309 S STATE ST				Dealer Phone(s)	801 484-8755	
City/State/ZIP	SALT LAKE CITY, UT, 84115-2725				Dealer Fax	801 994-4402	

Q1 How willing are you to recommend DODGE to a friend or colleague?

Score: 03 (Detractor)

002 : Poor quality

007 : Negative experience / problems with CURRENT vehicle

I have owned a dodge ram diesel truck since 2001. I have had more problems with the three that I have owned than I care to remember. My first one would shutdown while I was driving and just slow to a stop. Most times, it happened when I was driving 50mph. The second was maintenance issues one after another. The one I have now just got back from the service center because the front tie rod broke when I hit a bump in the road going 10 mph. It is problem after problem. My best friend drives a GMC. I might try that one next.

Q2 Please rate your satisfaction with your RAM SLT 4X4 2500 QUAD CAB on a scale of 0 to 10.

Score: 06 (Detractor)

I keep my 2500 serviced and it still has issues. Parts are extremely expensive.

Q3 Please rate your satisfaction with your experience at SALT LAKE VALLEY CHRYSLER DODG on a scale of 0 to 10.

Score: 05 (Detractor)

005 : Lack of communication

007 : Price/cost

Expensive. They never call you when the vehicle is done. I am always having to call them again and again.

Q14 Do you want Chrysler to contact you?

Question Not Asked

Q15 Rate your satisfaction with UConnect features and operation.

Score: 99 (Refused/Left Blank)

Q16 Please rate your comfort level with the UConnect technology?

Score: 99 (Refused/Left Blank)

Q17 Do you want someone from Chrysler LLC to contact you on UConnect usage or registration?

Score: 99 (Refused/Left Blank)

SURVEY COMPLETED 2014-01-07 12:09:34, CUSTOMER ID:141680733, RO:00018267, CONTACT METHOD:ONLINE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:00

Customer Complaint

7J60739508

VIN	1D7KS28A67L	Model Year	2007	Body	DH7H41	DODGE RAM SLT 4X4 2500 QUAD CAB	
Built Date	05/01/2007	Market	U	US	Plant	J	ST. LOUIS ASSEMBLY II - NORTH
Color	PJC	LIGHT KHAKI METALLIC CLEAR COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Open Date	09/30/2014	Mileage	0	Event	008	Second+ Customer Pay Event	
Dealer	60088	TEAM DODGE CHRYSLER JEEP OF				Dealer Zone	63
Dealer Address	130 I-45 SOUTH				Dealer Phone(s)	936 295-2277	
City/State/ZIP	HUNTSVILLE, TX, 77340				Dealer Fax	936 295-5079	

Q1 How willing are you to recommend DODGE to a friend or colleague?

Score: 05 (Detractor)

004 : Poor MPG / fuel economy / gas mileage

007 : Negative experience / problems with CURRENT vehicle

042 : FFV: not repaired

When my truck was new I was getting 22mil per gallon.My engine light came on 3-4 times. Each time I,took it in,It came back with less miles per gallon.Today its running 16mil per gallon.I just had \$500.of water pump billed to me.Back a year ago I spent close to \$1700.when tie rod and the rest broke. There is only 89,000 miles on that Truck.Ive had dodge trucks for awhile.Wearem out buy another.But , dont feel I got my money worth out of this one!

Q2 Please rate your satisfaction with your RAM SLT 4X4 2500 QUAD CAB on a scale of 0 to 10.

Score: 02 (Detractor)

Q3 Please rate your satisfaction with your experience at TEAM DODGE CHRYSLER JEEP OF on a scale of 0 to 10.

Score: 99 (Refused/Left Blank)

Q14 Do you want Chrysler to contact you?

Question Not Asked

Q15 Rate your satisfaction with UConnect features and operation.

Score: 99 (Refused/Left Blank)

Q16 Please rate your comfort level with the UConnect technology?

Score: 99 (Refused/Left Blank)

Q17 Do you want someone from Chrysler LLC to contact you on UConnect usage or registration?

Score: 99 (Refused/Left Blank)

SURVEY COMPLETED 2014-09-30 23:19:19, CUSTOMER ID:040693494, RO:00249946, CONTACT METHOD:ONLINE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:00

Customer Complaint**8G19966809**

VIN	3D7KS29A98G	Model Year	2008	Body	DH7H81	DODGE RAM 2500 MEGA CAB 4X4	
Built Date	02/16/2008	Market	U	US	Plant	G	SALTILLO TRUCK ASSEMBLY PLANT
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Open Date	04/30/2014	Mileage	0	Event	009	Second+ Warranty Event	
Dealer	43654	JERRY ULM DODGE CHRYSLER JEEP				Dealer Zone	66
Dealer Address	2966 N DALE MABRY HWY				Dealer Phone(s)	813 872-6645	
City/State/ZIP	TAMPA, FL, 33607-2415				Dealer Fax	813 870-0059	

Q1 How willing are you to recommend DODGE to a friend or colleague?

Score: 02 (Detractor)

002 : Poor quality

007 : Negative experience / problems with CURRENT vehicle

021 : Poor purchase/service experience

this truck has broken down and left me waiting for a tow truck 3 times in the first 40,000 miles

Q2 Please rate your satisfaction with your RAM 2500 MEGA CAB 4X4 on a scale of 0 to 10.

Score: 05 (Detractor)

very poor reliability

Q3 Please rate your satisfaction with your experience at JERRY ULM DODGE CHRYSLER JEEP on a scale of 0 to 10.

Score: 00 (Detractor)

046 : Parts: recall

The truck was taken to the dealer for a left tie rod recall. The tie rod was replaced and new front shocks installed. Before this repair the truck ran straight after it pulled to the right. I returned to the dealer and was told the truck cannot be made to run straight with the factory front end parts but the problem can be solved with aftermarket adjustable ball joints for \$800.

Q14 Do you want Chrysler to contact you?

Question Not Asked

Q15 Rate your satisfaction with UConnect features and operation.

Score: 99 (Refused/Left Blank)

Q16 Please rate your comfort level with the UConnect technology?

Score: 99 (Refused/Left Blank)

Q17 Do you want someone from Chrysler LLC to contact you on UConnect usage or registration?

Score: 99 (Refused/Left Blank)

SURVEY COMPLETED 2014-05-10 16:17:22, CUSTOMER ID:709054939, RO:00778562, CONTACT METHOD:ONLINE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:00

Customer Complaint

8G22022609

VIN	3D7KS28A58G	Model Year	2008	Body	DH7H41	DODGE RAM 2500 SLT QUAD CAB 4X4	
Built Date	06/03/2008	Market	U	US	Plant	G	SALTILLO TRUCK ASSEMBLY PLANT
Color	PB5 ELECTRIC BLUE PEARL COAT						
Engine	ETJ 6.7L CUMMINS TURBO DIESEL ENGINE						
Transmission	DG7 6-SPD AUTOMATIC 68RFE TRANSMISSION						

Open Date	04/09/2014	Mileage	0	Event	009	Second+ Warranty Event	
Dealer	45002	JUNGE CENTER POINT				Dealer Zone	51
Dealer Address	1001 FORD LN			Dealer Phone(s)	319 849-1078	319 849-2022	
City/State/ZIP	CENTER POINT, IA, 52213-9304				Dealer Fax	319 849-2029	

Q1 How willing are you to recommend DODGE to a friend or colleague?
Score: 07 (Neutral)

Q2 Please rate your satisfaction with your RAM 2500 SLT QUAD CAB 4X4 on a scale of 0 to 10.
Score: 06 (Detractor)

027 : Check Engine Light Indicated Problem

When my pregnant wife is driving my truck and the tie rod end breaks, I get pretty upset. The truck only has 35,000 miles on it. These \$55,000 plus trucks should last longer than that. Now my check engine light is also on!

Q3 Please rate your satisfaction with your experience at JUNGE CENTER POINT on a scale of 0 to 10.
Score: 06 (Detractor)

024 : Parts not in stock

042 : Experience: took too long

Not being able to get the parts needed to fix my truck were not Junge's fault. My truck was sitting in the lot for 3 weeks. But, I asked them to find out about the check engine light and they didn't. I picked up the truck at closing time and the dealer is 40 miles from my house. I wasn't going back.

Q14 Do you want Chrysler to contact you?
Question Not Asked

Q15 Rate your satisfaction with UConnect features and operation.
Score: 99 (Refused/Left Blank)

Q16 Please rate your comfort level with the UConnect technology?
Score: 99 (Refused/Left Blank)

Q17 Do you want someone from Chrysler LLC to contact you on UConnect usage or registration?
Score: 99 (Refused/Left Blank)

SURVEY COMPLETED 2014-04-12 07:55:15, CUSTOMER ID:709544193, RO:00016561, CONTACT METHOD:ONLINE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:00

Customer Complaint**9G52212709**

VIN	3D7KS28L89G5	Model Year	2009	Body	DH7P41	DODGE RAM LARAMIE 4X4 2500 QUAD CAB	
Built Date	11/11/2008	Market	U	US	Plant	G	SALTILLO TRUCK ASSEMBLY PLANT
Color	PW7 BRIGHT WHITE CLEAR COAT						
Engine	ETJ 6.7L CUMMINS TURBO DIESEL ENGINE						
Transmission	DG7 6-SPD AUTOMATIC 68RFE TRANSMISSION						

Open Date	05/20/2014	Mileage	0	Event	009	Second+ Warranty Event	
Dealer	45469	PRESTIGE CHRYSLER JEEP DODGE L				Dealer Zone	71
Dealer Address	6520 CENTENNIAL CENTER BLVD				Dealer Phone(s)	702 939-8200	
City/State/ZIP	LAS VEGAS, NV, 89149-4571				Dealer Fax	702 939-8255	

Q1 How willing are you to recommend DODGE to a friend or colleague?

Score: 10 (Promoter)

001 : Price/cost

992 : Safety/Legal

002 : Poor quality

994 : General: positive

004 : Poor MPG / fuel economy / gas mileage

007 : Negative experience / problems with CURRENT vehicle

042 : FFV: not repaired

021 : Poor purchase/service experience

Q2 Please rate your satisfaction with your RAM LARAMIE 4X4 2500 QUAD CAB on a scale of 0 to 10.

Score: 05 (Detractor)

376 : Parts: recall

377 : Safety/Legal

356 : Engine - Broken/Not Working

027 : Check Engine Light Indicated Problem

226 : Wheels - additional issues

028 : Excessive Fuel Consumption

The first week, the right front wheel lost five lug bolts and almost fell off. We were out of town, so Haddad, the dealership that sold us the truck paid for the extra towing to have it taken closer to our home. We were told that the after market rims were installed incorrectly, something about a piece of metal not being removed before installation. Haddad insisted they had done nothing wrong, so we would have to address the issue ourselves. The wheel is bent and after several thousand miles enduring a bumpy ride, we are now buying new rims and tires. A recall has now replaced a new tie rod, so hopefully this will help, too. The recall was only replaced after a letter to Chrysler. Also, the engine light came on many times, and after checking with the dealer who just reset the mechanism and did not document the visit, the truck refused to function. It was towed to Prestige in Las Vegas, NV, where after a week they replaced a \$2K part. We were told to always run the engine break to keep the turbine hot to burn the extra fuel.

Q3 Please rate your satisfaction with your experience at PRESTIGE CHRYSLER JEEP DODGE L on a scale of 0 to 10.

Score: 08 (Neutral)

023 : Vehicle not fixed first visit

992 : Safety/Legal

994 : I'm satisfied

Q14 Do you want Chrysler to contact you?

Question Not Asked

Q15 Rate your satisfaction with UConnect features and operation.

Score: 99 (Refused/Left Blank)

Q16 Please rate your comfort level with the UConnect technology?

Score: 99 (Refused/Left Blank)

Q17 Do you want someone from Chrysler LLC to contact you on UConnect usage or registration?

Score: 99 (Refused/Left Blank)

SURVEY COMPLETED 2014-05-21 11:52:42, CUSTOMER ID:050444875, RO:00099028, CONTACT METHOD:ONLINE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:00

Customer Complaint**9G53894008**

VIN	3D7KS28T29	Model Year	2009	Body	DH7H41	DODGE RAM SLT 4X4 2500 QUAD CAB	
Built Date	02/13/2009	Market	U	US	Plant	G	SALTILLO TRUCK ASSEMBLY PLANT
Color	PB7 PATRIOT BLUE PEARL COAT						
Engine	EZC 5.7L HEMI VCT ENGINE						
Transmission	DGQ 5-SPD AUTOMATIC 545RFE TRANSMISSION						

Open Date	06/06/2014	Mileage	0	Event	008	Second+ Customer Pay Event	
Dealer	45290	OLATHE DODGE CHRYSLER JEEP			Dealer Zone	74	
Dealer Address	15500 W 117TH ST				Dealer Phone(s)	913 780-3700	
City/State/ZIP	OLATHE, KS, 66062-1048				Dealer Fax	913 780-4061	

Q1 How willing are you to recommend DODGE to a friend or colleague?

Score: 00 (Detractor)

002 : Poor quality

018 : Recall: any mention

007 : Negative experience / problems with CURRENT vehicle

021 : Poor purchase/service experience

Recently I've had a lot of service done on my Ram 2500. One was when the tie rod broke which required a tow. I only then discovered the truck was in recall along with the parts being recalled due to inadequate parts. Olathe Dodge could not locate my towed truck. They knew nothing about the towed truck until after I called them two times. There is something seriously wrong when the owner is not notified of a vital recall and then discover the parts to fix the recall are not adequate and are also recalled.

Q3 Please rate your satisfaction with your experience at OLATHE DODGE CHRYSLER JEEP on a scale of 0 to 10.

Score: 00 (Detractor)

042 : Experience: took too long

WHAT SERVICE??? I dropped my truck off prior to the business opening. Never received a phone call all day. I then arrived at the business at 2:30PM to retrieve my truck to discover they had not started service on the A/C as requested.

Q14 Do you want Chrysler to contact you?

Question Not Asked

Q15 Rate your satisfaction with UConnect features and operation.

Score: 99 (Refused/Left Blank)

Q16 Please rate your comfort level with the UConnect technology?

Score: 99 (Refused/Left Blank)

Q17 Do you want someone from Chrysler LLC to contact you on UConnect usage or registration?

Score: 99 (Refused/Left Blank)

SURVEY COMPLETED 2014-06-09 08:04:32, CUSTOMER ID:069488561, RO:00341990, CONTACT METHOD:ONLINE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:00

Customer Complaint

9G54695909

VIN	3D7KS28L89G	Model Year	2009	Body	DH7H42	DODGE RAM SLT 4X4 2500 QUAD CAB	
Built Date	03/31/2009	Market	U	US	Plant	G	SALTILLO TRUCK ASSEMBLY PLANT
Color	PRH	INFERNO RED CRYSTAL PEARL COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DEG	6-SPEED MANUAL G56 TRANSMISSION					

Open Date	06/26/2014	Mileage	0	Event	009	Second+ Warranty Event	
Dealer	43696	KORF CONTINENTAL INC				Dealer Zone	74
Dealer Address	500 WEST 8TH AVENUE			Dealer Phone(s)	970 848-5361	970 848-4330	
City/State/ZIP	YUMA, CO, 80759			Dealer Fax	970 848-3837		

Q1 How willing are you to recommend DODGE to a friend or colleague?

Score: 03 (Detractor)

002 : Poor quality

007 : Negative experience / problems with CURRENT vehicle

in the past 4 months it has been in the shop more than it has been out on the road. one engine problem leads to another. I am just glad that I was in a parkig lot when the tie rod end broke. I could have died it traveling down the highway.

Q2 Please rate your satisfaction with your RAM SLT 4X4 2500 QUAD CAB on a scale of 0 to 10.

Score: 04 (Detractor)

353 : Seat - additional issues

DODGE SEATS SUCK!!! THEY ARE LIKE SITTING ON A 5 GAL BUCKET AND A PLANK. The tie rod breaking is kinda the icing on the cake. the Schmidt motors in Ogalalla Neb not burping the coolant and causing the head gasket to blow is a black eye for Dodge. Probable going to go back to chevy.

Q3 Please rate your satisfaction with your experience at KORF CONTINENTAL INC on a scale of 0 to 10.

Score: 07 (Neutral)

Q14 Do you want Chrysler to contact you?

Question Not Asked

Q15 Rate your satisfaction with UConnect features and operation.

Score: 99 (Refused/Left Blank)

Q16 Please rate your comfort level with the UConnect technology?

Score: 99 (Refused/Left Blank)

Q17 Do you want someone from Chrysler LLC to contact you on UConnect usage or registration?

Score: 99 (Refused/Left Blank)

SURVEY COMPLETED 2014-07-01 11:42:16, CUSTOMER ID:128183967, RO:00140148, CONTACT METHOD:ONLINE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:00

Customer Complaint**AG11287808**

VIN	3D7TT2CT1A	Model Year	2010	Body	DJ7H91	DODGE RAM 2500 SLT CREW CAB 4X4	
Built Date	11/10/2009	Market	U	US	Plant	G	SALTILLO TRUCK ASSEMBLY PLANT
Color	PRH	INFERNO RED CRYSTAL PEARL COAT					
Engine	EZC	5.7L V8 HEMI VVT ENGINE					
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION					

Open Date	05/16/2014	Mileage	0	Event	008	Second+ Customer Pay Event	
Dealer	23381	DON'S AUTO CLINIC INC			Dealer Zone	42	
Dealer Address	1110 NORTH MITCHELL			Dealer Phone(s)	231 775-2413		
City/State/ZIP	CADILLAC, MI, 49601-1298			Dealer Fax	231 775-1875		

Q1 How willing are you to recommend DODGE to a friend or colleague?

Score: 10 (Promoter)

Q2 Please rate your satisfaction with your RAM 2500 SLT CREW CAB 4X4 on a scale of 0 to 10.

Score: 05 (Detractor)

028 : Excessive Fuel Consumption

Milage. It will pass everything but a gas station

Q3 Please rate your satisfaction with your experience at DON'S AUTO CLINIC INC on a scale of 0 to 10.

Score: 06 (Detractor)

046 : Parts: recall

058 : General: negative

994 : I'm satisfied

Don's auto clinic is great. It is ram i am not happy with. I took my truck in for an oil change and a recall on tie rods. The recall failed, so they need to get one they said chrysler won't let them stock them. THIS IS FOR THE STEERING. The tech said it would be ok to drive and had only heard of one failure and that guy was pulling a load. I bought my truck to haul my fifth wheel and boat, which is what i am doing memorial weekend. If this thing comes apart on me i will own chrysler ram dodge fiat. Didn't you corporate people learn anything form GM.

Q14 Do you want Chrysler to contact you?

Question Not Asked

Q15 Rate your satisfaction with UConnect features and operation.

Score: 99 (Refused/Left Blank)

Q16 Please rate your comfort level with the UConnect technology?

Score: 99 (Refused/Left Blank)

Q17 Do you want someone from Chrysler LLC to contact you on UConnect usage or registration?

Score: 99 (Refused/Left Blank)

SURVEY COMPLETED 2014-05-20 20:36:09, CUSTOMER ID:137176932, RO:00070475, CONTACT METHOD:ONLINE, , LANGUAGE:00

Customer Complaint

AG12894009

VIN	3D7UT2CLXA	Model Year	2010	Body	DJ7H91	DODGE RAM 2500 SLT CREW CAB 4X4	
Built Date	11/20/2009	Market	U	US	Plant	G	SALTILLO TRUCK ASSEMBLY PLANT
Color	PW7 BRIGHT WHITE CLEAR COAT						
Engine	ETJ 6.7L I6 CUMMINS TURBO DIESEL ENGINE						
Transmission	DG7 6-SPD AUTOMATIC 68RFE TRANSMISSION						

Open Date	08/07/2014	Mileage	0	Event	009	Second+ Warranty Event	
Dealer	68832	NEWBERG DODGE JEEP CHRYSLER, I			Dealer Zone	71	
Dealer Address	2809 PORTLAND ROAD			Dealer Phone(s)	503 538-9444		
City/State/ZIP	NEWBERG, OR, 97132			Dealer Fax	503 538-3900		

Q1 How willing are you to recommend DODGE to a friend or colleague?
Score: 08 (Neutral)

Q2 Please rate your satisfaction with your RAM 2500 SLT CREW CAB 4X4 on a scale of 0 to 10.
Score: 08 (Neutral)

Q3 Please rate your satisfaction with your experience at NEWBERG DODGE JEEP CHRYSLER, I on a scale of 0 to 10.
Score: 05 (Detractor)

- 001 : Negative/rude treatment by staff
- 992 : Safety/Legal
- 046 : Parts: recall
- 024 : Parts not in stock
- 058 : General: negative
- 994 : I'm satisfied
- 005 : Lack of communication
- 006 : Consideration of time
- 042 : Experience: took too long
- 021 : No alternate transportation

I had the truck in for routine maintenance. They found that I needed new front brakes and there was an unusual reading for the "check engine" light. There was also a problem with the blower fan. 2 items were on order, so after having the truck for over 2 days, I got a call to come pick it up and they would call me when the parts came in for a return visit. After driving over 20 miles back to my home, I was called by one of the service people to tell me that the mechanic had accidentally put the wrong front right tire on my truck. I needed to return the truck to have the tires switched, and they offered to keep the truck until the parts came in, and would give me a loaner. I told them I needed a truck for the weekend and they were accommodating by giving me a 1500. When I got to the dealership, I was not angry, and tried to be pleasant when I stated that I hoped the mechanic had learned a lesson from his mistake. The service manager became very defensive saying things like "he has been doing this for 30 years and rarely makes mistakes", "it was an honest mistake" and "at least no one was hurt". I thought that was a very rude way to treat a customer who was put out quite a bit because of this mistake. I did not argue but I was very unhappy with the treatment. Then, as I was leaving with the loaner, the service rep said to me "Oh, and try to bring this back with the same amount of gas it has in it now (1/4 tank). The loaner you returned yesterday was a little short. I wanted to scream "ARE YOU KIDDING ME?? You are going to chastise me for a couple of gallons of gas when I had to go out of my way, changing my schedule, because your mechanic put the wrong tire on my truck???". Honestly, I have been fuming ever since. I love my truck, but there have been recalls and I had a very dangerous experience when a tie rod broke while I was driving on the freeway. I was very happy with my service at Wilsonville Dodge which has since closed, so now I have to drive 20 miles to get service for the vehicle. These people should have been more apologetic in my opinion rather than treating me as if it were my fault. I appreciate the loaner vehicle (it is part of my warranty so they have to provide

Q14 Do you want Chrysler to contact you?
Question Not Asked

Q15 Rate your satisfaction with UConnect features and operation.
Score: 99 (Refused/Left Blank)

Q16 Please rate your comfort level with the UConnect technology?
Score: 99 (Refused/Left Blank)

Q17 Do you want someone from Chrysler LLC to contact you on UConnect usage or registration?
Score: 99 (Refused/Left Blank)

SURVEY COMPLETED 2014-08-07 22:28:44, CUSTOMER ID:086341876, RO:00103975, CONTACT METHOD:ONLINE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:00

Customer Complaint**AG17393708**

VIN	3D7TT2CTXA	Model Year	2010	Body	DJ7H92	DODGE RAM 2500 SLT CREW CAB 4X4	
Built Date	04/15/2010	Market	U	US	Plant	G	SALTILLO TRUCK ASSEMBLY PLANT
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT					
Engine	EZC	5.7L V8 HEMI VVT ENGINE					
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION					

Open Date	03/24/2014	Mileage	0	Event	008	Second+ Customer Pay Event	
Dealer	41573	STRONGSVILLE DODGE INCORPORATE				Dealer Zone	42
Dealer Address	11800 PEARL ROAD				Dealer Phone(s)	440 238-8100	
City/State/ZIP	STRONGSVILLE, OH, 44136-3357				Dealer Fax	440 572-1920	

Q1 How willing are you to recommend DODGE to a friend or colleague?

Score: 07 (Neutral)

Q2 Please rate your satisfaction with your RAM 2500 SLT CREW CAB 4X4 on a scale of 0 to 10.

Score: 05 (Detractor)

154 : Exterior Rust/Corrosion

046 : Exterior Side-View Mirrors/Controls - Broken/Not Working

029 : Exhaust System Problem

Issues: replaced front bumper (rusting bad), tie rod went and got towed, drive shaft bearing went out and got towed (with trailer attached and two kids in car seats), same bearing had to be replaced again, exhaust manifold had to be replaced, puddle lamps on side mirrors constantly need replaced and they are not cheap. Otherwise however, nice truck. Had 2004 Ram prior which had very, very few issues.

Q3 Please rate your satisfaction with your experience at STRONGSVILLE DODGE INCORPORATE on a scale of 0 to 10.

Score: 08 (Neutral)

Q14 Do you want Chrysler to contact you?

Question Not Asked

Q15 Rate your satisfaction with UConnect features and operation.

Score: 99 (Refused/Left Blank)

Q16 Please rate your comfort level with the UConnect technology?

Score: 99 (Refused/Left Blank)

Q17 Do you want someone from Chrysler LLC to contact you on UConnect usage or registration?

Score: 99 (Refused/Left Blank)

SURVEY COMPLETED 2014-03-27 13:28:43, CUSTOMER ID:102825097, RO:00438152, CONTACT METHOD:ONLINE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:00

Customer Complaint

BG51156709

VIN	3D7UT2CLXBG	Model Year	2011	Body	DJ7H91	DODGE RAM SLT 4X4 2500 CREW CAB	
Built Date	07/26/2010	Market	U	US	Plant	G	SALTILLO TRUCK ASSEMBLY PLANT
Color	PBS DEEP WATER BLUE PEARL COAT						
Engine	ETJ 6.7L I6 CUMMINS TURBO DIESEL ENGINE						
Transmission	DG7 6-SPD AUTOMATIC 68RFE TRANSMISSION						

Open Date	03/03/2014	Mileage	0	Event	009	Second+ Warranty Event	
Dealer	42183	C & C DODGE, CHRYSLER, JEEP				Dealer Zone	42
Dealer Address	1305 PIKE ST			Dealer Phone(s)	740 373-2933	740 373-2928	
City/State/ZIP	MARIETTA, OH, 45750-5105				Dealer Fax	740 373-2939	

Q1 How willing are you to recommend DODGE to a friend or colleague?

Score: 00 (Detractor)

018 : Recall: any mention

007 : Negative experience / problems with CURRENT vehicle

I dropped my truck off for a 60,000 mile service and a recall for a tie rod end. I asked them to check out a smell. They found a bad shift shaft seal which was back ordered. It was supposed to be overnighted once found. It was shipped 3 day ground and took set up for delivery 5 days later. Once it arrived, they installed it but still had to do the alignment from the recall that they finished 7 days earlier. I was 800 miles from home, they wouldn't give me a loaner, they wouldn't cut me a break on the service, they didnt get the part in a timely manner; they didnt finish the work when it was supposed to be done.

Q2 Please rate your satisfaction with your RAM SLT 4X4 2500 CREW CAB on a scale of 0 to 10.

Score: 10 (Promoter)

Q3 Please rate your satisfaction with your experience at C & C DODGE, CHRYSLER, JEEP on a scale of 0 to 10.

Score: 00 (Detractor)

023 : Vehicle not fixed first visit

024 : Parts not in stock

021 : No alternate transportation

I dropped my truck off for a 60,000 mile service and a recall for a tie rod end. I asked them to check out a smell. They found a bad shift shaft seal which was back ordered. It was supposed to be overnighted once found. It was shipped 3 day ground and took set up for delivery 5 days later. Once it arrived, they installed it but still had to do the alignment from the recall that they finished 7 days earlier. I was 800 miles from home, they wouldn't give me a loaner, they wouldn't cut me a break on the service, they didnt get the part in a timely manner; they didnt finish the work when it was supposed to be done.

Q14 Do you want Chrysler to contact you?

Question Not Asked

Q15 Rate your satisfaction with UConnect features and operation.

Score: 99 (Refused/Left Blank)

Q16 Please rate your comfort level with the UConnect technology?

Score: 99 (Refused/Left Blank)

Q17 Do you want someone from Chrysler LLC to contact you on UConnect usage or registration?

Score: 99 (Refused/Left Blank)

SURVEY COMPLETED 2014-03-03 21:08:38, CUSTOMER ID:715339361, RO:00116665, CONTACT METHOD:ONLINE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:00

Customer Complaint**BG53425806**

VIN	3D7TT2CT8BC	Model Year	2011	Body	DJ7L91	DODGE RAM ST 4X4 2500 CREW CAB	
Built Date	10/12/2010	Market	U	US	Plant	G	SALTILLO TRUCK ASSEMBLY PLANT
Color	PW7		BRIGHT WHITE CLEAR COAT				
Engine	EZC		5.7L V8 HEMI VVT ENGINE				
Transmission	DGQ		5-SPD AUTOMATIC 545RFE TRANSMISSION				

Open Date	03/19/2014	Mileage	0	Event	006	Year 3 Ownership	
Dealer	24099	ORANGE COAST CHRYSLER JEEP DOD			Dealer Zone	71	
Dealer Address	2929 HARBOR BLVD			Dealer Phone(s)	714 549-8023		
City/State/ZIP	COSTA MESA, CA, 92626-3912			Dealer Fax	714 549-3103		

Q1 How willing are you to recommend DODGE to a friend or colleague?

Score: 10 (Promoter)

Q2 Please rate your satisfaction with your RAM ST 4X4 2500 CREW CAB on a scale of 0 to 10.

Score: 09 (Promoter)

Q3 Please rate your satisfaction with your experience at ORANGE COAST CHRYSLER JEEP DOD on a scale of 0 to 10.

Score: 06 (Detractor)

046 : Parts: recall

they suggested that replacing the recalled front left tie rod was only necessary if i did seriour off roading. subsequently, the front tie rod broke. i drive up and down a mountain daily and i could have died. i would have preferred that they replace it in the first place.

Q8 Have you been back for service to ORANGE COAST CHRYSLER JEEP DOD in the last X months?

NO

003 : Inconvenient location

Q9 How would you rate your chances of buying or leasing another Chrysler, Dodge, or Jeep vehicle?

01 - Definitely Will Not

008 : Depends on models available when I am ready to buy

Q10 Where have you had your most recent service work on your vehicle performed?

006 : A local non-chain service center (such as an independent mechanic, body shop, garage or gas station)

Q11 Approximately how long until your household will acquire its next vehicle?

001 : Less than 1 yr

SURVEY COMPLETED 2014-03-25 10:36:45, CUSTOMER ID:169067369, CONTACT METHOD:ONLINE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:00

Customer Complaint**BG53538708**

VIN	3D73Y3HL2BG	Model Year	2011	Body	D28P81	DODGE RAM LARAMIE 4X4 3500 MEGA CAB	
Built Date	10/11/2010	Market	U	US	Plant	G	SALTILLO TRUCK ASSEMBLY PLANT
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Open Date	07/29/2014	Mileage	0	Event	008	Second+ Customer Pay Event	
Dealer	24294	DAVIS-MOORE AUTOMOTIVE INC			Dealer Zone	74	
Dealer Address	6215 E KELLOGG DR				Dealer Phone(s)	316 618-2000	
City/State/ZIP	WICHITA, KS, 67218-1746				Dealer Fax	316 618-2247	

Q1 How willing are you to recommend DODGE to a friend or colleague?

Score: 05 (Detractor)

002 : Poor quality

994 : General: positive

007 : Negative experience / problems with CURRENT vehicle

There diesels power section are great but it's everything else on the truck that seems to have problems.

Q2 Please rate your satisfaction with your RAM LARAMIE 4X4 3500 MEGA CAB on a scale of 0 to 10.

Score: 02 (Detractor)

193 : Steering System/Wheel - Broken/Not Working

Have had many electrical problems, a tie rod end has sheared off and taken out a tire. And I did not get reimbursed for that, I have had a power steering pump go out, and a hydro boost. And all of this has happened under 38000 miles. Many problems that has sucked about \$2500 out of my pocket since I have owned it and that's only been about 2 months.

Q3 Please rate your satisfaction with your experience at DAVIS-MOORE AUTOMOTIVE INC on a scale of 0 to 10.

Score: 03 (Detractor)

The service department was slower then what they told me it was going to take to get to my truck, after they did get it in. They where quick at getting the repair done. But the repair was not done right. Even tho the problem did improve from where it was it was not fixed. I was told that there might be metal shavings in the hydraulic lines that run from the power steering pump and that it would just take some time for them to make there way to the hydro boost, and settle in the reserve. I think that if the job was done right there would not have been any metal shavings in any lines.

Q14 Do you want Chrysler to contact you?

Question Not Asked

Q15 Rate your satisfaction with UConnect features and operation.

Score: 99 (Refused/Left Blank)

Q16 Please rate your comfort level with the UConnect technology?

Score: 99 (Refused/Left Blank)

Q17 Do you want someone from Chrysler LLC to contact you on UConnect usage or registration?

Score: 99 (Refused/Left Blank)

SURVEY COMPLETED 2014-07-29 21:52:48, CUSTOMER ID:184615475, RO:00520350, CONTACT METHOD:ONLINE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:00

Customer Complaint**BG53703908**

VIN	3D7UT2CL5BC	Model Year	2011	Body	DJ7L91	DODGE RAM ST 4X4 2500 CREW CAB	
Built Date	10/15/2010	Market	U	US	Plant	G	SALTILLO TRUCK ASSEMBLY PLANT
Color	PW7 BRIGHT WHITE CLEAR COAT						
Engine	ETJ 6.7L I6 CUMMINS TURBO DIESEL ENGINE						
Transmission	DG7 6-SPD AUTOMATIC 68RFE TRANSMISSION						

Open Date	04/03/2014	Mileage	0	Event	008	Second+ Customer Pay Event	
Dealer	25001	RON SAYER'S CHRYSLER JEEP DODG				Dealer Zone	74
Dealer Address	490 NORTHGATE				Dealer Phone(s)	208 522-2610	
City/State/ZIP	IDAHO FALLS, ID, 83401				Dealer Fax	208 529-3871	

Q1 How willing are you to recommend DODGE to a friend or colleague?

Score: 05 (Detractor)

002 : Poor quality

018 : Recall: any mention

007 : Negative experience / problems with CURRENT vehicle

I received a recall notice in December of 2013 (N49/NHTSA 13V-529) regarding the left tie rod ball stud which may fracture and cause loss of steering and crash. I made an appointment at Ron Sayer on January 17, 2014 to have this work performed. When I arrived at the dealership for the appointment, they apologized and asked me to reschedule in a month because Ram had not sent the repair parts yet. I have checked on this with dealer in February (put me on a list and told me parts are 2-3 months out); March - same story; and in April - told me Ram has recalled the recall replacement parts, so they don't know when. Heading into towing season with a tie rod that Ram has recalled due to catastrophic failure that could result in fatalities, and still no parts - would you recommend one to your friend or loved one? Can you answer when Ram will have parts available to start fixing the problem they notified owners of in December of 2013?

Q2 Please rate your satisfaction with your RAM ST 4X4 2500 CREW CAB on a scale of 0 to 10.

Score: 05 (Detractor)

376 : Parts: recall

See previous answer - stuck with an unsafe truck as identified by Ram's recall notice.

Q3 Please rate your satisfaction with your experience at RON SAYER'S CHRYSLER JEEP DODG on a scale of 0 to 10.

Score: 00 (Detractor)

992 : Safety/Legal

024 : Parts not in stock

032 : Appointment: general

I took time off from work in January to have a safety deficiency repaired, I identified that was the reason for the appointment when I booked it, and when I arrived to have the work done, was told when checking in that oh, we do not have those parts yet, come back later. Have come back later to check on the parts, and they laugh when they say still no parts, in fact they recalled the replacement parts - haha. What prompted Ram to issue the recall notice???? Trivial laughable accidents caused by tie rod ball stud fractures that resulted in personal injury, anguish, or death for Ram's customers, loved ones, or innocent victims who were unfortunately in the way? Lack of sensitivity by Ron Sayer Dodge's service staff - desk staff no less.

Q14 Do you want Chrysler to contact you?

Question Not Asked

Q15 Rate your satisfaction with UConnect features and operation.

Score: 99 (Refused/Left Blank)

Q16 Please rate your comfort level with the UConnect technology?

Score: 99 (Refused/Left Blank)

Q17 Do you want someone from Chrysler LLC to contact you on UConnect usage or registration?

Score: 99 (Refused/Left Blank)

SURVEY COMPLETED 2014-04-03 21:28:31, CUSTOMER ID:713152909, RO:00192604, CONTACT METHOD:ONLINE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:00

Customer Complaint**BG53717709**

VIN	3D7UT2CL6BG	Model Year	2011	Body	DJ7P92	DODGE RAM LARAMIE 4X4 2500 CREW CAB	
Built Date	10/27/2010	Market	U	US	Plant	G	SALTILLO TRUCK ASSEMBLY PLANT
Color	PW7 BRIGHT WHITE CLEAR COAT						
Engine	ETJ 6.7L I6 CUMMINS TURBO DIESEL ENGINE						
Transmission	DG7 6-SPD AUTOMATIC 68RFE TRANSMISSION						

Open Date	03/14/2014	Mileage	0	Event	009	Second+ Warranty Event	
Dealer	43173	DODGE COUNTRY, LTD.			Dealer Zone	63	
Dealer Address	1902 E CENTRAL TEXAS EXPY				Dealer Phone(s)	254 634-6767	
City/State/ZIP	KILLEEN, TX, 76541-9110				Dealer Fax	254 554-6090	

Q1 How willing are you to recommend DODGE to a friend or colleague?

Score: 00 (Detractor)

018 : Recall: any mention

007 : Negative experience / problems with CURRENT vehicle

021 : Poor purchase/service experience

My front tie rod broke after already being replaced once. Then dodge installed a already recalled replacement tie rod. I understand that all vehicles have recall but to replace a broken part with a recalled part is terrible service. I now drive my vehicle just wondering when the tie rod will break again, and hoping I won't be driving down the interstate.

Q2 Please rate your satisfaction with your RAM LARAMIE 4X4 2500 CREW CAB on a scale of 0 to 10.

Score: 03 (Detractor)

028 : Excessive Fuel Consumption

Tie rod problems and fuel mileage. I owned a 2001 dodge 2500 before this one that went to the shop one time in ten years and got over 20 miles a gallon.

Q3 Please rate your satisfaction with your experience at DODGE COUNTRY, LTD. on a scale of 0 to 10.

Score: 10 (Promoter)

Q14 Do you want Chrysler to contact you?

Question Not Asked

Q15 Rate your satisfaction with UConnect features and operation.

Score: 99 (Refused/Left Blank)

Q16 Please rate your comfort level with the UConnect technology?

Score: 99 (Refused/Left Blank)

Q17 Do you want someone from Chrysler LLC to contact you on UConnect usage or registration?

Score: 99 (Refused/Left Blank)

SURVEY COMPLETED 2014-03-20 17:04:28, CUSTOMER ID:703006569, RO:00286138, CONTACT METHOD:ONLINE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:00

Customer Complaint**BG54897406**

VIN	3D73Y3CL6BG	Model Year	2011	Body	D28P92	DODGE RAM LARAMIE 4X4 3500 CREW CAB	
Built Date	12/06/2010	Market	U	US	Plant	G	SALTILLO TRUCK ASSEMBLY PLANT
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Open Date	01/17/2014	Mileage	0	Event	006	Year 3 Ownership	
Dealer	64793	ANCHORAGE CHRYSLER CENTER INC				Dealer Zone	71
Dealer Address	2601 EAST 5TH AVENUE			Dealer Phone(s)	907 264-2210	907 276-1331	
City/State/ZIP	ANCHORAGE, AK, 99501-3078				Dealer Fax	907 276-4191	

Q1 How willing are you to recommend DODGE to a friend or colleague?

Score: 09 (Promoter)

Q2 Please rate your satisfaction with your RAM LARAMIE 4X4 3500 CREW CAB on a scale of 0 to 10.

Score: 09 (Promoter)

Q3 Please rate your satisfaction with your experience at ANCHORAGE CHRYSLER CENTER INC on a scale of 0 to 10.

Score: 04 (Detractor)

024 : Parts not in stock

When are you going to send me a deal for the truck. There was a service bulletin telling me that they had a recall on the tie rods. So I called them and tried to get an appointment to come and do it. I don't know if it was their fault or your fault. They said they couldn't get the parts and it's be awhile before the could get me into work on it. I said, 'What if it breaks in the meantime?' 'Just drive it normal. It should be alright.'

Q8 Have you been back for service to ANCHORAGE CHRYSLER CENTER INC in the last X months?

YES

Q9 How would you rate your chances of buying or leasing another Chrysler, Dodge, or Jeep vehicle?

04 - Probably Will only

SURVEY COMPLETED 2014-01-17 19:13:52, CUSTOMER ID:124676553, CONTACT METHOD:PHONE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:00

Customer Complaint**BG55580309**

VIN	3D73Y4HL5BG	Model Year	2011	Body	D28P81	DODGE RAM LARAMIE 4X4 3500 MEGA CAB	
Built Date	12/07/2010	Market	U	US	Plant	G	SALTILLO TRUCK ASSEMBLY PLANT
Color	PW7 BRIGHT WHITE CLEAR COAT						
Engine	ETJ 6.7L I6 CUMMINS TURBO DIESEL ENGINE						
Transmission	DG7 6-SPD AUTOMATIC 68RFE TRANSMISSION						

Open Date	02/27/2014	Mileage	0	Event	009	Second+ Warranty Event	
Dealer	44231	DEMONTROND AUTO COUNTRY INC				Dealer Zone	63
Dealer Address	888 IH 45 SOUTH			Dealer Phone(s)	936 539-3181	281 443-2500	
City/State/ZIP	CONROE, TX, 77304-2628				Dealer Fax	936 539-3101	

Q1 How willing are you to recommend DODGE to a friend or colleague?

Score: 10 (Promoter)

Q2 Please rate your satisfaction with your RAM LARAMIE 4X4 3500 MEGA CAB on a scale of 0 to 10.

Score: 06 (Detractor)

I am not happy with the internal components for the 6.7 cummins, 2 head gaskets, 1 new head, 2 injectors, and all the money for mechanic work. Very Very upset with the steering components being the broke driver tie rod end, and the Ball Joints for the tires already out of specs at 97,000 miles and No Body at the Dealership willing to help.

Q3 Please rate your satisfaction with your experience at DEMONTROND AUTO COUNTRY INC on a scale of 0 to 10.

Score: 05 (Detractor)

have had several jobs done there and had to bring back for a look over as i was not satisfied with the way the truck felt, sounded, looked and or had to redo the job. I was trying to talk to the manager to discuss what could be done about my ball joints and i offered to purchase new ones and dealer supply the install but will not give me a answer.

Q14 Do you want Chrysler to contact you?

Question Not Asked

Q15 Rate your satisfaction with UConnect features and operation.

Score: 99 (Refused/Left Blank)

Q16 Please rate your comfort level with the UConnect technology?

Score: 99 (Refused/Left Blank)

Q17 Do you want someone from Chrysler LLC to contact you on UConnect usage or registration?

Score: 99 (Refused/Left Blank)

SURVEY COMPLETED 2014-03-04 17:57:59, CUSTOMER ID:081762858, RO:00030458, CONTACT METHOD:ONLINE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:00

Customer Complaint**BG56113008**

VIN	3D7UT2CL1E	Model Year	2011	Body	DJ7P92	DODGE RAM LARAMIE 4X4 2500 CREW CAB	
Built Date	12/14/2010	Market	U	US	Plant	G	SALTILLO TRUCK ASSEMBLY PLANT
Color	PR4	FLAME RED CLEAR COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Open Date	07/30/2014	Mileage	0	Event	008	Second+ Customer Pay Event	
Dealer	45650	TOM'S COUNTRY.COM				Dealer Zone	70
Dealer Address	81143 US HWY 395			Dealer Phone(s)	541 567-5555		
City/State/ZIP	HERMISTON, OR, 97838-6228				Dealer Fax	541 289-4422	

Q1 How willing are you to recommend DODGE to a friend or colleague?

Score: 02 (Detractor)

045 : Parts: Delay/not available

018 : Recall: any mention

007 : Negative experience / problems with CURRENT vehicle

Based on the issues I have had with my truck in only 3 years I am not impressed with overall engineering. Specifically premature worn out hubs and u joints (covered under bumper to bumper warranty, recalled tie rod end that broke while waiting for parts then the intermediate shaft having to be replaced.

Q2 Please rate your satisfaction with your RAM LARAMIE 4X4 2500 CREW CAB on a scale of 0 to 10.

Score: 03 (Detractor)

Based on the issues I have had with my truck in only 3 years I am not impressed with overall engineering. Specifically premature worn out hubs and u joints (covered under bumper to bumper warranty, recalled tie rod end that broke while waiting for parts then the intermediate shaft having to be replaced.

Q3 Please rate your satisfaction with your experience at TOM'S COUNTRY.COM on a scale of 0 to 10.

Score: 10 (Promoter)

Q14 Do you want Chrysler to contact you?

Question Not Asked

Q15 Rate your satisfaction with UConnect features and operation.

Score: 99 (Refused/Left Blank)

Q16 Please rate your comfort level with the UConnect technology?

Score: 99 (Refused/Left Blank)

Q17 Do you want someone from Chrysler LLC to contact you on UConnect usage or registration?

Score: 99 (Refused/Left Blank)

SURVEY COMPLETED 2014-07-31 09:27:54, CUSTOMER ID:064490816, RO:00601694, CONTACT METHOD:ONLINE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:00

Customer Complaint

BG56389106

VIN	3D73Y3CLOE [REDACTED]	Model Year	2011	Body	D28H91	DODGE RAM SLT 4X4 3500 CREW CAB	
Built Date	01/12/2011	Market	U	US	Plant	G	SALTILLO TRUCK ASSEMBLY PLANT
Color	PW7 BRIGHT WHITE CLEAR COAT						
Engine	ETJ 6.7L I6 CUMMINS TURBO DIESEL ENGINE						
Transmission	DG7 6-SPD AUTOMATIC 68RFE TRANSMISSION						

Open Date	05/05/2014	Mileage	0	Event	006	Year 3 Ownership	
Dealer	66561	HATCH MOTOR COMPANY INC				Dealer Zone	71
Dealer Address	870 SOUTH MAIN STREET				Dealer Phone(s)	928 536-7234	
City/State/ZIP	SNOWFLAKE, AZ, 85937				Dealer Fax	928 536-4366	

Q1 How willing are you to recommend DODGE to a friend or colleague?

Score: 09 (Promoter)

Q2 Please rate your satisfaction with your RAM SLT 4X4 3500 CREW CAB on a scale of 0 to 10.

Score: 09 (Promoter)

Q3 Please rate your satisfaction with your experience at HATCH MOTOR COMPANY INC on a scale of 0 to 10.

Score: 02 (Detractor)

046 : Parts: recall

002 : Unfilled promises / commitments

042 : Experience: took too long

There was a recall after I bought the truck and it was like within three months there was a recall. I went and took it in. They did a measurement on the front tire rod and they said it didn't fit the parameters under Chrysler's specifications to replace it, so they didn't. I drove about a year and a half after I got it and I was pulling out of my driveway and it broke. Actually, I pulled out of my drive-way. I pulled up about three houses up the street and it broke and I had to get a tow truck to tow it back to my house. They wanted me to bring it in, have it towed to Snow Flake, 35 miles away. I said, 'This is under warranty. Plus it's a recall and you guys should have take care of this back when. Why should I have to pay to bring it in?' It took them a week to get a new tie rod and have it replaced and just it was a nightmare dealing with them.

Q8 Have you been back for service to HATCH MOTOR COMPANY INC in the last X months?

YES

Q9 How would you rate your chances of buying or leasing another Chrysler, Dodge, or Jeep vehicle?

05 - Definitely Will only

SURVEY COMPLETED 2014-05-14 19:06:59, CUSTOMER ID:715021753, CONTACT METHOD:PHONE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:00

Customer Complaint**BG58915106**

VIN	3D7UT2CL6BG	Model Year	2011	Body	DJ7R91	DODGE RAM PREMIUM 4X4 2500 CREW CAB	
Built Date	03/22/2011	Market	U	US	Plant	G	SALTILLO TRUCK ASSEMBLY PLANT
Color	PTW	RUGGED BROWN PEARL COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Open Date	05/20/2014	Mileage	0	Event	006	Year 3 Ownership	
Dealer	67688	PETERS CHRYSLER-JEEP-DODGE			Dealer Zone	63	
Dealer Address	4181 N US HIGHWAY 259			Dealer Phone(s)	903 757-3720		
City/State/ZIP	LONGVIEW, TX, 75605-7677			Dealer Fax	903 757-7856		

Q1 How willing are you to recommend DODGE to a friend or colleague?

Score: 06 (Detractor)

001 : Price/cost

013 : Negative dealer comments - general

002 : Poor quality

018 : Recall: any mention

007 : Negative experience / problems with CURRENT vehicle

021 : Poor purchase/service experience

While my previous used 1995 Ram has been an outstanding truck, the manufacturing on my new 2011 Ram lacks quality. Not what one would expect from Ram/Cummins. After owning the new truck for a few weeks the entire cab was flooded by rain water due to poor installation of the cab's break light. The leather seats, carpet, head liner ect. were all ruined; there was so much water that the storage compartments under the seats were completely full. While everything was replaced, after a long struggle with the dealer, the experience was disappointing and the service was terrible. I have also, since recieved a recall for front end tie rod's; I guess this is the standard now, meet demand and attempt to fix defects later. As you may realize, I'm still unhappy with the whole experience; I expected more. I spared no expense and bought exactly what I wanted. A 2011 Ram 2500 Larmie Longhorn addition, Cummins diesel 4x4, completely loaded, a \$60,000.00USD truck. Note, the truck was purchased from Peters Dodge, but all the service and warranty work has been done at Bayshore Dodge in Baytown, TX were I live. I flew up to Peters in Longview, TX and drove the truck back because they were the only ones who had exactly what I wanted (227 miles).

Q2 Please rate your satisfaction with your RAM PREMIUM 4X4 2500 CREW CAB on a scale of 0 to 10.

Score: 05 (Detractor)

372 : General: negative

Quality, value, service.

Q3 Please rate your satisfaction with your experience at PETERS CHRYSLER-JEEP-DODGE on a scale of 0 to 10.

Score: 08 (Neutral)

Q8 Have you been back for service to PETERS CHRYSLER-JEEP-DODGE in the last X months?

NO

097 : Other

Q9 How would you rate your chances of buying or leasing another Chrysler, Dodge, or Jeep vehicle?

03 - Do Not Know

001 : Too many problems with current or past vehicle

003 : Unhappy with service or past dealings with current dealer

009 : Quality/Reliability

010 : Dependability

SURVEY COMPLETED 2014-05-22 10:15:43, CUSTOMER ID:165900411, CONTACT METHOD:ONLINE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:00

Customer Complaint

BG61367809

VIN	3D7UT2CL3BG	Model Year	2011	Body	DJ7P91	DODGE RAM LARAMIE 4X4 2500 CREW CAB	
Built Date	05/13/2011	Market	U	US	Plant	G	SALTILLO TRUCK ASSEMBLY PLANT
Color	PW7 BRIGHT WHITE CLEAR COAT						
Engine	ETJ 6.7L I6 CUMMINS TURBO DIESEL ENGINE						
Transmission	DG7 6-SPD AUTOMATIC 68RFE TRANSMISSION						

Open Date	05/01/2014	Mileage	0	Event	009	Second+ Warranty Event	
Dealer	68515	FRONTIER MOTOR CO			Dealer Zone	63	
Dealer Address	1700 EAST HIGHWAY 66				Dealer Phone(s)	405 262-6433	
City/State/ZIP	EL RENO, OK, 73036-0430				Dealer Fax	405 262-8460	

Q1 How willing are you to recommend DODGE to a friend or colleague?
Score: 08 (Neutral)

Q2 Please rate your satisfaction with your RAM LARAMIE 4X4 2500 CREW CAB on a scale of 0 to 10.
Score: 07 (Neutral)

Q3 Please rate your satisfaction with your experience at FRONTIER MOTOR CO on a scale of 0 to 10.
Score: 05 (Detractor)
046 : Parts: recall
024 : Parts not in stock
042 : Experience: took too long

I took my truck in Jan. 6 for a factory recall for an issue with the tie rods. It was determined that I had the faulty parts and they ordered the parts. FOUR MONTHS after the parts were ordered, I lost complete control of my steering as the tie rod holder thing broke. The dealer towed my truck and the same day had the truck repaired. I questioned why it could be fixed immediately yet I was still waiting for parts if it had not been broken. They said it was because they were having trouble getting the parts from Dodge. I believe this is a poor way of doing business. If there is something that is putting a person's life at risk, it should be repaired immediately!

Q14 Do you want Chrysler to contact you?
Question Not Asked

Q15 Rate your satisfaction with UConnect features and operation.
Score: 99 (Refused/Left Blank)

Q16 Please rate your comfort level with the UConnect technology?
Score: 99 (Refused/Left Blank)

Q17 Do you want someone from Chrysler LLC to contact you on UConnect usage or registration?
Score: 99 (Refused/Left Blank)

SURVEY COMPLETED 2014-05-02 10:13:02, CUSTOMER ID:126385352, RO:00013180, CONTACT METHOD:ONLINE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:00

Customer Complaint**BG61882506**

VIN	3D7UT2CL4BC	Model Year	2011	Body	DJ7H92	DODGE RAM SLT 4X4 2500 CREW CAB	
Built Date	05/18/2011	Market	U	US	Plant	G	SALTILLO TRUCK ASSEMBLY PLANT
Color	PBS		DEEP WATER BLUE PEARL COAT				
Engine	ETJ		6.7L I6 CUMMINS TURBO DIESEL ENGINE				
Transmission	DG7		6-SPD AUTOMATIC 68RFE TRANSMISSION				

Open Date	05/14/2014	Mileage	0	Event	006	Year 3 Ownership	
Dealer	45539	JEFF WYLER CHRYSLER JEEP DODGE				Dealer Zone	42
Dealer Address	875 E EADS PKWY			Dealer Phone(s)	812 537-2525		
City/State/ZIP	LAWRENCEBURG, IN, 47025-8508				Dealer Fax	812 537-4502	

Q1 How willing are you to recommend DODGE to a friend or colleague?

Score: 00 (Detractor)

002 : Poor quality

004 : Poor MPG / fuel economy / gas mileage

018 : Recall: any mention

007 : Negative experience / problems with CURRENT vehicle

The recall was made on this truck for the tie rod end. It broke at about 80 or 90,000 miles. There was a recall out but the replacement wasn't out yet so I had to buy it. I put it on there. I had to pay for the alignment. I haven't done it yet but I got to fax in stuff to get reimbursed for it which I think was a bunch of BS. I think Dodge should have said, 'Hold on here, lets get you taken care of.' but they didn't. I've had transmission problems. I've owned 15 of these Dodge Diesels or Gas. I'm going to Chevrolet for my next one.

Q2 Please rate your satisfaction with your RAM SLT 4X4 2500 CREW CAB on a scale of 0 to 10.

Score: 00 (Detractor)

028 : Excessive Fuel Consumption

The fuel mileage is not very good either.

Q3 Please rate your satisfaction with your experience at JEFF WYLER CHRYSLER JEEP DODGE on a scale of 0 to 10.

Score: 10 (Promoter)

Q8 Have you been back for service to JEFF WYLER CHRYSLER JEEP DODGE in the last X months?

NO

002 : Services performed by friends, family, DIY

Q9 How would you rate your chances of buying or leasing another Chrysler, Dodge, or Jeep vehicle?

02 - Probably Will Not

097 : Other

SURVEY COMPLETED 2014-05-23 16:46:35, CUSTOMER ID:056017293, CONTACT METHOD:PHONE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:00