

From: [REDACTED]
To: customerassistre@chrysler.com
Date: Thu Jul 30 19:54:49 EDT 2015
Subject: Chrysler Group LLC Customer Assistance
Form Selected:

Category: Recall Information

Brief Description:

Death Wobble

Comments:

Severe shaking resulting in a broken tie rod accident that sent me off the road. fixed the tie rod, but started experiencing death wobble again once again resulting in a side swipe accident. replaced shocks,rebuilt upper and lower ball joints and added a steering box brace, dual stabilizers and new ties and wheels. 10k miles later I has begun again. I am at my wits end. I researched hard to find the best diesel and sold my Chevy 2500 to buy the Ram. Help!

Sender Information:

Title:

First Name: [REDACTED]

Middle Initial:

Last Name: [REDACTED]

From: [REDACTED]
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Sender Information:

Title:

First Name: [REDACTED]

Middle Initial:

Last Name: [REDACTED]

From: customerassistre@chrysler.com

To: [REDACTED]

Date: Sun Aug 16 12:59:40 EDT 2015

Subject: Re: Chrysler Group LLC Customer Assistance

Dear [REDACTED]

Thank you for contacting the RAM Customer Assistance Center in regards to your 2012 RAM 2500.

I regret to learn of the concerns you have experienced with your vehicle and appreciate the time you have taken to contact us with your request for assistance.

I would be more than happy to discuss your concern with your servicing dealership therefore, I request that you reply to this email and provide me with the name and address of the dealership you were working with as well as the date and mileage of the last repair.

Also, our records indicate that the following recall campaign has not been performed by an authorized dealer:

P65 Diesel Fuel Heater Electrical Connector

We suggest that you contact your local Chrysler, Dodge, Jeep® and Ram dealer, or Fiat Studio, to make arrangements for an inspection and, if necessary, corrective action at no charge to you.

Please take a copy of this message with you at the time of service to aid the process. Although not required, it is recommended to bring a copy of the recall notification to your dealer's service department when you bring your vehicle in for this service.

If you wish to obtain further information, please contact the FCA Group Recall Assistance Center at 1-800-853-1403.

Thank you again for your email. Should you require additional assistance, or have any new information to provide, please reply to this email message or call 1-866-RAM-INFO (1-866-726-4636).

Sincerely,

Jennifer

Customer Service Representative

RAM Customer Assistance Center

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

REFERENCE NUMBER: [REDACTED]

EMAIL CASE NUMBER: [REDACTED]

REPLY LINK:
[REDACTED]

Original Message Follows:

Recall Information - Ram Brand Site

Brief Description:

Death Wobble

Comments:

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VIN:

[REDACTED]

Mileage:

100000

Servicing Dealer:

Title:

First Name:

[REDACTED]

Middle Initial:

Last Name:

[REDACTED]

Address 1:

[REDACTED]

Address 2:

City:

uthersville

State:

GA

Zip:

[REDACTED]

Email:

[REDACTED]

Work Phone:

[REDACTED]

From: customerassistre@chrysler.com

To: [REDACTED]

Date: Sun Aug 16 12:59:40 EDT 2015

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VIN:

[REDACTED]

Mileage:

100000

Servicing Dealer:

Title:

First Name:

[REDACTED]

Middle Initial:

Last Name:

[REDACTED]

Address 1:

[REDACTED]

Address 2:

City:

uthersville

State:

GA

Zip:

[REDACTED]

Email:

[REDACTED]

Work Phone:

[REDACTED]

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[REDACTED]>First
Name: [REDACTED]; [REDACTED]
Middle

[REDACTED]>Last
Name: [REDACTED] p; [REDACTED]
Address

[REDACTED]
Address

</BODY>

</HTML>

From: customerassistre@chrysler.com

To: [REDACTED]bellsouth.net

Date: Wed Aug 19 07:49:56 EDT 2015

Subject: Re: Chrysler Group LLC Customer Assistance ([REDACTED])

Dear [REDACTED]

I appreciate the time you have taken to contact me back with the requested information as well as your request for buy back information and apologize for any frustration you may have encountered while attempting to locate this information.

FCA US and the National Highway Traffic Safety Administration, or NHTSA, have signed a consent agreement which includes potentially buying back certain eligible vehicles that are included in recalls N08, N49, N63 and R16 and have not had them completed. While your vehicle did have the recall N49 it has been completed and therefore, your vehicle will not be included in the agreement.

Furthermore, as the diagnosis and repair for the concerns on your vehicle was not completed at an authorized Chrysler dealership we would be unable to assist with your concerns.

I regret I am unable to provide you with a more favorable reply.

Sincerely,

Jennifer

Customer Service Representative

RAM Customer Assistance Center

Original Message Follows:

Also installed a steering box stabilizing bracket. Took truck to Ram dealer in Morrow, Ga(Landmark) initially and they found nothing wrong. Suggested I replace upper and lower ball joints tho? Landmark quoted \$1600. The service mgr said he had never heard of the wobble I experienced (even though "YouTube" is full of videos as far back as 2006 Ram trucks. Knowing they were not being honest, I took truck to reputable local repair shop and began process of elimination. By the way, OEM parts and work to repair all ball joints were completed for \$1000? Incidentally, is my Ram eligible for "buy back"?

Sent from my Verizon Wireless 4G LTE DROID

customerassistre <customerassistre@chrysler.com> wrote:

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EMAIL CASE NUMBER: [REDACTED]

REPLY LINK:

[http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=\[REDACTED\]](http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=[REDACTED])

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Servicing Dealer:

Title:

First Name:

[REDACTED]

Middle Initial:

Last Name:

[REDACTED]

Address 1:

[REDACTED]

Address 2:

City:

uthersville

State:

GA

Zip:

[REDACTED]

Email:

[REDACTED]bellsouth.net

Work Phone:

[REDACTED]

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To: [REDACTED]bellsouth.net

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EMAIL CASE NUMBER: [REDACTED]

REPLY LINK:

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[REDACTED]

Address 1:

[REDACTED]

Address 2:

City:

uthersville

State:

GA

Zip:

[REDACTED]

Email:

[REDACTED]bellsouth.net

Work Phone:

[REDACTED]