

From: [REDACTED]@aeraenergy.com
To: customerassist@chrysler.com
Date: Mon Aug 03 21:00:59 EDT 2015
Subject: Chrysler Group LLC Customer Assistance
Form Selected:

Category: US Customer Service

Brief Description:

recall Buy Back Program

Comments:

I was on hold for over an hour to get information on the buyback program

Dodge 2012 Ram2500 4x4 mega cab. had the tie rods break and put me in a ditch. Lucky to be alive

what is the options on the buy back .

Please let me know. This would not be good publicity for ram That my family could have been killed and I took it in twice and they did not have the parts so they delayed the repair. Then it broke and it cost me down time on my vacation in idaho.

Sender Information:

Title:

First Name: [REDACTED]

Middle Initial:

Last Name: [REDACTED]

From: [REDACTED]@aeraenergy.com
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Date: Mon Aug 03 21:00:59 EDT 2015
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Sender Information:

Title:

First Name: [REDACTED]

Middle Initial:

Last Name: [REDACTED]

From: customerassist@chrysler.com
To: [REDACTED]@aeraenergy.com
Date: Wed Aug 19 19:45:01 EDT 2015
Subject: Re: Chrysler Group LLC Customer Assistance
Dear [REDACTED]

Thank you for contacting the RAM Customer Assistance Center.

We apologize for the inconvenience this may have caused you and appreciate the time and effort you have taken to bring this matter to our attention.

In regards to your inquiry, the safety of our customers is of utmost importance to FIAT Chrysler. 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.

The details of the potential repurchase of these vehicles will be better defined in the coming weeks, and all customers whose vehicles are included in these populations will be contacted. Based on this information, your vehicle was included in the N49 - Left Tie Rod. For affected owners that have already had these recall repairs performed, no further action is necessary at this time. To better assist you, we also included a list of all the recalls your vehicle has ever and their completion status had below.

N49 - Left Tie Rod - Complete

N40 - Reprogram Powertrain Control Module - Complete

P65 - Diesel Fuel Heater Electrical Connector - Incomplete

At this time, we are still reviewing your concerns in regards to this and will be sending your case to our tracking department so you may contact you by email with further information.

In the meantime if you are seeking any additional information on the details of the consent agreement, it is posted for viewing at www.nhtsa.gov.

Please accept our sincerest apologies that we are not able to provide you more information at this time.

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,

Ashley

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:

[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])

Original Message Follows:

US Customer Service - Chrysler Brand Site

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VIN:

[REDACTED]

Mileage:

48150

Servicing Dealer:

HADAD DODGE

Title:

First Name:

[REDACTED]

Middle Initial:

Last Name:

[REDACTED]

Address 1:

[REDACTED]

Address 2:

City:

Bakersfield

State:

CA

Zip:

[REDACTED]

Email:

[REDACTED]aeraenergy.com

Work Phone:

[REDACTED]

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To: [REDACTED]@aeraenergy.com
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Middle Initial:

Last Name:

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Address 1:

[REDACTED]

Address 2:

City:

Bakersfield

State:

CA

Zip:

[REDACTED]

Email:

[REDACTED]aeraenergy.com

Work Phone:

[REDACTED]

From: [REDACTED]@aeraenergy.com

To: customerassist@chrysler.com

Date: Sun Aug 23 20:25:45 EDT 2015

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

Thank you for the information but I am baffled and confused.

I have been a great dodge supporter and after I bought my truck there were several others from my company that followed suite.

I did receive the recall notice on the tie rods and for a couple of the services I would try to schedule the recall repairs to be done. Their claim was they did not have the parts and they said I would be ok. After two iterations of being delayed I took my family on a vacation to Idaho. While pulling a trailer out of the mountains on a gravel road the truck began to perform peculiar and I was having a hard time steering. I made the first turn and was trying to keep it in control and made the second turn. This whole time I am decelerating and did not make the third turn. When I applied the brakes the right front tire went seriously right and it steered the truck off the road into a ditch.

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I have not gone to the safety board or any other organization yet to make them aware of this issue, but to be told that I would not qualify for consideration of the buy back is ridicules. I would at least like to have options and understand what my options are but to be refused out of the box.

At this point I am interested in upgrading to a new dodge with a redesigned front end. If I am refused and treated the way my recalls have been going can;t get in they are two busy. Then I will consider tanking my business with me and will influence several other purchases.

Please reconsider your offers. I am a Senior Buyer for a large corporation your treatment of your customers will weigh in on future purchases.

Thank you for your consideration.

[REDACTED] L. [REDACTED]

Sent from my iPad

> On Aug 19, 2015, at 5:42 PM, customerassist <customerassist@chrysler.com> wrote:

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> Ashley

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> Customer Service Representative
> RAM Customer Assistance Center

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> EMAIL CASE NUMBER: [REDACTED]

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> First Name:
> [REDACTED]
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> Last Name:
> [REDACTED]
> Address 1:
> [REDACTED]
> Address 2:
>
> City:
> Bakersfield
> State:
> CA
> Zip:
> [REDACTED]
> Email:
> [REDACTED]aeraenergy.com
> Work Phone:
> [REDACTED]

From: [REDACTED]@aeraenergy.com

To: customerassist@chrysler.com

Date: Sun Aug 23 20:25:45 EDT 2015

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> Customer Service Representative
> RAM Customer Assistance Center

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> Original Message Follows:

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> US Customer Service - Chrysler Brand Site

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> Address 2:
>
> City:
> Bakersfield
> State:
> CA
> Zip:
> [REDACTED]
> Email:
> [REDACTED]aeraenergy.com
> Work Phone:
> [REDACTED]

From: customerassist@chrysler.com

To: [REDACTED]@aeraenergy.com

Date: Mon Aug 24 15:28:08 EDT 2015

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

Dear [REDACTED]

We have not completely declined you from this option.

As we stated in our previous email, we sent your case to our parts tracking department so you can receive further information in regards to the potential repurchase of your vehicle.

We do not have enough information at this time to advise you if your vehicle is 100% involved in this or not. You have to wait for more information to be sent to you in order to obtain further information on this matter.

Sincerely,

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> ever and their completion status had below.

>

> N49 - Left Tie Rod - Complete

> N40 - Reprogram Powertrain Control Module - Complete

> P65 - Diesel Fuel Heater Electrical Connector - Incomplete

>

> At this time, we are still reviewing your concerns in regards to this

> and will be sending your case to our tracking department so you may

> contact you by email with further information.

>

> In the meantime if you are seeking any additional information on the

> details of the consent agreement, it is posted for viewing at

> www.nhtsa.gov.

>

> Please accept our sincerest apologies that we are not able to provide

> you more information at this time.

>

> 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,

>

> Ashley

>

> 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:

> [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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> Original Message Follows:

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> US Customer Service - Chrysler Brand Site

> Brief Description:
> recall Buy Back Program
> Comments:
> I was on hold for over an hour to get information on the buyback program
> Dodge 2012 Ram2500 4x4 mega cab. had the tie rods break and put me in a
> ditch. Lucky to be alive what is the options on the buy back . Please
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> me know. This would not be good publicity for ram That my family could
> have been killed and I took it in twice and they did not have the parts
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> vacation in idaho.
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> VIN:
> [REDACTED]
> Mileage:
> 48150
> Servicing Dealer:
> HADAD DODGE
> Title:
>
> First Name:
> [REDACTED]
> Middle Initial:
>
> Last Name:
> [REDACTED]
> Address 1:
> [REDACTED]
> Address 2:
>
> City:
> Bakersfield
> State:
> CA
> Zip:
> [REDACTED]
> Email:
> [REDACTED]aeraenergy.com

> Work Phone:

> [REDACTED]

From: [REDACTED]@aeraenergy.com

To: customerassist@chrysler.com

Date: Tue Oct 27 18:13:26 EDT 2015

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

It is now the end of October and I have not heard from you
Could you please follow up and let me know the status.

I have just received another recall which means I have two that have not been fixed and one that was fixed with the same diameter part that broke and put me in a ditch.

Please let me know if and how I can become a part of the buyback program.

[REDACTED] L. [REDACTED]

Senior Buyer

Aera Energy LLC

Office : [REDACTED]

Cell : [REDACTED]

Fax: [REDACTED]

e-mail: [REDACTED]@aeraenergy.com

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

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

Sent: Monday, August 24, 2015 12:28 PM

To: [REDACTED] DL ([REDACTED] at Aera <[REDACTED]@aeraenergy.com>

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

Dear [REDACTED]

We have not completely declined you from this option.

As we stated in our previous email, we sent your case to our parts tracking department so you can receive further information in regards to the potential repurchase of your vehicle.

We do not have enough information at this time to advise you if your vehicle is 100% involved in this or not. You have to wait for more information to be sent to you in order to obtain further information on this matter.

Sincerely,

Ashley

Customer Service Representative
RAM Customer Assistance Center

Original Message Follows:

Thank you for the information but I am baffled and confused.

I have been a great dodge supporter and after I bought my truck there were several others from my company that followed suite.

I did receive the recall notice on the tie rods and for a couple of the services I would try to schedule the recall repairs to be done. Their claim was they did not have the parts and they said I would be ok. After two iterations of being delayed I took my family on a vacation to Idaho. While pulling a trailer out of the mountains on a gravel road the truck began to perform peculiar and I was having a hard time steering. I made the first turn and was trying to keep it in control and made the second turn. This whole time I am decelerating and did not make the third turn. When I applied the brakes the right front tire went seriously right and it steered the truck off the road into a ditch.

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If I am refused and treated the way my recalls have been going can;t get in they are too busy. Then I will consider tanking my business with me and will influence several other purchases.

Please reconsider your offers. I am a Senior Buyer for a large corporation your treatment of your customers will weigh in on future purchases.

Thank you for your consideration.

█ L. █

Sent from my iPad

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> Thank you for contacting the RAM Customer Assistance Center.
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> EMAIL CASE NUMBER: [REDACTED]

> REPLY LINK:

> http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM930689

> 6V27901L0KM&

>

>

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> US Customer Service - Chrysler Brand Site Brief Description:

> recall Buy Back Program

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>

>

>

> VIN:

> [REDACTED]

> Mileage:

> 48150

> Servicing Dealer:

> HADAD DODGE

> Title:

>

> First Name:

> [REDACTED]

> Middle Initial:

>

> Last Name:

> [REDACTED]

> Address 1:

- > [REDACTED]
- > Address 2:
- >
- > City:
- > Bakersfield
- > State:
- > CA
- > Zip:
- > [REDACTED]
- > Email:
- > [REDACTED]aeraenergy.com
- > Work Phone:
- > [REDACTED]

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[REDACTED] L. [REDACTED]

Senior Buyer

Aera Energy LLC

Office : [REDACTED]

Cell : [REDACTED]

Fax: [REDACTED]

e-mail: [REDACTED]@aeraenergy.com

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> Customer Service Representative
> RAM Customer Assistance Center
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> EMAIL CASE NUMBER: [REDACTED]

> REPLY LINK:

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[REDACTED]

>

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> US Customer Service - Chrysler Brand Site Brief Description:

> recall Buy Back Program

> Comments:

> I was on hold for over an hour to get information on the buyback
program

> Dodge 2012 Ram2500 4x4 mega cab. had the tie rods break and put me in
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> VIN:

> [REDACTED]

> Mileage:

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> HADAD DODGE

> Title:

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> First Name:

> [REDACTED]

> Middle Initial:

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> Last Name:

> [REDACTED]

> Address 1:

- > [REDACTED]
- > Address 2:
- >
- > City:
- > Bakersfield
- > State:
- > CA
- > Zip:
- > [REDACTED]
- > Email:
- > [REDACTED]aeraenergy.com
- > Work Phone:
- > [REDACTED]

From: customerassist@chrysler.com

To: [REDACTED]@aeraenergy.com

Date: Wed Oct 28 09:30:56 EDT 2015

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

Dear [REDACTED]

We apologize for the inconvenience this may have caused you and appreciate the time and effort you have taken to bring this matter to our attention.

A review of our records indicates that your vehicle has already had the recall N49 for the Left Tie Rod completed and is not eligible for the repurchase program we have set out for the vehicles involved in the program. This program was only for vehicles that had not completed the recall on their vehicle.

We apologize that we are unable to assist you with this concerns. We will ensure your dissatisfaction is documented in our corporate records for any future related concerns.

Sincerely,

Ashley

Customer Service Representative

RAM Customer Assistance Center

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Please let me know if and how I can become a part of the buyback program.

[REDACTED] L. [REDACTED]

Senior Buyer

Aera Energy LLC

Office : [REDACTED]

Cell : [REDACTED]

Fax: [REDACTED]

e-mail: [REDACTED]@aeraenergy.com

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

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Sent: Monday, August 24, 2015 12:28 PM

To: [REDACTED] DL ([REDACTED] at Aera <[REDACTED]@aeraenergy.com>

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

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[REDACTED]

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> [REDACTED]
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> [REDACTED]
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> City:
> Bakersfield
> State:
> CA
> Zip:
> [REDACTED]
> Email:
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> Work Phone:
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Aera Energy LLC

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> Dear [REDACTED]
>
> Thank you for contacting the RAM Customer Assistance Center.
>
> We apologize for the inconvenience this may have caused you and
> appreciate the time and effort you have taken to bring this matter to
> our attention.
>
> In regards to your inquiry, the safety of our customers is of utmost
> importance to FIAT Chrysler. 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.
>
> The details of the potential repurchase of these vehicles will be
better
> defined in the coming weeks, and all customers whose vehicles are
> included in these populations will be contacted.
>
> Based on this information, your vehicle was included in the N49 - Left
> Tie Rod. For affected owners that have already had these recall
repairs
> performed, no further action is necessary at this time. To better
> assist you, we also included a list of all the recalls your vehicle
has
> ever and their completion status had below.
>
> N49 - Left Tie Rod - Complete
> N40 - Reprogram Powertrain Control Module - Complete
> P65 - Diesel Fuel Heater Electrical Connector - Incomplete
>
> At this time, we are still reviewing your concerns in regards to this
> and will be sending your case to our tracking department so you may
> contact you by email with further information.
>
> In the meantime if you are seeking any additional information on the
> details of the consent agreement, it is posted for viewing at
> www.nhtsa.gov.
>

> Please accept our sincerest apologies that we are not able to provide
> you more information at this time.

>

> 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,

>

> Ashley

>

> 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:

> [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])

[REDACTED]

[REDACTED]

[REDACTED]

>

> Original Message Follows:

> -----

> US Customer Service - Chrysler Brand Site Brief Description:

> recall Buy Back Program

> Comments:

> I was on hold for over an hour to get information on the buyback
program

> Dodge 2012 Ram2500 4x4 mega cab. had the tie rods break and put me in
a

> ditch. Lucky to be alive what is the options on the buy back . Please

> let me know. This would not be good publicity for ram That my family

> could have been killed and I took it in twice and they did not have

> the

parts

> so
> they delayed the repair. Then it broke and it cost me down time on my
> vacation in idaho.
>
>
>
> VIN:
> [REDACTED]
> Mileage:
> 48150
> Servicing Dealer:
> HADAD DODGE
> Title:
>
> First Name:
> [REDACTED]
> Middle Initial:
>
> Last Name:
> [REDACTED]
> Address 1:
> [REDACTED]
> Address 2:
>
> City:
> Bakersfield
> State:
> CA
> Zip:
> [REDACTED]
> Email:
> [REDACTED]aeraenergy.com
> Work Phone:
> [REDACTED]