

From: [REDACTED]  
To: customerassist@chrysler.com  
Date: Sun Apr 19 21:07:11 EDT 2015  
Subject: Chrysler Group LLC Customer Assistance  
Form Selected:

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Category: US Customer Service

Brief Description:  
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Have a 2014 ram 2500 crew cab diesel truck.

Comments:  
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I tow a 10000 pound trailer. Since last July I have towed it about 8000 miles. My truck only has 29000 miles on it. The Cummings diesel is awesome for towing and we love it. Without the trailer I get 24 mpg on the road. Recent trip to San Antonio, Tx. the front end bolts that hold the front end together came loose and the steering became misaligned. The service at San Antonio said the front end could have fell from under the truck. It still is not correct. They stated that this was from towing. It is a heavy duty truck and I bought it for towing. Please help last truck bought for retirement. Is there a good safe fix for this. I have not seen a recall on this. It will become a real safety issue if not addressed. I have only contacted Chrysler first.

Sender Information:  
-----

Title:

First Name: [REDACTED]

Middle Initial:

Last Name: [REDACTED]

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Title:

First Name: [REDACTED]

Middle Initial:

Last Name: [REDACTED]

From: customerassist@chrysler.com

To: [REDACTED]

Date: Mon Apr 20 20:53:00 EDT 2015

Subject: Re: Chrysler Group LLC Customer Assistance

Dear [REDACTED],

Thank you for contacting the RAM Customer Assistance Center.

We regret to learn of the concerns you are experiencing with your vehicle.

We would like to review your concerns in regards to the bolts coming loose on your vehicle with the dealership that diagnosed the concerns. Please contact us back with the name of the dealership that diagnosed the concerns and the date it was there. Please also include if the repairs have already been made to the vehicle.

Once we have this information, we will contact the dealership and discuss these concerns.

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:  
[REDACTED]

Original Message Follows:

US Customer Service - Chrysler Brand Site

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VIN:

[REDACTED]

Mileage:

29000

Servicing Dealer:

San Antonio, Tx

Title:

First Name:

[REDACTED]

Middle Initial:

Last Name:

[REDACTED]

Address 1:

[REDACTED]

Address 2:

City:

West Point

State:

MS

Zip:

[REDACTED]

Email:

[REDACTED]

Home Phone:

[REDACTED]

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Mileage:

29000

Servicing Dealer:

San Antonio, Tx

Title:

First Name:

[REDACTED]

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Last Name:

[REDACTED]

Address 1:

[REDACTED]

Address 2:

City:

West Point

State:

MS

Zip:

[REDACTED]

Email:

[REDACTED]

Home Phone:

[REDACTED]