

From: [REDACTED]
To: customerassist@chrysler.com
Date: Mon Aug 08 13:27:52 EDT 2016
Subject: Chrysler Group LLC Customer Assistance
Form Selected:

Category: US Customer Service

Brief Description:

Issues

Comments:

Purchased 2014 3500 new in 2015. Took into Key chrysler for recall on steering after setting in the lot for a week. We were told they couldnt do that recall because dodge would not send them any parts and they would call. They did another recall on the radio. And immediatly the navigation system acted up Does not work the radio says needs service/ the clock stops the interior lights went dimm and the 911 assist keeps lighting up on the mirror. Took it back. Supposibly fixed. Still did it. Took it to Paull Sherry vandalia.for the steering recal Which they did . But they forgot to check the navigation system. Said we needed to reschedule. Driving home the steering wheel turned and when we stopped the center drag link bolts were all still loose. called them and since they had just had a fire in service they couldn't align it and thats where they would of caught there error. they said to take it somewhere and they would pay. We then contacted a friend that had been fighting issues on his 3500 . We took it to the same dealership that took care of his We made appt at MIG of Bellefontaine. They serviced it and 5 miles down the road same thing.They said they would have to order a new radio etc. As they have had to on a few others. Now weeks later we called to find out if they were ever going to get us in and they said dadge had denied the service 2 us on 2 occasions . But that he was working on it and would call us by last Friday. and not to stress as even though our warranty is almost up it would be covered. Havent heard again from anyone. I need someone from customer service to contact me. As I am done working with all the incompetant service reps in your facilities.

[REDACTED]

Sender Information:

Title:

First Name: [REDACTED]

Middle Initial:

Last Name: [REDACTED]

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[REDACTED]

Sender Information:

Title:

First Name: [REDACTED]

Middle Initial:

Last Name: [REDACTED]

From: customerassist@chrysler.com

To: [REDACTED]

Date: Tue Aug 09 02:30:35 EDT 2016

Subject: Re: Chrysler Group LLC Customer Assistance

Dear [REDACTED]

Thank you for contacting the RAM Customer Assistance Center.

We are sorry to hear of the problems you've had and appreciate the time and effort it took for you to contact us. We would be happy to try and help you through this office, but if you would like to speak to someone about helping you are welcome to call in to 1-800-992-1997 during dealership hours and we can contact the dealership for you while you are on the line.

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,

Robert

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 - Dodge Brand Site

Brief Description:

Issues

Comments:

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[REDACTED]

VIN:

[REDACTED]

Mileage:

34000

Servicing Dealer:

several

Title:

First Name:

[REDACTED]

Middle Initial:

Last Name:

[REDACTED]

Address 1:

[REDACTED]

Address 2:

City:

urbana

State:

OH

Zip:

[REDACTED]

Email:

[REDACTED]

Home Phone:

[REDACTED]

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To: [REDACTED]

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several

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[REDACTED]

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Last Name:

[REDACTED]

Address 1:

[REDACTED]

Address 2:

City:

urbana

State:

OH

Zip:

[REDACTED]

Email:

[REDACTED]

Home Phone:

[REDACTED]