

From: [REDACTED]
To: customerassist@chrysler.com
Date: Fri Dec 23 12:00:04 EST 2016
Subject: Chrysler Group LLC Customer Assistance
Form Selected:

Category: US Customer Service

Brief Description:

part coming loose causing alignment issues

Comments:

On my 2015 Ram 2500 4x4 the bar that runs between the two front wheels (this bar is threaded on both sides with a large coupling nut connecting the two then a individual nut on each side of that) came loose causing my alignment to go out of spec. The shop who did the work, not a dealer because it was not covered under warranty, indicated that they have not seen this part loosen up before. They stated that it must of been loose from the factory. Fortunately I took it in to have it looked at. There were only 3-4 threads left holding it together. I would have incurred major issues if it were to of completely come out of the connecting nut. End result was that I paid \$100 to have the alignment done, but am more concerned why this part came loose in the first place and if it will happen again. Unfortunately I do not know the exact name of the part but would be happy to discuss further with you. Thank you for your time.

Sender Information:

Title:

First Name: [REDACTED]

Middle Initial:

Last Name: [REDACTED]

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Sender Information:

Title:

First Name: [REDACTED]

Middle Initial:

Last Name: [REDACTED]

From: customerassist@chrysler.com

To: [REDACTED]

Date: Sat Dec 24 02:04:22 EST 2016

Subject: Re: Chrysler Group LLC Customer Assistance

Dear [REDACTED],

Thank you for contacting the RAM Customer Assistance Center.

I can understand your concern with having to have an alignment done, due to a part coming loose on your 2015 Ram 2500.

Given the many variables involved, I am not able to determine what caused the part to become loose on your Ram via email. I would therefore recommend that you contact your local authorized dealership to arrange an appointment for proper diagnosis to determine why the part came loose. Our dealerships have the factory training, equipment and information available to them to diagnose and correct problems with our vehicles. Should your dealer require factory assistance they may contact our Technical Operations Resource Group or contact their regional Business Center.

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,

Katelynn

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 - Ram Brand Site

Brief Description:

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VIN:

[REDACTED]

Mileage:

21000

Servicing Dealer:

Title:

First Name:

[REDACTED]

Middle Initial:

Last Name:

[REDACTED]

Address 1:

[REDACTED]

Address 2:

[REDACTED]

City:

Shoreview

State:

MN

Zip:

[REDACTED]

Email:

[REDACTED]

Work Phone:

[REDACTED]

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To: [REDACTED]

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21000

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First Name:

[REDACTED]

Middle Initial:

Last Name:

[REDACTED]

Address 1:

[REDACTED]

Address 2:

[REDACTED]

City:

Shoreview

State:

MN

Zip:

[REDACTED]

Email:

[REDACTED]

Work Phone:

[REDACTED]