

From: [REDACTED]
To: customerassist@chrysler.com
Date: Sat Feb 25 09:17:15 EST 2017
Subject: Chrysler Group LLC Customer Assistance
Form Selected:

Category: US Customer Service

Brief Description:

Very bad experience with recall work

Comments:

I received another recall for this vehicle. I am working on the road. The last recall I had was the tracker bar issue. I took it to your dealership in Madera, Ca. and to make a long story short. It could have changed or ended mine and others lives forever. I was not even told that a alignment was needed for this repair. I was sent out of this shop with this pick-up hooked onto a 14k lb 5th wheel , drove 350 miles. Starting out on the trip the steering wheel started rotating. I still had control so I continued. I got relocated took it to another one of your dealers and was informed I had a loose tie rod. It was a videotaped and pictures were taken recording this hazard. They call the Madera shop and were told it was not their problem. They farmed that work out to Les Shab?, and if I wanted it fixed to take it there. San Diego does not have one. I feel very fortunate that this only cost few hundred bucks to cover this fiasco. I am very leery of having anything to do with Dodge. If I would of paid them in Madera all they wanted besides that recall it would have cost me over \$900, but that is another story. I am in the market for legal counsel to get another opinion on this, because this was just not right. Do have a list of your dealerships that do not stand behind their work or does Chevy or Ford cover this recall work?

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 Feb 25 16:51:49 EST 2017

Subject: Re: Chrysler Group LLC Customer Assistance

Dear [REDACTED]

Thank you for contacting the RAM Customer Assistance Center.

I would like to apologize; we never like to hear our customer?s being put in such a scary/disturbing situation. I can assure you we take a lot of pride in our vehicle?s and our customer service. I would like the opportunity to document your concerns so FCA is aware!

Only authorized Chrysler, Dodge, Jeep or Ram dealerships can do our recalls. We do not have a list of dealers but we definitely want to be told when our dealerships do not stand behind their work.

I am sorry that you had that experience with one of our recalls and dealers.

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,

Jody

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:

Very bad experience with recall work

Comments:

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VIN:

[REDACTED]

Mileage:

20500

Servicing Dealer:

Carson Chrysler Jeep Dodge

Title:

First Name:

[REDACTED]

Middle Initial:

Last Name:

[REDACTED]

Address 1:

[REDACTED]

Address 2:

City:

Carson City

State:

NV

Zip:

[REDACTED]

Email:

[REDACTED]

Work Phone:

[REDACTED]

From: customerassist@chrysler.com

To: [REDACTED]

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VIN:

[REDACTED]

Mileage:

20500

Servicing Dealer:

Carson Chrysler Jeep Dodge

Title:

First Name:

[REDACTED]

Middle Initial:

Last Name:

[REDACTED]

Address 1:

[REDACTED]

Address 2:

City:

Carson City

State:

NV

Zip:

[REDACTED]

Email:

[REDACTED]

Work Phone:

[REDACTED]