

From: [REDACTED]
To: customerassist@chrysler.com
Date: Fri Apr 28 23:23:11 EDT 2017
Subject: Chrysler Group LLC Customer Assistance
Form Selected:

Category: US Customer Service

Brief Description:

Had truck alignment in mid December.

Comments:

I purchased a 2015 4x4 2500 Ram on 11-30-2016 with 5500 miles on it. Mid December Mtn. View aligned it for me. A couple of weeks ago it developed a shimmy in the front similar to a wheel out of balance. It happens.

This morning it was a lot worse and started pulling bad to the right. I got to work and crawled under for a look. Well the center adjustment for the tie rods was so loose that I could turn both locking nuts with my fingers.

So I called mtn view about this. The first person I talked to in service (Dan) said I have you had it off road or hitting a lot of pot holes. The answer is no. Eventually got around to ask me if someone was mad at me. REALLY???

I called back about 13:00 and asked for the GM. They said he wasn't available and put me on the phone with the service manager (Rocko).

I explained it again. I understand that potholes and so forth cause problems with alignments but this is another problem caused by not tightening the steering components to the proper settings. This is not supposed to come loose. I said that I wanted it realigned. At first he wasn't willing to do it because of the time and miles. His alignment machine is broken down. He said that I could bring it up next week and he would align it. In the mean time this is a time bomb of when the front end is going to come apart and the truck end up in a corn field. but he did eventually say he would pay for an alignment at 69.99 then (exact words) I don't

have to stand behind it. When I told him that my only available day is Saturday he said that's no good for me. Ok. If I take off during the week, I make 300.00 a day, who's going to compensate me for that. He immediately went to " I feel threatened by that statement "

In the mean time I'm still setting with a new truck that the steering is about to fall out of because of someone else that worked on the truck didn't tighten the

steering. I want to know why there wasn't a wrecker dispatched to pick this truck up and take it somewhere to get it fixed. Tomorrow morning I am taking the truck to firestone to have it aligned and there are firestone tires on the truck. I'm going to have them check for unusual tire wear because of the alignment. My next question is how are you going to help me because my dealership is doing nothing but paying for a portion of the alignment that they didn't do correctly.

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 Apr 29 06:07:10 EDT 2017

Subject: Re: Chrysler Group LLC Customer Assistance

Dear [REDACTED],

Thank you for contacting the RAM Customer Assistance Center.

It is certainly understandable that you would like to have the alignment completed properly. In a situation such as this, we would recommend that you take your vehicle to a second FCA Dealership to try to get this resolved so that we can offer cost assistance. We do not offer cost assistance based on a diagnosis completed by an Independent Repair Facility such as Firestone. If you would be willing to try to get into a Dealership for the alignment and diagnosis of the tire concern, then we could look into possible cost assistance if anything needs to be repaired or replaced. I understand you wanting to get this matter addressed quickly due to the safety concern.

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,

Jocelyn

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:

██████████

Mileage:

14000

Servicing Dealer:

Mtn. View. Ringgold Ga

Title:

First Name:

██████████

Middle Initial:

Last Name:

██████████

Address 1:

████████████████████.

Address 2:

City:

Woodstock

State:

GA

Zip:

[REDACTED]

Email:

[REDACTED]

Work Phone:

[REDACTED]

From: customerassist@chrysler.com

To: [REDACTED]

Date: Sat Apr 29 06:07:10 EDT 2017

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State:

GA

Zip:

[REDACTED]

Email:

[REDACTED]

Work Phone:

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