

From: [REDACTED]
To: customerassist@chrysler.com
Date: Tue Jul 25 13:58:44 EDT 2017
Subject: Chrysler Group LLC Customer Assistance
Form Selected:

Category: US Customer Service

Brief Description:

Safety/QA Issues

Comments:

Hello,

I recently brought my ram 2500 in for service with some glaring problems.

1. The steering wheel had rotated out of adjustment over 90 degrees and continued to drift. (This led to stability control systems and electric trailer braking systems completely fail functioning)

1b. The

reason given for this by service was that two lock nuts were not tightened at assembly. This is a MAJOR issue, the fact that I could lose steering while driving my wife and newborn around in a truck that is supposed to be safe because the steering continued to drift loosen and disable the very traction and braking systems that make the truck safe is insane to me. How is this not checked?

2. After fixing this issue, the service department come to tell me that the entire left front axle is bent (not the housing, nothing that I could have done, it was suggested to be a mis-casting). How they found this is they could not get the camber into specs. Now I am wasting 5 days of not having a truck because of this terrible quality control and the fact that whole new front end needs to be replaced!

What

can you do for me? Can you compensate me for my down time? With this lack of safety consciousness within your factory my trust in RAM/DODGE as a brand is seriously shaken.

Please make sure to reply.

[REDACTED]

Sender Information:

Title:

First Name: [REDACTED]

Middle Initial:

Last Name: [REDACTED]

From: [REDACTED]@gmail.com
To: customerassist@chrysler.com
Date: Tue Jul 25 13:58:44 EDT 2017
Subject: Chrysler Group LLC Customer Assistance
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Please make sure to reply.

[REDACTED]

Sender Information:

Title:

First Name: [REDACTED]

Middle Initial:

Last Name: [REDACTED]

From: customerassist@chrysler.com

To: [REDACTED]@gmail.com

Date: Fri Jul 28 03:31:17 EDT 2017

Subject: Re: Chrysler Group LLC Customer Assistance

Dear [REDACTED]

Thank you for contacting the RAM Customer Assistance Center. I can understand the concern you feel, given the unresolved issues you have with your vehicle. I want to ensure that we take the appropriate steps to ensure your concerns are addressed, and ultimately resolved as best as is possible.

Your email has been reviewed and, due to the nature of your concern, I would like to forward your case to a more appropriate area for their attention and response.

To enable this escalation, I will need you to confirm what vehicle the dealer is currently at. Can you do so in your response?

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,

Alex

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:

Safety/QA Issues

Comments:

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VIN:

[REDACTED]

Mileage:

4000

Servicing Dealer:

Title:

First Name:

[REDACTED]

Middle Initial:

Last Name:

[REDACTED]

Address 1:

[REDACTED]

Address 2:

City:

Columbus

State:

MN

Zip:

[REDACTED]

Email:

[REDACTED]gmail.com

Work Phone:

[REDACTED]

From: customerassist@chrysler.com

To: [REDACTED]@gmail.com

Date: Fri Jul 28 03:31:17 EDT 2017

Subject: Re: Chrysler Group LLC Customer Assistance

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[REDACTED] Follows:

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First Name:

[REDACTED]

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[REDACTED]

Address 1:

[REDACTED]

Address 2:

City:

Columbus

State:

MN

Zip:

[REDACTED]

Email:

[REDACTED]gmail.com

Work Phone:

[REDACTED]

From: [REDACTED]@gmail.com

To: customerassist@chrysler.com

Date: Fri Jul 28 06:59:02 EDT 2017

Subject: Re: Chrysler Group LLC Customer Assistance ([REDACTED])

Hi Alex

It is currently at forest lake Chrysler in Minnesota.

They are still awaiting the front end for replacement.

[REDACTED]

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> VIN:
> [REDACTED]
> Mileage:
> 4000
> Servicing Dealer:
>
> Title:
>
> First Name:
> [REDACTED]
> Middle Initial:
>
> Last Name:
> [REDACTED]
> Address 1:
> [REDACTED]
> Address 2:
>
> City:
> Columbus
> State:
> MN
> Zip:
> [REDACTED]
> Email:
> [REDACTED]gmail.com
> Work Phone:
> [REDACTED]
>
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[REDACTED] [REDACTED]
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From: [REDACTED]@gmail.com

To: customerassist@chrysler.com

Date: Fri Jul 28 06:59:02 EDT 2017

Subject: Re: Chrysler Group LLC Customer Assistance [REDACTED]

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> EMAIL CASE NUMBER: [REDACTED]

> REPLY LINK:

> [REDACTED]

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> Last Name:
> [REDACTED]
> Address 1:
> [REDACTED]
> Address 2:
>
> City:
> Columbus
> State:
> MN
> Zip:
> [REDACTED]
> Email:
> [REDACTED]gmail.com
> Work Phone:
> [REDACTED]
>
--
[REDACTED] [REDACTED]
[REDACTED]

From: [REDACTED]@gmail.com

To: customerassist@chrysler.com

Date: Fri Jul 28 11:32:44 EDT 2017

Subject: Re: Chrysler Group LLC Customer Assistance [REDACTED]

Hi Alex

How is this being escalated? What is the plan here?

[REDACTED]

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>> VIN:

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>> Mileage:

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>> Servicing Dealer:

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>> Title:

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>> First Name:

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>>

>> Last Name:

>> [REDACTED]

>> Address 1:

>> [REDACTED]

>> Address 2:

>>

>> City:

>> Columbus

>> State:

>> MN

>> Zip:

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>> Email:

>> [REDACTED]@gmail.com

>> Work Phone:

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>>

> --

> [REDACTED]

> [REDACTED]

v

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[Redacted]

[Redacted]

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>> Title:

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>> [REDACTED]

>> Address 2:

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>> City:

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>> State:

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>> Zip:

>> [REDACTED]

>> Email:

>> [REDACTED]@gmail.com

>> Work Phone:

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> [REDACTED]

> [REDACTED]

v

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From: customerassist@chrysler.com

To: [REDACTED]@gmail.com

Date: Fri Jul 28 22:29:45 EDT 2017

Subject: Re: Chrysler Group LLC Customer Assistance ([REDACTED])

Dear [REDACTED]

Thank you for your response I have forwarded your file to a Case Manager for review. They will follow up with you within one business day to review the matter and work with you and the dealer towards resolution.

Sincerely,

Alex

Customer Service Representative

RAM Customer Assistance Center

Original Message Follows:

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VIN:

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Mileage:

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Servicing Dealer:

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[REDACTED]

Address 1:

[REDACTED]

Address 2:

City:

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State:

MN

Zip:

[REDACTED]

Email:

[REDACTED]@gmail.com

Work Phone:

[REDACTED]

--

[REDACTED] [REDACTED]

[REDACTED]

--

[REDACTED] [REDACTED]

[REDACTED]

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REFERENCE NUMBER: [REDACTED]

EMAIL CASE NUMBER: [REDACTED]

REPLY LINK:
[REDACTED]

Original Message Follows:

US Customer Service - Dodge Brand Site

Brief Description:

Safety/QA Issues

Comments:

Hello, I recently brought my ram 2500 in for service with some glaring problems. 1. The steering wheel had rotated out of adjustment over 90 degrees and continued to drift. (This led to stability control systems and electric trailer braking systems completely mail functioning) 1b. The reason given for this by service was that two lock nuts were not tightened at assembly. This is a MAJOR issue, the fact that I could lose steering while driving my wife and newborn around in a truck that is supposed to be safe because the steering continued to drift loosen and disable the very traction and braking systems that make the truck safe is insane to me. How is this not checked? 2. After fixing this issue, the service department come to tell me that the entire left front axle is bent (not the housing, nothing that I could have done, it was suggested to be a mis-casting).

How

they found this is they could not get the camber into specs. Now I am wasting 5 days of not having a truck because of this terrible quality control and the fact that whole new front end needs to be replaced!

What

can you do for me? Can you compensate me for my down time? With this lack

of safety consciousness within your factory my trust in RAM/DODGE as a brand is seriously shaken. Please make sure to reply. [REDACTED]

VIN:

[REDACTED]

Mileage:

4000

Servicing Dealer:

Title:

First Name:

[REDACTED]

Middle Initial:

Last Name:

[REDACTED]

Address 1:

[REDACTED]

Address 2:

City:

Columbus

State:

MN

Zip:

[REDACTED]

Email:

[REDACTED]@gmail.com

Work Phone:

[REDACTED]

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[REDACTED] [REDACTED]

[REDACTED]

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[REDACTED] [REDACTED]

[REDACTED]