

From: [REDACTED]  
To: customerassist@chrysler.com  
Date: Tue Sep 19 23:07:42 EDT 2017  
Subject: Chrysler Group LLC Customer Assistance  
Form Selected:

-----  
Category: US Customer Service

Brief Description:  
-----

Catastrophic steering drag link failure

Comments:  
-----

I wanted to reach out and share with you photos of my steering drag link failure. I feel this failure is due to a material deficiency and is a potential life safety hazard.

I would like to know how I can send photos of the drag link for your review.

Sender Information:  
-----

Title:

First Name: [REDACTED]

Middle Initial:

Last Name: [REDACTED]

From: [REDACTED]  
To: customerassist@chrysler.com  
Date: Tue Sep 19 23:07:42 EDT 2017  
Subject: Chrysler Group LLC Customer Assistance  
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Brief Description:  
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Sender Information:  
-----

Title:

First Name: [REDACTED]

Middle Initial:

Last Name: [REDACTED]

From: customerassist@chrysler.com

To: [REDACTED]

Date: Tue Sep 26 06:40:03 EDT 2017

Subject: Re: Chrysler Group LLC Customer Assistance

Dear [REDACTED]

Thank you for contacting the RAM Customer Assistance Center.

I am sorry to learn of the issues you experiencing with the steering link. Your concerns, particularly in view of the inconvenience involved in this issue, are understandable and I appreciate the time and effort you took to bring this matter to my attention.

[REDACTED], I want to assure you we are here to assist you 24/7. That being said our system us unable to support attachments submitted in. However; to better assist, I would like more clarification on what happened and when? Once this information is provided, I will be more than happy to further assist with your email in seeking further resolution.

We value your business and I look forward to hearing from you!

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,

Randi

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 - Ram Brand Site

Brief Description:

Catastrophic steering drag link failure

Comments:

I wanted to reach out and share with you photos of my steering drag link failure. I feel this failure is due to a material deficiency and is a potential life safety hazard. I would like to know how I can send photos of the drag link for your review.

VIN:

[REDACTED]

Mileage:

128596

Servicing Dealer:

Title:

First Name:

████████

Middle Initial:

Last Name:

████████

Address 1:

████████████████████

Address 2:

City:

Elizabeth

State:

CO

Zip:

████████

Email:

████████████████████

Home Phone:

████████████████

From: customerassist@chrysler.com

To: [REDACTED]

Date: Tue Sep 26 06:40:03 EDT 2017

Subject: Re: Chrysler Group LLC Customer Assistance

Dear [REDACTED],

Thank you for contacting the RAM Customer Assistance Center.

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REFERENCE NUMBER: [REDACTED]

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US Customer Service - Ram Brand Site

Brief Description:

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VIN:

[REDACTED]

Mileage:

128596

Servicing Dealer:

Title:

First Name:

████████

Middle Initial:

Last Name:

████████

Address 1:

████████████████████

Address 2:

City:

Elizabeth

State:

CO

Zip:

████████

Email:

████████████████████

Home Phone:

████████████████



[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]



From: [REDACTED]

To: customerassist@chrysler.com

Date: Tue Sep 26 11:39:28 EDT 2017

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

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

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[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]





From: customerassist@chrysler.com

To: [REDACTED]

Date: Tue Sep 26 14:28:33 EDT 2017

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

Dear [REDACTED],

Thank you for your response. [REDACTED] I apologize for the delay as I have been out of the office the past couple of days.

[REDACTED], if you haven't already done so, it is recommended that you contact your insurance company and advise them of the accident.

These types of issues are usually handled on a personal basis over the telephone. I would like to discuss the matter with you in more detail, therefore, I will attempt to call you at the phone number you provided, 720-427-6485. If you need immediate assistance, please call our Customer Care Center at: 1-866-RAM-INFO (726-4636). Our agent will then advise you concerning further actions.

I look forward to talking to you soon.

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,

Randi

Customer Service Representative

RAM Customer Assistance Center

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REFERENCE NUMBER: [REDACTED]

EMAIL CASE NUMBER: [REDACTED]

REPLY LINK:  
[REDACTED]

Original Message Follows:  
-----

Randi,

Thank you for your response and I apologize for missing your call.

The steering drag link broke at low speeds, while backing which resulted in total loss of steering.

The bar completely broke right at the start of the threads on the adjustment sleeve.

While inconvenient yes, my greater concern is the safety implications involved in such a failure.

At the time of occurrence, I was backing at less than 5mph. However, if this had occurred while on the highway, which I am frequently, the situation could have resulted in injury or death of me, my passengers, or other motorists on the road.

Inspection of the broken part suggests the material was possibly flawed at the time of manufacture. This is the purpose of me reaching out to FCA. My hope is that if this is a manufacturing flaw, it could be caught before other vehicles experience the same failure.

Let me know if there is any way I can assist. I would be happy to send the failed part to FCA for review.

Thank you,  
[REDACTED]

IMPORTANT: This email is intended for the use of the individual addressee(s) named above and may contain information that is confidential, privileged or unsuitable for overly sensitive persons with low self-esteem, no sense of humour or irrational religious beliefs. If you are not the intended recipient, any dissemination, distribution or copying of this email is not authorized (either explicitly or implicitly) and constitutes an irritating social faux pas. Unless the word absquatulation has been used in its correct context somewhere other than in this warning, it does not have any legal or grammatical use and may be ignored. No animals were harmed in the transmission of this email, although the yorkshire terrier next door is living on borrowed time, let me tell you. Those of you with an overwhelming fear of the unknown will be gratified to learn that there is no hidden message revealed by reading this warning backwards, so just ignore that Alert Notice from Microsoft: However, by pouring a complete circle of salt around yourself and your computer you can ensure that no harm befalls you and your pets. If you have received this email in error, please add some nutmeg and egg whites and place it in a warm oven for 40 minutes. Whisk briefly and let it stand for 2 hours before icing.

This message was sent via a mobile device. Please forgive any spelling and/or grammatical errors.

On Sep 26, 2017, at 9:04 AM, customerassist <customerassist@chrysler.com> wrote:

Dear [REDACTED],

Thank you for contacting the RAM Customer Assistance Center.

I am sorry to learn of the issues you experiencing with the steering link. Your concerns, particularly in view of the inconvenience involved in this issue, are understandable and I appreciate the time and effort you took to bring this matter to my attention.

[REDACTED] I want to assure you we are here to assist you 24/7. That being said our system us unable to support attachments submitted in. However; to better assist, I would like more clarification on what happened and when? Once this information is provided, I will be more than happy to further assist with your email in seeking further resolution.

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Servicing Dealer:

Title:

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[REDACTED]

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Last Name:

[REDACTED]

Address 1:

[REDACTED]

Address 2:

City:

Elizabeth

State:

CO

Zip:

[REDACTED]

Email:

[REDACTED]

Home Phone:

[REDACTED]

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Joshua, I want to assure you we are here to assist you 24/7. That being said our system us unable to support attachments submitted in. However; to better assist, I would like more clarification on what happened and when? Once this information is provided, I will be more than happy to further assist with your email in seeking further resolution.

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Servicing Dealer:

Title:

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Last Name:

[REDACTED]

Address 1:

[REDACTED]

Address 2:

City:

Elizabeth

State:

CO

Zip:

[REDACTED]

Email:

[REDACTED]m

Home Phone:

[REDACTED]