



U.S. Department of Transportation  
 National Highway Traffic Safety Administration

**DOT Auto Safety Hotline**  
**Vehicle Owner's Questionnaire**  
 To Report Vehicle Safety Defects  
 1-888-DASH-2-DOT  
 (1-888-327-4236)  
 INTERNET: www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 100148

Date Received: 26-MAY-2009  
 Repository:   
 Reference No.: 10269979

**OWNER INFORMATION (Type or Print)**

Name: [Redacted]  
 Address: [Redacted]  
 City: ELKINS State: AR Zip Code: [Redacted]

Daytime Telephone Number: [Redacted] E-mail Address:  
 Evening Telephone Number: [Redacted]

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle?  YES  NO  
 In the absence of an authorization, NHTSA WILL NOT provide your name or address to the vehicle manufacturer.  
 Signature of Owner: \_\_\_\_\_ Date: 5/26/09

**VEHICLE INFORMATION**

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side: 3D3LU38643G [Redacted]  
 Make: DODGE Model: 3500 Model Year: 2003  
 Date Purchased: March 2003 Dealer's Name and Telephone Number: Lewis Chrysler  
 Original Owner:  Dealer's City: Fayetteville State: AR Zip Code: 72703 Engine: 6 Cylinders Fuel Type: Diesel  
 Transmission Type: [Redacted]  Antilock Brakes Powertrain: [Redacted] Multiple Failure: [Redacted] Incident Date(s): 26-MAY-2009  
 Cruise Control

**FAILED COMPONENT(S)/PART(S) INFORMATION**

Vehicle Component Code: 010000 STEERING Failure Mileage: 66000 Failure Speed: 0

**ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE**

Tire Make: [Redacted] Tire Model (Name or Number): [Redacted] Tire Size (Example P215/65R15): [Redacted]  
 DOT No. (Example: DOTM19ABC036): [Redacted]  Original Equipment  Prior Repair Failure Location: [Redacted]  
 Tire Component Code: [Redacted] Tire Failure Type: [Redacted]

**ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE**

Make: [Redacted] Date Manufactured: [Redacted] Model No./Name: [Redacted]  
 Seat Type: [Redacted] Installation System: [Redacted]  
 Child Seat Component Code: [Redacted] Failed Part: [Redacted]

**APPLICABLE INCIDENT INFORMATION**

(Please describe in detail the incident(s), failure(s), crash(es), and injury(ies).)

Crash:  Yes  No Fire:  Yes  No  
 Number of Persons Injured: 0 Number of Deaths: 0 Reported to Police: N

**Narrative Description of Incident(S), Crash(es), and Injury(ies).**  
 Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure; i.e., parts repaired or replaced (and if old part is available).

TL\*THE CONTACT OWNS A 2003 DODGE 3500. THE CONTACT STATED THAT THERE WAS A RECALL REGARDING THE STEERING LINKAGES ON HER VEHICLE. THE DEALER WILL ONLY PERFORM HALF OF THE REPAIR FOR FREE AND THE CONTACT MUST PAY \$700 FOR THE OTHER HALF. THE VEHICLE IS CURRENTLY AT THE DEALER WAITING TO BE REPAIRED. THE CONTACT WILL CALL THE MANUFACTURER FOR ASSISTANCE. THE NHTSA CAMPAIGN ID NUMBER WAS UNKNOWN. THE FAILURE MILEAGE WAS 66,000.

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice. ATTACH ADDITIONAL SHEETS IF NECESSARY.

The Privacy Act of 1974-Public Law 93-579 This information is requested pursuant to authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond to this questionnaire. Your response may be used to assist the NHTSA in determining whether a Manufacturer should take appropriate action to correct a safety defect. If the NHTSA proceeds with administrative enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.

DEALER SERVICE CENTER

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

Chrysler has decided that a defect, which relates to motor vehicle safety, exists in some 2003 through 2009 model year Dodge trucks.

**The problem is...** During a prior service appointment, a Mopar service parts steering linkage may have been installed on your truck (VIN: 3D3LU38643G736832). The drag link inner joint may fracture under certain driving conditions. This could result in a loss of steering control and cause a crash without warning.

Also, the steering damper bracket at the tie rod tube may loosen. This could allow the bracket to slide on the tube and may cause increased vehicle turning radius.

**What your dealer will do...** Chrysler will repair your vehicle free of charge (parts and labor). To do this, your dealer will inspect the steering linkage on your truck and replace steering linkage component(s) if required. The inspection will take less than 1/2 hour. If linkage replacement is required, the work will take an additional 1/2 hour to complete. However, additional time may be necessary depending on service schedules.

**What you must do to ensure your safety...** If your Dodge truck had any steering repairs after March 1, 2008 or you do not know the service history of your vehicle, contact your dealer right away to schedule a service appointment. Ask the dealer to hold the parts for your vehicle or to order them before your appointment. Remember to bring this letter with you to your dealer.

**If you need help...** If you have questions or concerns which your dealer is unable to resolve, please contact Chrysler at 1-800-853-1403.

Please help us update our records by filling out the attached prepaid postcard, if any of the conditions listed on the card apply to you or your vehicle. You may also update this information on the web at [www.dodge.com/ownersreg](http://www.dodge.com/ownersreg).

If you have already experienced this condition and have paid to have it repaired, you may send your original receipts and/or other adequate proof of payment to the following address for reimbursement: Chrysler Recall Customer Assistance, P.O. Box 21-8007, Auburn Hills, MI 48321-8007, Attention: Reimbursement.


If your dealer fails or is unable to remedy this defect without charge and within a reasonable time, you may submit a written complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Ave., S.E., Washington, DC 20590, or call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153), or go to <http://www.safercar.gov>.

We're sorry for any inconvenience, but we are sincerely concerned about your safety. Thank you for your attention to this important matter.

Customer Services Field Operations  
Chrysler  
Notification Code H46

Note to lessors receiving this recall: Federal regulation requires that you forward this recall notice to the lessee within 10 days.

*They admit the parts could of been faulty, still would not pay for all or recall*


 Characters of Vehicle Identification Number (VIN)

Notification Code **H46**

as previously performed on my vehicle (check one if):

was inspected and found to be ok.  
 was repaired.

is (check one if applicable):

stolen  exported  
 is sold to (check one if applicable);  
 or someone whose name and address is unknown.  
 other than a dealer (type or print the new owner's address below).

and address (type or print the new owner's name and address below):  
 Miss  Mr. & Mrs.  Dr.  
 Ms.  Rev.  Business

MI \_\_\_\_\_

Zip Code \_\_\_\_\_

CUSTOMER #: 66842

112520



Springdale



Dodge - CHRYSLER

\*INVOICE\*

3709 S. THOMPSON  
SPRINGDALE, AR 72764  
(479) 751-4563  
1-800-252-9686  
www.springdaledodge.com

PAGE 1

SERVICE ADVISOR: 333 JERRY CHILDRESS

LKINS, AR

OME: CONT:N/A

US: CELL:

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
RAY	03	DODGE RAM 350	3D3LU38643G		56719/56719	T479
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO-NO	RATE	PAYMENT
18FEB03 DD			WAIT 29MAY09			CASH
R.O. OPENED	READY	OPTIONS: ENG:5.9_Liter_DSL				

12:24 26MAY09	13:18 29MAY09	LIST	NET	TOTAL
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A CK. FOR RATTLE IN FRONT END				
ACC ACCESSORIES				
	422 CP		126.80	126.80
1	52122362AE STEERING	313.00	245.00	245.00
1	52122370AB DAMPER	145.00	120.00	120.00
3	6505623AA NUT	1.60	1.60	4.80
PARTS:	369.80	LABOR:	126.80	OTHER:
			0.00	TOTAL LINE A:
				496.60

B CK. POWER STEERING LEAK				
ACC ACCESSORIES				
	422 CP		0.00	0.00
PARTS:	0.00	LABOR:	0.00	OTHER:
			0.00	TOTAL LINE B:
				0.00

C** RECALL H46				
CAUSE: F				
19H46183 RECALL				
	422 W			
1	CBFAH362 PACKAGE-DRAG LINK INNER			(N/C)
1	CBCZH461 ARM			(N/C)
FC:	PART#: COUNT:			(N/C)
CLAIM TYPE:	W			
AUTH CODE:				

PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE C:	0.00
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CUSTOMER PAY SHOP CHARGE FOR REPAIR ORDER 1.50

*Receipt For Pay*

30000345252  
3709 SOUTH THOMPSON  
SPRINGDALE AR 72764  
479-751-4563

Sale

COVER	29/09	13:34:42	029321	149001	Amount
Entry Method:	Sciped				
Unit Price					544.18
Unit	1				544.18
Total:					544.18

DESCRIPTION	TOTALS
AMOUNT	126.80
COUNT	369.80
UBE	0.00
OUNT	0.00
ES	1.50
GES	498.10
NCE	0.00
	46.08
Y	
NT	544.18

*copy of repair & payment*

*Springdale Maintenance gave us a Blank on some of the labor since Chrysler would not cover on recall*

1) The pitman arm <sup>was put on at a wrong angle</sup> that is on Recall (The arm was on an angle (that made the other arms attached to it) cause the arms to twist on an odd angle & cause the damage on the rubber gaskets to weaken & get loose & rattle.

(The sway arm was replaced) cause the arm was too small to hold the front end ~~at~~ <sup>which caused</sup> safety issue | The parts that were ordered were better quality.

5/29/09

Hotline did not show 5/22/09  
Any Recall on Truck

1- MANUFACTURER  
1- 1800 992 1997

3D3L4386436

2003 DR

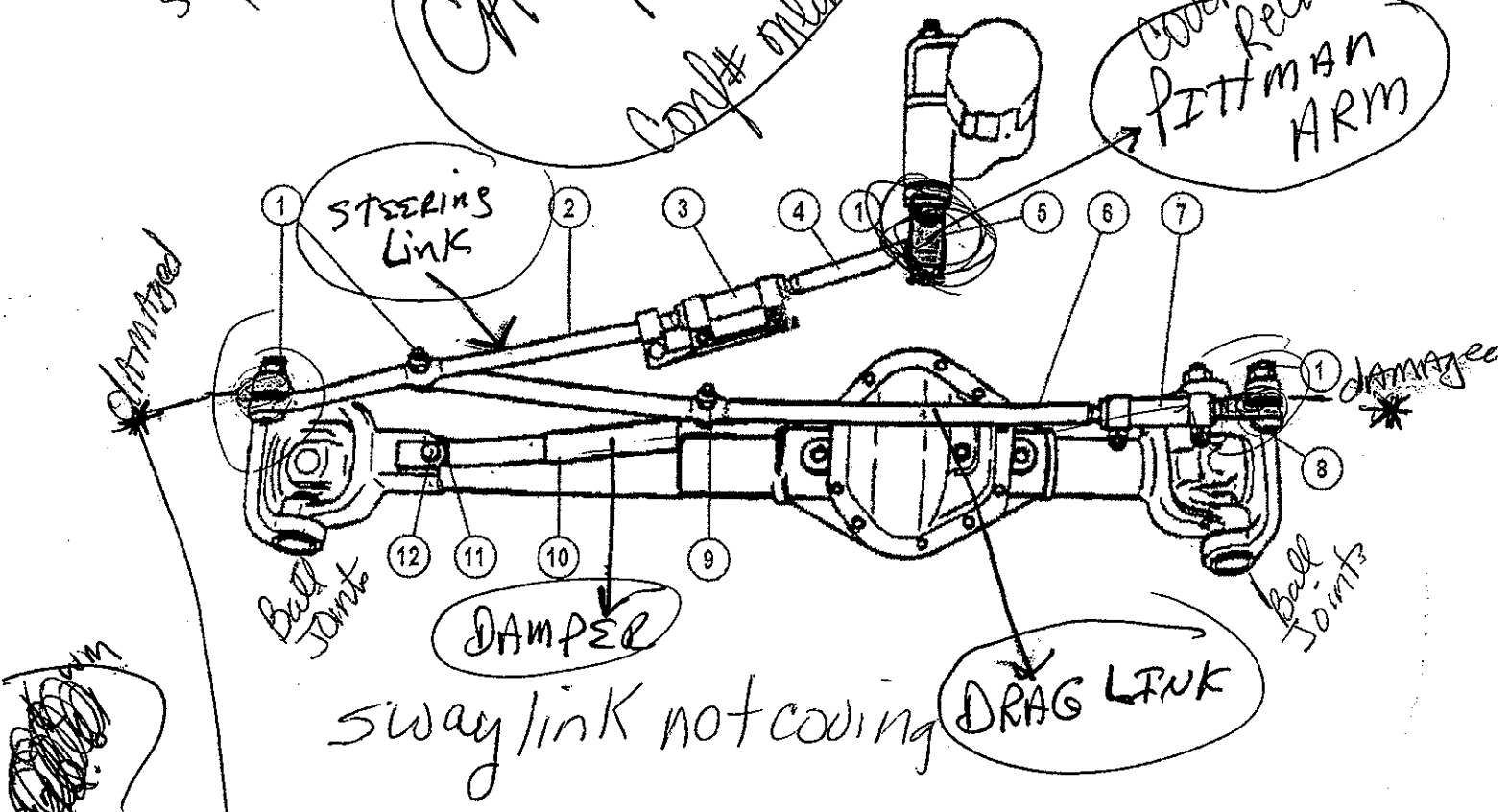
Steering 330 - Linkage, Steering, DR 7,8

- Dodge.com
- ① original repair order
  - ② Summary of request #
  - ③ Proof of ~~request~~ payment
- submit Reimbursement

Model 3500 Dodge  
Cust. Service

Chrysler Co  
Case # 18617285  
Conf # online Complaint 10270264 VIN #

covered on Recall  
PITTMAN ARM



Rattled so bad (we thought shocks were out)