

INFORMATION Redacted PURSUANT TO THE FREEDOM OF



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

INFORMATION Redacted PURSUANT TO THE FREEDOM OF INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)

**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
NOV 18 2011
22-SEP-2011

Repository
Reference No.
10426782

OWNER INFORMATION (Type or Print)

Name [REDACTED]
Address [REDACTED]
City BAXTER State TN Zip Code [REDACTED]

Daytime Telephone Number [REDACTED] E-mail Address [REDACTED]
Evening Telephone Number [REDACTED]

The information you provide will be used to identify potential safety-related defects. We may share your information with the applicable vehicle manufacturer during an investigation or recall in accordance with the routine uses described in the agency's Privacy Act notice. See 49 FR 53971 (Sep. 3, 2004).

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side: 3D7MU48D33 [REDACTED]
Make: DODGE Model: RAM 3500 Model Year: 2003
Date Purchased: [REDACTED] Dealer's Name and Telephone Number: [REDACTED] Engine: [REDACTED] No: Cylinders: [REDACTED] Fuel Type: [REDACTED]
Original Owner: Dealer's City: [REDACTED] State: [REDACTED] Zip Code: [REDACTED]
Transmission Type: [REDACTED] Antilock Brakes Cruise Control Powertrain: [REDACTED] Multiple Failure: [REDACTED] Incident Date(s): 01-SEP-2009

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 162000 STRUCTURE: BODY Failure Mileage: 35000 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: DOTM9ABC036): [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: [REDACTED] Number of Deaths: [REDACTED] 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 RAM 3500. THE CONTACT STATED THE DASHBOARD DEVELOPED LARGE CRACKS. THE VEHICLE WAS NOT TAKEN TO THE DEALER TO DIAGNOSE THE FAILURE NOR WAS IT REPAIRED. THE CONTACT ALSO STATED THAT THE CRACKS HAD BECOME LARGER OVER TIME. THE MANUFACTURER WAS NOT MADE AWARE OF THE FAILURE. THE FAILURE MILEAGE WAS 35,000.

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 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.

CUMBERLAND BODY SHOP

1540 INTERSTATE DR, COOKEVILLE, TN 38501

Phone: (931) 526-5600

FAX: (931) 526-7876

Workfile ID:

030461

Federal ID:

6212516

Preliminary Estimate

Customer: [REDACTED]

Written By: Dave Rashleigh

Insured: [REDACTED]

Policy #:

Claim #:

Type of Loss:

Date of Loss:

Days to Repair: 0

Point of Impact:

Owner: [REDACTED]

Inspection Location:

Insurance Company:

CUMBERLAND BODY SHOP

1540 INTERSTATE DR

COOKEVILLE, TN 38501

Repair Facility

(931) 526-5600 Business

VEHICLE

Year: 2003

Body Style: 4D P/U

VIN: 3D7MU48D33G [REDACTED]

Mileage In: 45705

Make: DODG

Engine: 8-5.7L-FI

License:

Mileage Out:

Model: RAM 3500 4X4 QUAD CAB

Production Date:

State:

Vehicle Out:

Color: SILVER Int:

Condition:

Job #:

4 Wheel Disc Brakes

Cassette

Intermittent Wipers

Search/Seek

4 Wheel Drive

Clear Coat Paint

Overdrive

Stereo

5 Speed Transmission

Driver Air Bag

Passenger Air Bag

Styled Steel Wheels

Air Conditioning

Dual Mirrors

Power Brakes

AM Radio

Dual Rear Wheels

Power Steering

Anti-Lock Brakes (4)

FM Radio

Rear Step Bumper

Preliminary Estimate

Customer: [REDACTED]

Vehicle: 2003 DODG RAM 3500 4X4 QUAD CAB 4D P/U 8-5.7L-FI SILVER

Line	Operation	Description	Qty	Extended Price \$	Labor	Pa
1		INSTRUMENT PANEL				
2	O Repl	Instrument panel gray	1	1,130.00	6.8 M	
3	Repl	Upper cover gray	1	189.00	Incl.	
SUBTOTALS				1,319.00	6.8	0

ESTIMATE TOTALS

Category	Basis	Rate	Cost
Parts			1,319.00
Mechanical Labor	6.8 hrs @	\$ 70.00 /hr	476.00
Subtotal			1,795.00
Sales Tax	\$ 1,795.00 @	9.7500 %	175.00
Grand Total			1,970.00
Deductible			0.00
CUSTOMER PAY			0.00
INSURANCE PAY			1,970.00

This estimate is based on our inspection and does not cover additional parts and/or labor which may be required after the work has been started, worn and/or damaged parts which are not evident in the first inspection may be discovered. Naturally this estimate cannot cover such contingencies or parts increases.

Cumberland Body Shop agrees to preform repairs which serve to restore the damaged vehicle to its preloss condition relative to safety, function and appearance and further agree to warranty workmanship for a period of not less than one year from date of completion of repairs.

IT IS A CRIME TO KNOWINGLY PROVIDE FALSE, INCOMPLETE OR MISLEADING INFORMATION TO AN INSURANCE COMPANY FOR THE PURPOSE OF DEFRAUDING THE COMPANY. PENALTIES INCLUDE IMPRISONMENT, FINES AND DENIAL OF INSURANCE BENEFITS.

Preliminary Estimate

Customer: [REDACTED]

Vehicle: 2003 DODG RAM 3500 4X4 QUAD CAB 4D P/U 8-5.7L-FI SILVER

Estimate based on MOTOR CRASH ESTIMATING GUIDE. Unless otherwise noted all items are derived from the Guide DR3TH03, CCC Data Date 9/16/2011, and the parts selected are OEM-parts manufactured by the vehicles Original Equipment Manufacturer. OEM parts are available at OE/Vehicle dealerships. OPT OEM (Optional OEM) or ALT OEM (Alternative OEM) parts are OEM parts that may be provided by or through alternate sources other than the OEM vehicle dealerships. OPT OEM or ALT OEM parts may reflect some specific, special, or unique pricing or discount. OPT OEM or ALT OEM parts may include "Blemished" parts provided by OEM's through OEM vehicle dealerships. Asterisk (*) or Double Asterisk (**) indicates that the parts and/or labor information provided by MOTOR may have been modified or may have come from an alternate data source. Tilde sign (~) items indicate MOTOR Not-Included Labor operations. The symbol (<>) indicates the refinish operation WILL NOT be performed as a separate procedure from the other panels in the estimate. Non-Original Equipment Manufacturer aftermarket parts are described as AM, Qual Repl Parts or Comp Repl Parts which stands for Competitive Replacement Parts. Used parts are described as LKQ, Qual Recy Parts, RCY, or USED. Reconditioned parts are described as Recond. Recored parts are described as Recore. NAGS Part Numbers and Benchmark Prices are provided by National Auto Glass Specifications. Labor operation times listed on the line with the NAGS information are MOTOR suggested labor operation times. NAGS labor operation times are not included. Pound sign (#) items indicate manual entries.

Some 2010 vehicles contain minor changes from the previous year. For those vehicles, prior to receiving updated data from the vehicle manufacturer, labor and parts data from the previous year may be used. The Pathways estimator has a complete list of applicable vehicles. Parts numbers and prices should be confirmed with the local dealership.

CCC Pathways - A product of CCC Information Services Inc.

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

1200 New Jersey Avenue SE.
Washington, DC 20590

Official Business
Penalty for Private Use \$300

*NHS 200
W48226*



MEMPHIS, TN
NOV 03 1991

FIRST CLASS



20590