

INFORMATION Redacted PURSUANT TO THE FREEDOM OF

INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)

Form Approved: O.M.B. No. 2127-0008



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

NOV 15 2013

08-OCT-2013

Repository

Reference No.
10547234

OWNER INFORMATION (Type or Print)

Name [REDACTED]
Address [REDACTED]
City JOSEPH State OR 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
3D7LU38CX3C [REDACTED]

Make DODGE Model RAM 3500 Model Year 2003

Date Purchased 9/23/03 Dealer's Name and Telephone Number Courtney Motors no phone went out of business
Original Owner Dealer's City Enterprise State OR Zip Code 97828

Transmission Type Antilock Brakes Powertrain Multiple Failure: Incident Date(s) 07-OCT-2013
 Cruise Control

Engine: No: Cylinders Fuel Type: DIESEL

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 010000 STEERING Failure Mileage 67000 Failure Speed

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make Tire Model (Name or Number) Tire Size (Example P215/65R15)

DOT No. (Example: DOTM9ABC036) Original Equipment Failure Location:
 Prior Repair

Tire Component Code Tire Failure Type:

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make: Date Manufactured: Model No./Name:

Seat Type: Installation System:

Child Seat Component Code: Failed Part:

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 RAM 3500. THE CONTACT STATED THAT WHILE HAVING THE VEHICLE SERVICED, THE MECHANIC NOTICED THAT THE DRIVER'S SIDE TIE ROD WAS FRACTURED. THE CONTACT REFERENCED NHTSA CAMPAIGN NUMBER: 11V350000 (STEERING), BUT WAS INFORMED THAT THE VEHICLE WAS NOT INCLUDED IN THE RECALL CAMPAIGN. THE VEHICLE WAS REPAIRED AND THE MANUFACTURER WAS NOTIFIED. THE APPROXIMATE FAILURE MILEAGE WAS 67,000.

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.

Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies)

Found Fractured Left tie-rod during Routine Service by Authorized dealer/ service department. We were Lucky by not having an incident crash or injury. A recall was made for this type of tie-rod failure for model year 2008 - 2011. Why are the people who own Ram trucks 2008-2011 more important to protect than those people who own earlier models? Obviously the failure is with the type of tie rod Not the model year of the truck. All truck owners with this faulty tie-rod should be notified and the manufacturer should replace the tie rod at no charge to the customer.

ATTACH ADDITIONAL SHEETS IF NECESSARY

U.S. Department of Transportation

National Highway Traffic Safety Administration

1200 New Jersey Avenue SE, Washington, D.C. 20077-9382

Official Business
Penalty for Private Use \$300



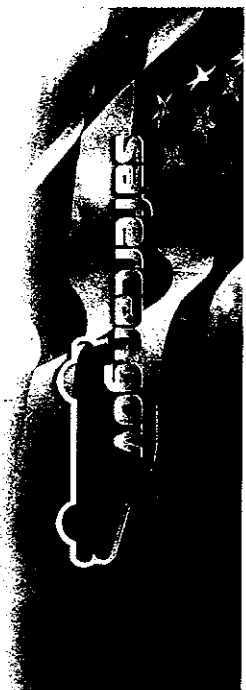
NO POSTAGE NECESSARY IF MAILED IN THE UNITED STATES

BUSINESS REPLY MAIL

FIRST-CLASS MAIL PERMIT NO. 1888 WASHINGTON, DC

POSTAGE WILL BE PAID BY ADDRESSEE

**US Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NVS-210
1200 New Jersey Avenue SE.
Washington, D.C. 20077-9382**



Think your vehicle has a safety defect?



**If so:
Use the enclosed form to file a report.**

**or visit:
www.safercar.gov
or call:
Vehicle Safety Hotline
888-327-4236**



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