

FEB 26 2014

 U.S. Department of Transportation National Highway Traffic Safety Administration		INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6) 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	
OWNER INFORMATION (Type or Print)		Date Received 09-JAN-2014		Repository ☐ Reference No. 10559209	
Name [REDACTED]		Daytime Telephone Number [REDACTED]		E-mail Address	
Address [REDACTED]		Evening Telephone Number [REDACTED]			
City AUBURN		State CA		Zip Code [REDACTED]	
<i>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).</i>					
VEHICLE INFORMATION					
17 digit Vehicle Identification Number Located at bottom of windshield on driver's side 3D73Y4CL7BG [REDACTED]		Make DODGE		Model RAM 3500	
Date Purchased		Dealer's Name and Telephone Number		Model Year 2011	
Original Owner ☐		Dealer's City		Engine: No: Cylinders	
State		Zip Code			
Transmission Type		☐ Antilock Brakes ☐ Cruise Control		Powertrain	
Multiple Failure:		Incident Date(s) 01-DEC-2013			
FAILED COMPONENT(S)/PART(S) INFORMATION					
Vehicle Component Codes: 020000 SUSPENSION, 017500 STEERING; LINKAGES; TIE ROD ASSEMBLY				Failure Mileage 4000	
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: DOTM19ABC036)		☐ Original Equipment ☐ Prior Repair		Failure Location:	
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 <i>(Please describe in detail the incident(s), Failure(s), Crash(es), and injury(ies).)</i>					
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 2011 DODGE RAM 3500. THE CONTACT STATED THAT NHTSA CAMPAIGN NUMBER 13V529000 STEERING HAD EXCEEDED A REASONABLE TIME FOR REPAIR. THE DEALER INSPECTED THE VEHICLE AND ADVISED THAT THE VEHICLE TIE-ROD WAS EXHIBITING THE FAILURE AND NEEDED TO BE REPLACED HOWEVER THE PART WAS NOT AVAILABLE TO PERFORMED THE REPAIR.					
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)

I have contacted Chrysler Corp @ 800-992-1997 and was told the part is available - have the dealer order. I then contacted the dealer; was put on a list and told the part is back-ordered for SIX TO EIGHT MONTHS. Called Chrysler back - NO COMMENT -

I am hauling cattle and horses in a 32 foot goose-neck trailer with this truck - who is responsible when this part fails and causes a WRECK?

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



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NECESSARY
IF MAILED
IN THE
UNITED STATES



BUSINESS REPLY MAIL

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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



Vehicle Owner's Questionnaire (VOQ)
U.S. Department of Transportation
National Highway Traffic Safety Administration

