

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

 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	
OWNER INFORMATION (Type or Print)		Date Received 14-JAN-2014		Repository ☐	
Name [REDACTED]		Daytime Telephone Number [REDACTED]		Reference No. 10559794	
Address [REDACTED]		Evening Telephone Number			
City PENNINGTON	State NJ	Zip Code [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 3C63D3DL1C [REDACTED]		Make DODGE	Model RAM 3500	Model Year 2012	
Date Purchased 7/16/12	Dealer's Name and Telephone Number Flemington Car & Truck Country (908) 788-5858		Engine: Diesel No: Cylinders	Fuel Type: Diesel	
Original Owner ☒	Dealer's City Flemington	State NJ	Zip Code 08822		
Transmission Type Automatic	☒ Antilock Brakes ☒ Cruise Control	Powertrain	Multiple Failure:	Incident Date(s) 14-JAN-2014	
FAILED COMPONENT(S)/PART(S) INFORMATION					
Vehicle Component Code: 010000 STEERING			(Recall from Chrysler) see attached		Failure Mileage
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 (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 2012 DODGE RAM 3500. THE CONTACT STATED THAT NHTSA CAMPAIGN NUMBER 13V529000 (STEERING) HAD EXCEEDED A REASONABLE TIME FOR REPAIR. THE CONTACT RECEIVED THE RECALL NOTIFICATION NOVEMBER 2013. THE CONTACT STATED THAT HER LOCAL DEALER INFORMED HER THAT THE PARTS WOULD NOT BECOME AVAILABLE UNTIL APRIL OR MAY OF 2014. THE CONTACT HAD NOT EXPERIENCED A FAILURE.					
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.					

BAKER

CHRYSLER

Jeep

Dodge

1045 State Road, Route 206 • Princeton, NJ 08540
Service (609) 921-2400 • Sales (609) 921-2222
Parts (609) 924-3223 • Bodyshop (609) 924-3082
www.bakerchryslerjeepdodge.com

RO: 175680

Cashier: 12:12-2

Date Out: 02/03/2014

OPEN

IN: 08190UT:1212

VIN: 3C63D3DL1CG

2012 DODG RAM 3500 S

Est. Mileage: 8436

Customer: 17480

PENNINGTON NJ

Home:

Work: N/A

Advisor: 006537-KIRK REINSON

Hat: 1201

Date In: 02/03/2014

OP	Acct	Tech	Hours	Complaint/Cause/Correction	Per Unit	Extended Price
A	SFW5	001906W		[WARRANTY]		
	CUSTOMER STATES PERFORM RECALL N49 REPLACE STEERING LINKAGE					
	HRS 1.1 Labor Op: 19N49182 Condition Code: 1 Fail Code: X					
	Parts: 1	CBUEN491AA		PACKAGE-OUTER END		

I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on the vehicle to secure the amount of repairs thereto.

ALL REPAIRS SUBJECT TO A MINIMUM OF 5 HOUR DIAGNOSTIC TIME.

Signature: _____

DISCLAIMER OF WARRANTIES: All warranties on this product are the manufacturer's. BAKER CHRYSLER JEEP DODGE hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose and BAKER CHRYSLER JEEP DODGE neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of the product. This disclaimer by BAKER CHRYSLER JEEP DODGE in no way affects the terms of the manufacturer's warranty.

"All parts installed are new/salvaged or reconditioned parts."
TERMS: STRICTLY CASH unless arrangements made.

Thank you for allowing us to serve you!



Box
4681

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National Highway Traffic Safety Admin.
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