


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

Form No. 108, Rev. 10-08 No. 2127-0008

 U.S. Department of Transportation National Highway Traffic Safety Administration		DOT Auto Safety Hotline <b>Vehicle Owner's Questionnaire</b> 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 27-JAN-2014	Repository <input type="checkbox"/> Reference No. 10561651		
Name [REDACTED]		Daytime Telephone Number [REDACTED]	E-mail Address [REDACTED]		
Address [REDACTED]		Evening Telephone Number [REDACTED]			
City LANDER	State WY	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).					
<b>VEHICLE INFORMATION</b>					
17 digit Vehicle Identification Number Located at bottom of windshield on driver's side 3D73Y3CL6A [REDACTED]		Make DODGE	Model RAM 3500	Model Year 2010	
Date Purchased	Dealer's Name and Telephone Number		Engine: No: Cylinders	Fuel Type:	
Original Owner <input checked="" type="checkbox"/>	Dealer's City	State	Zip Code		
Transmission Type AUTO	<input checked="" type="checkbox"/> Antilock Brakes <input checked="" type="checkbox"/> Cruise Control	Powertrain	Multiple Failure:	Incident Date(s) 04-DEC-2013	
<b>FAILED COMPONENT(S)/PART(S) INFORMATION</b>					
Vehicle Component Code: 010000 STEERING			Failure Mileage	Failure Speed	
<b>ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE</b>					
Tire Make	Tire Model (Name or Number)		Tire Size (Example P215/65R15)		
DOT No. (Example: DOTM19ABC036)	<input type="checkbox"/> Original Equipment <input type="checkbox"/> Prior Repair	Failure Location:			
Tire Component Code			Tire Failure Type:		
<b>ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE</b>					
Make:	Date Manufactured:	Model No./Name:			
Seat Type:	Installation System:				
Child Seat Component Code:	Failed Part:				
<b>APPLICABLE INCIDENT INFORMATION</b> (Please describe in detail the incident(s), failure(s), crash(es), and injury(ies).)					
Crash <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> 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 2010 DODGE RAM 3500. THE CONTACT STATED THERE WAS A RECALL UNDER NHTSA CAMPAIGN ID NUMBER 13V529000 (STEERING) AND THE VEHICLE WAS NOT REPAIRED BECAUSE THE PART WAS UNAVAILABLE. THE DEALER INFORMED THE CONTACT THAT ONE PART WAS BEING ISSUED PER WEEK TO EACH DEALER. THE MANUFACTURER WAS NOTIFIED OF THE PROBLEM. THERE ARE NO FAILURES AT THIS TIME.  PARTS REMAIN UNAVAILABLE AS OF 3/3/2014 REPAIR STILL NOT COMPLETED.					
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.					

**From:** [REDACTED]  
**To:** [EVOQ \(NHTSA\)](mailto:EVOQ@dot.gov)  
**Subject:** Re: NHTSA: Follow up to ODI Complaint: ----10561651-----  
**Date:** Monday, March 03, 2014 5:13:20 PM  
**Attachments:** [EPSON006.PDF](#)

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Dear DOT Representative.

Attached is a corrected copy of my complaint file via telephone on January 27, 2014.

This complaint concerned Safety Recall N49/NHTSA 13V-529.

Please note that as of March 3, 2014 Chrysler Corp. has yet to repair my vehicle and continues to claim the replacement part(s) are not available from the supplier. This to me is an outrage! Since a recall was issued stating "Loss of directional control and/or crash without warning" could result from the part failure, I have to assume my truck is not safe to drive until this faulty part is replaced. I've been informed by multiple dealers and Chrysler Group Recall that they have no idea when I can expect my truck to be repaired. This is not acceptable and Chrysler and it's parts supplier must be held accountable for this repair nightmare.

Please contact at [REDACTED] or [REDACTED] should you require any additional information.

I look forward to your reply,

[REDACTED]

On Feb 20, 2014, at 10:03 AM, <[EVOQ@dot.gov](mailto:EVOQ@dot.gov)> <[EVOQ@dot.gov](mailto:EVOQ@dot.gov)> wrote:

Please see the attached copy of your recent complaint and instructions. Please make any necessary edits and return via email to [dataquality@dot.gov](mailto:dataquality@dot.gov) or fax to [\(202\) 366-1767](tel:(202)366-1767). Due to the volume of complaints we receive and our limited resources, we cannot respond to every complaint.

NHTSA/Office of Defects Investigation

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<EVOQ EMAIL RESPONSE.doc><10561651.pdf>