

Step 1: Complete this form.
 Step 2: Click [here](#) to save the form to your computer.
 Step 3: Click [here](#) to access the upload web page.

Temporary Complaint Number (TCN): AEN21-42667

This PDF document is secured and the content is protected.
 Form Approved: O.M.B. No. 2127-0008.

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

CL-10563066-9247

Vehicle Information

Vehicle Identification Number (VIN) (See instructions on the next page to locate the VIN.)

1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17

JAN 30 2014

Select/Enter Make	Enter Model	Select/Enter Year

Incident Information

Approximate Incident Date For multiple incident dates enter the first date of occurrence. (mm/dd/yyyy)	Was there a Crash? ☐ Yes ☒ No	Was there a Fire? ☐ Yes ☒ No
Failure Mileage For multiple incidents enter the first failure mileage.	Number of Persons Injured, if any	
Speed (at time of incident)	Number of Deaths, if any	

Description (up to 1900 characters)

WARNING: This description, exactly as you enter it, may appear in a public NHTSA database.
 Do not include any personal information (name, street/email address, phone number, social security/driver license number, Vehicle Identification Number (VIN), etc...).

Chrysler is only giving out one part per week, per dealership.
 McLeod dealership in Longview, WA has a waiting list of 90 people to date, 1-20-14, at one part per week x 52 weeks in a year

it will take 2 years to repair my truck, that is not "a reasonable time"
 If your component is not listed below, please describe the component in the above description field.

Failed Component 1 Select the Component	Failed Component 2 Select the Component	Failed Component 3 Select the Component
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* 1-20-14
 I personally spoke to Heather at Chrysler Customer Service + she said, "there is no one else to complain to about the problem"

Personal Information

First Name			
Last Name			
Email	(provided earlier and locked for your security)		
Daytime Phone		Evening Phone	
Address 1			
Address 2			
City			
State		Zip Code	

NM
 2314
 SMTD

General Instructions

Purpose of Form

The Safety Complaint Portable Form is offered as an easy way for vehicle owners to submit vehicle-related safety complaints. Your complaint information will be entered into NHTSA-ODI's vehicle owner's complaint database and used with other complaints to determine if a safety-related defect trend exists.

How and Where to File

The Safety Complaint Portable Form can be filed electronically by uploading the completed and saved form to NHTSA by using the Upload Web page. Just three easy steps are needed to submit your complaint information. These are given at the top of this form and are explained in more detail below.

Note: JavaScript must be enabled to use this form. This setting can be made on the Reader's Edit > Preferences > JavaScript panel.

Step 1: Complete this form. The Portable Form must be completed before submitting it for entry in our system. If you need to amend a submitted form, you must contact the Hotline at the phone number below.

Step 2: Save this form. Click the link contained in Step 2 at the top of this form and choose an easily accessible location on your computer for the form file. You will need to browse to this location in the next step.

Step 3: Upload this form. To ensure that your complaint information is loaded into our system as you entered it, access our Upload Web page using one of these methods:

- Click on the link contained in Step 3 at the top of this form,
- Click on the link provided in the email you received with this form, or
- Use the link: <https://www-odi.nhtsa.dot.gov/portable/index.cfm#upload>.

Follow the instructions on the Upload page to browse on your computer to locate your saved Portable Form and to upload it to our system.

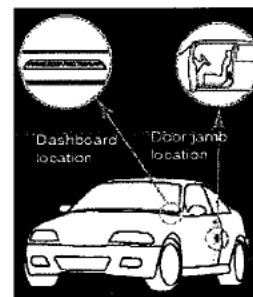
Step 4: (Optional) Check the status of your Portable Form. You can check the status of your Portable Form on the Track Form tab of the Portable Form home page. You will need to enter the email address and TCN of the form and then select the Get Status button. A status message will be shown indicating that your Portable Form has not yet been received, that it is being reviewed, or that processing has been completed. Additional information may be provided, depending on the status.

To contact NHTSA-ODI if you have any questions on filling out this form or would like to file your vehicle safety complaint by phone, please call the Hotline Monday - Friday 8am to 8pm Eastern at (888) 327-4236, TTY: (800) 424-9153.

Specific Instructions

Vehicle Information

Vehicle Identification Number (VIN): The VIN is a 17-character identifier found on the dashboard (see image) and driver's side door jamb stickers (see image) on your vehicle, on the vehicle registration and on your car insurance card. A utility to "test" your VIN is provided right next to the VIN field. After you enter the VIN, you may click on the "Test your VIN" button to test and validate the VIN. All letters in the VIN are automatically converted into uppercase letters.



Make: Some of the Vehicle Makes are already given on the Form. Please choose a Make if it is already present. If your Vehicle Make is not already present, then you may enter your Vehicle Make.

Model: Enter your complete vehicle Model information in this field. Include information such as AWD, XL, etc.

Year: Pick the Model Year of your vehicle or enter it if it is not present in the list.

(Instructions continued on next page.)

888-327-4236 | www.safercar.gov

Department of Transportation, NHTSA . Office of Defects Investigation/CRD, NVS-216 . 1200 New Jersey Ave SE . Washington, DC 20590

Specific Instructions (continued)**Incident Information**

Provide as much information as possible about your incident(s). If you have encountered multiple incidents, enter the details related to the first occurrence.

Approximate Incident Date: Enter a date in mm/dd/yyyy format for when the incident prompting this complaint occurred. You may also click in the entry box and then click the drop-down button that appears to the right of the field. This will display a calendar from which you can choose the incident date.

Description: You may write a narrative description of up to 1900 characters in this field. This Description field provides a spell-checker feature by underlining the misspelled word in red. Additionally, the character counter on the Description field informs you of the number of remaining characters available as you enter the text. Note: Please do not provide any personal information in this field.

Failed Component (1, 2, 3): You may select up to three vehicle components which may have contributed to the incident(s). If you are unsure of which component failed or the failed component is not in the list, you may choose "Unknown or Other".

Personal Information

Enter the information in the fields provided. This information is necessary in case we need to contact you for additional data or to clarify your entries.

PLEASE NOTE: We do NOT share your personal information with the general public.

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 (Sept. 3, 2004).

The Privacy Act of 1974 - Public Law 93-579, As Amended: This information is requested pursuant to the 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 administration enforcement or litigation against a manufacturer, your response, or statistical summary thereof, may be used in support of the agency's action.

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You are here: Home / Vehicle Owners / File a Complaint / File a Vehicle Complaint

Have a Safety Complaint?

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Resources

Databases (Flat Files)

Passenger Van Safety

Emergency Response Vehicles

File a Vehicle Safety Complaint

NOTE: If you do not have an email address, or cannot fill in a required field, please phone the Vehicle Safety Hotline (Toll-Free: 1-888-327-4236 / Hearing Impaired (TTY): 1-800-424-9153) for assistance.

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

Please complete each section and then click on the "Verify your entries" button at the bottom.

* = required field

The error(s) noted below must be fixed before submitting your Vehicle Safety Complaint.

[Help](#)

1. Vehicle Information

Vehicle Identification Number (VIN):

3D73Y3CL9AG

* **Vehicle:** Enter your vehicle Make, Model and Model Year separated by spaces (e.g., MakeName ModelName 2003). After three characters possible matches may be shown and can be selected to complete your entry.

DODGE RAM 2500 TRUCK 2010

2. Incident Information

* **Approximate Incident Date:**

For multiple incident dates enter the first date of occurrence.

01/17/2014

Was there a Crash?

☐ Yes ☒ No

Was there a Fire?

☐ Yes ☒ No

Was there an Injury or Fatality?

☐ Yes ☒ No

Vehicle mileage at time of incident (miles):

For multiple incidents, enter the first failure mileage

Vehicle speed at time of incident (mph):

* **Affected Parts:**

Select up to three parts

Select the parts

At least one part is required!

* **Tell us what happened** Enter up to 1900 characters

WARNING: This description, exactly as you enter it, may appear in a public NHTSA database. Do not include any personal information (name, street/email address, phone number, social security/driver license number, Vehicle Identification Number (VIN), etc...).

(925 characters left)

Safety Recall N49 / NHTSA 13V-529. According to McCord Dodge Dealership in Longview, Washington 98632, they currently have a waiting list of approximately 90 people to fix this repair. I spoke directly to the dealer, in person, at the dealership on January 20, 2014. The dealership spokesperson said that, at the current rate, they are getting in one replacement part per week, and with a waiting list of 90 now, it will take approximately 2 years to get my vehicle repaired, which seems and unreasonable length of time for me to wait, but I cannot get any other answer from Chrysler through McCord Dodge Chrysler in Longview. I do not feel safe in my truck now. I was planning on taking a long cross-country trip this year to Delaware to see an old Air Force friend of mine, now I cannot. But, according to McCord, I have no

I kept typing in "the left tie rod ball stud" as stated in the Chrysler letter, but your online form would not accept that information. That is the only information given to me.

3. Personal Information**We Value Your Privacy**

The information you provide will be used to identify potential safety-related defects or determine the adequacy of existing safety recalls. We do not share your personal information with the general public. 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 69 FR 53971 (Sept. 3, 2004).

* First Name:

*Last Name:

*Email:

*Confirm Email:

*Daytime Phone:

Evening Phone:

*Address 1:

Address 2:

*City: Longview

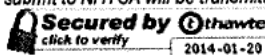
*State: WASHINGTON

* Zip Code:

Verify your entries

Reset Form

All the information that you submit to NHTSA will be transmitted using secure mechanism.



NHTSA.GOV | 911.GOV | DISTRACTION.GOV | TRAFRCSAFETYMARKETING.GOV | EMS.GOV

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SE, West Building Washington DC 20590 USA 1.888.327.4236 TTY 1.800.424.9153

1200 New Jersey Avenue,





CHRYSLER

Left Tie Rod

IMPORTANT SAFETY RECALL N49 / NHTSA 13V-529

This notice applies to your vehicle (VIN: 3D73Y3CL9AG [REDACTED]).

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

Dear [REDACTED]

Chrysler has decided that a defect, which relates to motor vehicle safety, exists in some **2008 through 2012 model year RAM 1500/2500/3500 series Trucks**.

The problem is... The left tie rod ball stud on your truck may fracture under certain driving conditions. This could cause a loss of directional control and/or crash without warning.

What your dealer will do... Chrysler will repair your vehicle free of charge (parts and labor). To do this, your dealer will replace steering linkage components. The work will take approximately 1 hour to complete. However, additional time may be necessary depending on service schedules.

What you must do to ensure your safety... Simply contact your Chrysler, Jeep, or Dodge dealer starting January 6, 2014 to schedule a service appointment. Ask the dealer to hold the parts for your vehicle or to order them before your appointment. **Please bring this letter with you to your dealer.**

If you need help... If you have questions or concerns which your dealer is unable to resolve, please contact the Chrysler Group Recall Assistance Center at 1-800-853-1403.

Please help us update our records by filling out the attached prepaid postcard if any of the conditions listed on the card apply to you or your vehicle. You may also update this information on the web at www.dodge.com/ownersreg.

If you have already experienced this condition and have paid to have it repaired, please send your original receipts and/or other adequate proof of payment to the following address for reimbursement: Chrysler Customer Assistance, P.O. Box 21-8007, Auburn Hills, MI 48321-8007, Attention: Reimbursement. Once we receive and verify the required documents, reimbursement will be sent to you within 60 days.

If your dealer fails or is unable to remedy this defect without charge and within a reasonable time, you may submit a written complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Ave., S.E., Washington, DC 20590, or call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153), or go to <http://www.safercar.gov>.

We're sorry for any inconvenience, but we are sincerely concerned about your safety. Thank you for your attention to this important matter.

Customer Services / Field Operations
Chrysler Group LLC

Note to lessors receiving this recall: Federal regulation requires that you forward this recall notice to the lessee within 10 days.



DODGE



Jeep

SRT



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Longview, WA

PORTLAND OR 970

21 JAN 2014 PM 5.1



Administrator
National Highway Traffic Safety Admin
1200 New Jersey Ave, S.E.
Washington, DC 20590

20590

