APR 15 2014

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: 05-FEB-2014	Repository ☐
	Reference No. 10563148

OWNER INFORMATION (Type or Print)

Name [redacted]		Daytime Telephone Number [redacted]	E-mail Address
Address [redacted]		Evening Telephone Number	
City: VALLEY MILLS	State: TX	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	Make	Model	Model Year
3C63DRGL2CG[redacted]	DODGE	RAM 3500	2012

Date Purchased	Dealer's Name and Telephone Number			Engine: No; Cylinders	Fuel Type:
Original Owner ☐	Dealer's City	State	Zip Code		

Transmission Type	☐ Antilock Brakes ☐ Cruise Control	Powertrain	Multiple Failure:	Incident Date(s): 05-FEB-2014

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Codes: 010000 STEERING, 010000 STEERING	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: DOTMAL9ABC036)	☐ 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	Fire	Number of Persons Injured	Number of Deaths	Reported to Police
☐ Yes ☒ No	☐ Yes ☒ No	0	0	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 HD. THE CONTACT STATED THAT SHE ATTEMPTED TO HAVE THE VEHICLE REPAIRED UNDER NHTSA CAMPAIGN NUMBER: 13V529000 (STEERING) BUT WAS INFORMED THAT THE PARTS WERE NOT AVAILABLE. THE CONTACT FELT THAT SINCE THE FAILURE WAS REPORTED IN NOVEMBER OF 2013, THERE SHOULD HAVE BEEN A REMEDY AVAILABLE BEFORE FEBRUARY OF 2014. THE CONTACT STATED THAT THE MANUFACTURER HAD EXCEEDED A REASONABLE TIME FOR REPAIR. THE CONTACT HAD NOT EXPERIENCED A FAILURE.

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice. ATTACH ADDITIONAL SHEETS IF NECESSARY

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

Vehicle repaired - see attached

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

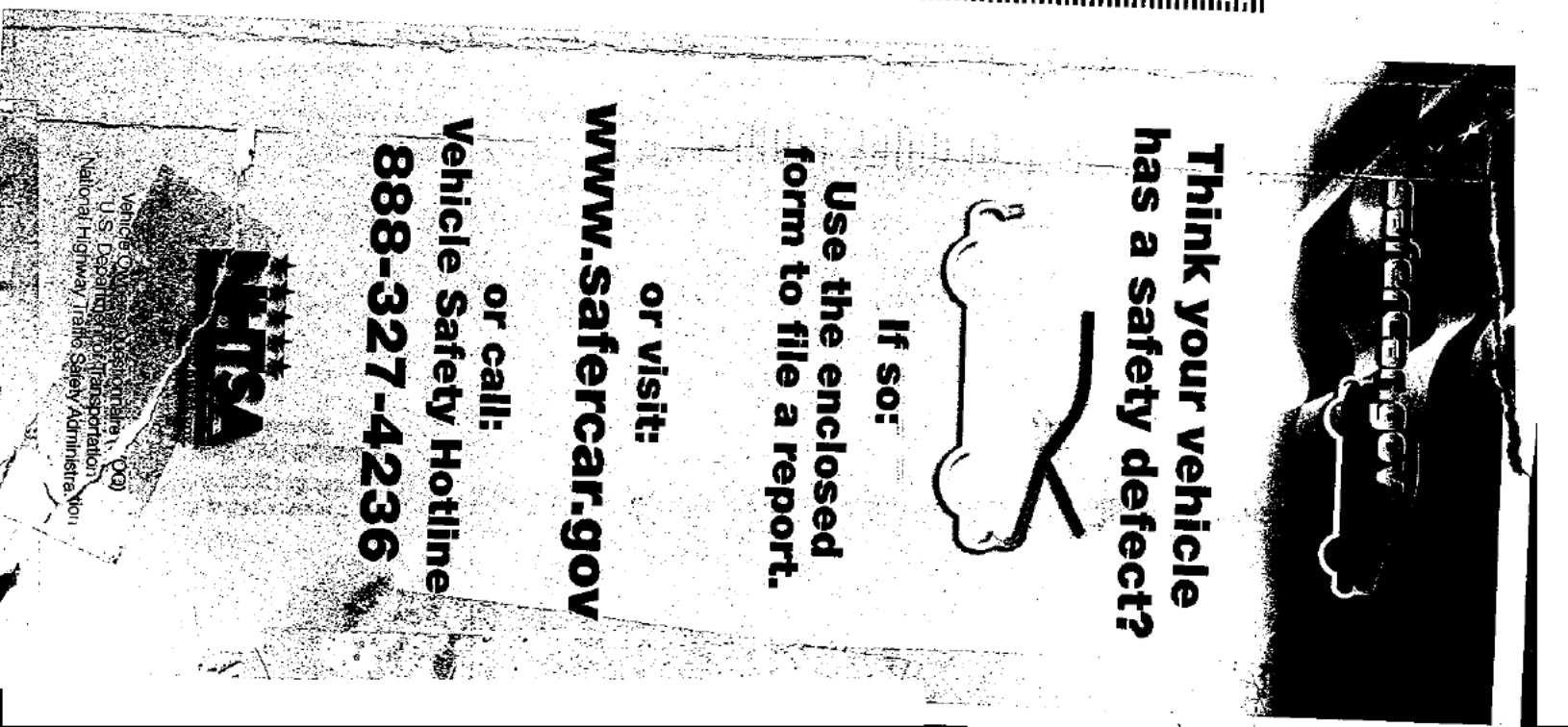
Official Business
Penalty for Private Use $300

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



CUSTOMER COPY

STANLEY CHRYSLER · DODGE · JEEP GATESVILLE

PO Box 739
Gatesville TX 76528
Phone:

02/19/2014 11:13:32

Customer No.	License #	Stock #	Dealer #	Invoice Date	Invoice #
340988		H12N2400	60436	02/19/2014	42011

Customer Name & Address	Mileage In	Mileage Out	Lot #/Hat #	Color	Delivery Date
[redacted] VALLEY MILLS,TX [redacted]	33829	33829	6351	BLACK	01/30/2013

	Year/Make/Model	Prod Date	R.O. Date
	2012 RAM RAM 3500 ST	/ /	02/19/2014

	Vehicle ID #	Tech & #	P.O. #
	3C63DRGL2CG[redacted]		

Override	Service Write Up	S.W. INT. EST.
	EVERETT MULCAHY	

Extended Warranty Co.	Policy #	Deductible	Auth. #	Adjustor

Residence Phone	Business Phone	Service Writer Delivery Signature
[redacted]	[redacted]	

Type: W JOB #1 Tech:JOSE FACUNDO
Complaint: RECALL N-49
Correction: REPLACE STEERING LINKAGE SET TOE AND CENTER STEERING WHEEL

Part:	CBUEN491AA	PACKAGE-OUTER END	Qty: 1
Part:	CBUEN492AA	NUT-NONE	Qty: 1

Type: I JOB #2 Tech:
Complaint: CUSTOMER STATES AIR BAG LIGHT STAYS ON
Correction: FOUND STORED CODE B0028-13 FOR RIGHT SIDE SEAT DEPLOYMENT SQUIB OPEN CLEARED DTC TEST DROVE LIGHT DID NOT COME BACK ON

Type: I JOB #3 Tech:
Complaint: PERFORM MULTI POINT INSPECTION
Correction: COMPLETED INSPECTION SEE RESULTS

Type: I JOB #4 Tech:
MD Codes: ST100
Complaint: EXTERIOR WASH ONLY
Correction: COMPLETED
Misc: FREE WASH

CUSTOMER TOTALS: $0.00

IT IS OUR GOAL TO ASSIST YOU IN MAINTAINING YOUR VEHICLE WITH FACTORY RECOMMENDED MAINTINANCE. WE WILL ALSO OFFER COMPETITIVE PRICES ON ALL YOUR MAINTINANCE NEEDS. IF WE FAIL TO MEET YOUR EXPECTATIONS PLEASE LET US KNOW.

Extended Warranty Pay			All labor charges are billed on flat rate hours unless otherwise noted.	Total Customer Pay

[redacted]