

 INFORMATION ACT (FOIA) 5 U.S.C. 552(B)(6)		FOR AGENCY USE ONLY 100148	
U.S. Department of Transportation National Highway Traffic Safety Administration		<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	
Date Received 18-FEB-2014		Repository <input type="checkbox"/> Reference No. 10564805	
<b>OWNER INFORMATION (Type or Print)</b>			
Name		Daytime Telephone Number	
Address		E-mail Address	
City COOS BAY	State OR	Zip Code	
Evening Telephone Number			
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 3D73Y4CL7A		Make DODGE	Model RAM 3500
		Model Year 2010	
Date Purchased NOV 15, 2013	Dealer's Name and Telephone Number EVERETT (479) 751-4563		Engine: 6.7 DIESEL No: Cylinders 6
Original Owner <input type="checkbox"/>	Dealer's City SPRINGDALE	State AR	Fuel Type: DIESEL
	Zip Code 72764		
Transmission Type MANUEL	<input checked="" type="checkbox"/> Antilock Brakes <input checked="" type="checkbox"/> Cruise Control	Powertrain 1 TON 3500 RAM	Multiple Failure: Incident Date(s) 08-JAN-2014
<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 THAT HE RECEIVED NOTIFICATION OF NHTSA CAMPAIGN ID NUMBER: 13V529000 ( STEERING ) AND WAS CONCERNED FOR HIS SAFETY SINCE THE PARTS WERE NOT AVAILABLE FOR THE DEALER TO CORRECT THE FAILURE. THE CONTACT STATED THAT THE MANUFACTURER WAS ONLY PROVIDING ONE PART PER WEEK TO THE DEALER. THE MANUFACTURER WAS MADE AWARE OF THE PROBLEM. THE VEHICLE HAD NOT EXPERIENCE A FAILURE. THE CURRENT MILEAGE WAS 37,250.			
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 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)

THE TIE ROD COULD FAIL WITH OUT WARNING CAUSING LOSS OF STEERING. I WAS INFORMED THE REPLACEMENT TIE ROD WOULD NOT BE AVAILABLE FOR 16 MONTHS AT VERGER CHRYSLER 1400 OCEAN BLVD COOS BAY, OR 97420 I CALLED THREE OTHER DEALERSHIPS AND THE PART WOULD NOT BE AVAILABLE FOR 18-22 MONTHS. BECAUSE OF THE DEADLY NATURE OF TIE ROD FAILURE WITH A 3500 RAM TOWING 30' TRAVEL TRAILER THIS IS UNEXCEPTABLE! THIS DELAY OF RECALL MAY KILL ME!!! ATTACH ADDITIONAL SHEETS IF NECESSARY AND OTHERS INVOLVED!!!

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

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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](http://www.safercar.gov)

or call:  
Vehicle Safety Hotline  
888-327-4236



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