

APR 10 2014

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



U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

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
24-FEB-2014

Repository ☐
Reference No.
10565629

OWNER INFORMATION (Type or Print)

Name [REDACTED] Daytime Telephone Number [REDACTED] E-mail Address [REDACTED]
Address [REDACTED]
City SAN JUAN CAPASTRATO State CA Zip Code [REDACTED] Evening Telephone Number SAME

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
3D7MX39A38G [REDACTED] Make DODGE Model RAM 3500 Model Year 2008
Date Purchased Dealer's Name and Telephone Number Engine: No: Cylinders Fuel Type: DIESEL
Original Owner ☐ Dealer's City State Zip Code
Transmission Type ☐ Antilock Brakes Powertrain Multiple Failure: Incident Date(s) 24-FEB-2014
☐ Cruise Control

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 010000 STEERING
LEFT TIE ROD 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 Failure Location:
☐ Prior Repair
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 2008 DODGE RAM 3500. THE CONTACT STATED THAT HE RECEIVED NOTIFICATION OF NHTSA CAMPAIGN NUMBER 13V529000 (STEERING) AND WAS INFORMED BY THE DEALER THAT THE PARTS WERE NOT AVAILABLE. THE MANUFACTURER WAS NOT CONTACTED ABOUT THE ISSUE. THE CONTACT HAD NOT EXPERIENCED A FAILURE. THE VIN WAS UNAVAILABLE.

RECEIVED RECALL NOTICE IN DECEMBER 2013. MADE AN APPOINTMENT TO INSPECT TIE ROD ON JAN 20, 2014. HAVE CALLED DEALERSHIP REPEATEDLY 2 WEEKS, 1 MONTH, 2 MONTHS AND I AM TOLD THE PART NOT RECEIVED FOR MY TRUCK. NO DEFINITE DATE PROVIDED PER MY REPEATED REQUESTS FOR SAME. I WAS TOLD EACH DEALERSHIP CAN ONLY REQUEST ONE PART PER WEEK FOR THIS REPAIR. THE ASSOCIATED PRESS 11-9-2013 BULLETIN, SAID THERE HAVE BEEN 6 CRASHES

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.

INVOLVING THIS MODEL TRUCK, SEE ATTACHED ASSOCIATED PRESS BULLETIN.

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

I PULL A 14,000# 5TH WHEEL WITH THIS TRUCK.

DODGE HAS SHOWN NO URGENCY TO REPAIR THIS DEFECT.

I WAS TOLD IT WOULD BE ANOTHER MONTH WHEN I CALLED TODAY, 3/24/2014.

SEE HANDWRITTEN UPDATE ON REVERSE SIDE OF
ASSOCIATED PRESS BULLETIN ~~ATTACH~~ ENCLOSED HEREWITH.

ATTACH ADDITIONAL SHEETS IF NECESSARY

US Department
of Transportation

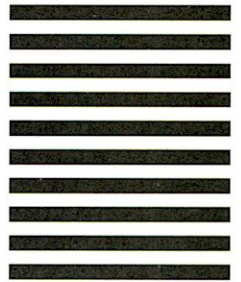
**National Highway
Traffic Safety
Administration**

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**



safecar.gov

**Think your vehicle
has a safety defect?**



If so:

**Use the enclosed
form to file a report.**

or visit:

www.safecar.gov

or call:

**Vehicle Safety Hotline
888-327-4236**



Vehicle Owner's Questionnaire (VOQ)
U.S. Department of Transportation
National Highway Traffic Safety Administration

Chrysler Recalls 1.2 Million Ram Pickups

The Associated Press 6:32 a.m. EST November 9, 2013

All will be inspected and less than half are expected to need repairs.

Chrysler is recalling about 1.2 million Ram trucks to fix front-end problems that could lead to steering troubles.

The company announced three recalls on Friday. It wants to inspect the trucks and says only 453,000 will likely need repairs.

Chrysler said Friday in a statement that it knows of six crashes and two injuries involving the 2008 to 2012 Ram 2500 and 3500 trucks that are being recalled, and one crash with no injuries from the other recalled models.

The trucks are being recalled because tie-rod ends in the steering system may have been installed improperly, which Chrysler says stemmed from technicians misinterpreting instructions. Those tie-rods could be out of alignment, which Chrysler says can lead to steering failures.

The company has since updated the instructions and the parts involved.

The first case covers 842,400 Ram 2500 and 3500 trucks from 2003 through 2008. Chrysler says 116,000 were repaired with tie-rods in the steering system that could be out of alignment.

The other two involve trucks with tie-rod assemblies that were replaced in previous recalls. They cover 294,000 Ram 2500 and 3500 trucks from the 2008 through 2012 model years, and 2008 Ram 1500 four-by-four mega cabs. Also included are 43,000 Ram 4500 and 5500 four-by-four chassis cabs from 2008 through 2012.

Customers will be notified by letter in December, and work could begin in January, the company said. Owners of Ram 4500 and 5500 models can take their trucks to dealers for interim repairs because parts may not be available until late next year, the statement said. The interim service would involve realignment of the front ends.

Chrysler said about 968,000 of the affected trucks are in the U.S., with another 157,000 in Canada, 37,100 in Mexico and 18,000 from other countries.

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— OVER —

I FOUND OUT YESTERDAY ^{3/25/2014} VIA MY PERSONAL MECHANIC
~~THAT~~ WHO SPOKE WITH A DODGE SERVICE MANAGER
AT TUTTLE-CLICK DODGE, THAT DODGE STILL DOESN'T
HAVE THE PARTS. ALL THEY CAN DO NOW IS
PUT NEW PARTS THAT ARE THE SAME AS WHAT
IS CURRENTLY ON THE VEHICLE, NOT A PERMANENT
FIX.

SO OVER 2 MONTHS SINCE MY INSPECTION
DATE OF JANUARY 20, 2014, AND I AM
NO CLOSER TO GETTING MY VEHICLE FIXED.



San Juan Capo, CA



SANTA ANA CA 926

27 MAR 2014 PM 2 L



US Dept of Transportation
Natl Highway Traffic Safety Admin
Office of Defects Investigation,
1200 New Jersey Ave. SE
Washington, D.C. NVS-210

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