

MAR 28 2014

 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 26-FEB-2014	Repository ☐ Reference No. 10566019
OWNER INFORMATION (Type or Print)				Daytime Telephone Number	
Name [REDACTED]				E-mail Address	
Address [REDACTED]				Evening Telephone Number	
City RUSSELL		State NY	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 3C63DRJL0CG [REDACTED]		Make DODGE	Model RAM 3500	Model year 2012	
Date Purchased 7-26-2012	Dealer's Name and Telephone Number Parkway Chrysler Dodge Inc 315 386-8531		Engine: No: Cylinders 6	Fuel Type: Diesel	
Original Owner ☒	Dealer's City Canton	State NY	Zip Code		
Transmission Type 6 speed	☒ Antilock Brakes	Powertrain 4x4	Multiple Failure:		Incident Date(s) 01-JAN-2014
☒ Cruise Control					
FAILED COMPONENT(S)/PART(S) INFORMATION					
Vehicle Component Code: 010000 STEERING Left tie rod Ball Stud				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 ☐ 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 ☐ 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 2012 DODGE RAM 3500. THE CONTACT STATED THERE WAS A RECALL UNDER NHTSA CAMPAIGN ID NUMBER 13V529000 (STEERING) AND THE PART WAS UNAVAILABLE TO PERFORM THE REPAIR. THE DEALER STATED THAT THEY ONLY RECEIVED ONE PART PER WEEK FROM THE MANUFACTURER. THE MANUFACTURER WAS NOTIFIED OF THE PROBLEM. THERE ARE NO FAILURES AT THIS TIME. RK					
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.					



Spoke to
Kate

Left Tie Rod

Winn

got this letter
about 1/1/2014

IMPORTANT SAFETY RECALL N49 / NHTSA 13V-529

This notice applies to your vehicle (VIN: 3C63DRJL0CG [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.chrysler.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>. *gacine*

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

*Then Please take care of
This recall - Nozie*

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

• 615 410 reference call

Customer Services / Field Operations
Chrysler Group LLC



DODGE



Jeep

SRT

