

INFORMATION ACT (FOIA) 5 U.S.C. 552(B)(6) 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	
U.S. Department of Transportation National Highway Traffic Safety Administration				Date Received 26-MAR-2014	
				Repository ☐ Reference No. 10574890	
OWNER INFORMATION (Type or Print)					
Name [REDACTED]			Daytime Telephone Number [REDACTED]		E-mail Address
Address [REDACTED]			Evening Telephone Number		
City KITTANNING	State PA	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 3D7MX46C36C [REDACTED]			Make DODGE	Model RAM 3500	Model Year 2006
Date Purchased 6-2013	Dealer's Name and Telephone Number NOLF CRYSLER DODGE			Engine: No: Cylinders 6	Fuel Type: D
Original Owner ☐	Dealer's City FAIRMONT CITY	State PA	Zip Code 16224		
Transmission Type MANUAL	☒ Antilock Brakes ☒ Cruise Control	Powertrain CUMMINS DIESEL	Multiple Failure: L	Incident Date(s) 12-SEP-2012	
FAILED COMPONENT(S)/PART(S) INFORMATION					
Vehicle Component Codes: 010000 STEERING, 150000 SEAT BELTS NO PARTS TO FIX WITH ALSO NO OR WEAK DEFROSTERS CANT SEE TO DRIVE SAFELY IN WINTER WEATHER. KNOW APPROPRIATE JUST ASK AROUND				Failure Mileage 169000	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 2006 DODGE RAM 3500. THE CONTACT STATED THAT THE DRIVER'S SIDE SEAT BELT WOULD NOT RETRACT WHEN RELEASED. THE VEHICLE WAS TAKEN TO A DEALER, WHO DIAGNOSED THAT THE SEAT BELT ASSEMBLY NEEDED TO BE REPLACED. THE CONTACT ALSO RECEIVED NOTIFICATION OF NHTSA CAMPAIGN ID NUMBER: 13V528000 (STEERING). THE VEHICLE WAS NOT REPAIRED. THE MANUFACTURER WAS NOTIFIED OF THE PROBLEM. THE APPROXIMATE FAILURE MILEAGE WAS 169,000.					
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)

CRYSLER MFG CALLED AND SAID WONT FIX ANY PART OF PROBLEMS WITH THIS TRUCK. [REDACTED] OF INDIANA PA HAS SAME DEFROSTER PROBLEM AND THEY WONT REPAIR EITHER, BUT DEALER TOLD THESE PROBLEMS ARE RECALLING AND THEY HAVE PARTS ON HAND FOR SOME CONSUMER COST FOR DEFROSTER REPAIR 1150.00, SEATBELT KNOWN FAILURE PYLIZ AUTO SALES, WORTHINGTON PA. 724 297-3373 I HAVE CHANGED TWO SEATBELTS MYSELF AND THEY WONT HOLD UP. I HAVE A SAFETY RECALL ON STEERING AND CRYSLER DISC REFUSES TO FIX THESE ARE ALL 3 SEVERE SAFETY PROBLEMS AND ARE KNOWN NATIONWIDE AND NO ONE IS MAKING GORE THEY ARE APPROVED OR RECALLED. [REDACTED] CUSTOMER SERVICE CALLED AND SAID THEY WILL NOT FIX MY TRUCK UNDER ANY CIRCUMSTANCES. "WHY" [REDACTED]

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

PA 150

PA 150

13 MAY '14

PA 150

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**



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



**If so:
Use the enclosed
form to file a report.**

**or visit:
www.safercar.gov**

**or call:
Vehicle Safety Hotline
888-327-4236**



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



NOLF CHRYSLER DODGE, INC.

2373 BROOKVILLE ST.

Repair Order INVOICE

23096

FAIRMOUNT CITY, PA 16224

Phone: 814-365-5251

RE-PRINT

Page: 1

Customer Copy

03/25/2014

Customer	VIN#	Year	License Tag	Stock#	Mileage In
[REDACTED]	3D7MX46C36G [REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	169018
Vehicle Description					Mileage Out
2006 Dodge RAM PICKUP HD					169026
Service Writer	Date In	PO#	Hourly Rate		
503 MARK NOLF	03/18/2014				

Part/Labor	Number	DESCRIPTION	Tech/List	Qty	Price	Amount
===== Repair Job 1 =====						
Request	CUSTOMER STATES_check heater output					
Fix/Cure	Found recirc door broken, laying on blower inlet.					
Fix/Cure	Est to repair:68004226ac door-73.70, labor 207.90					
Fix/Cure	No repair made					
Labor	L	LABOR				
Parts	0	05083210AA WIRING				
			546	1	34.75	34.75
===== Repair Job 2 =====						
Request	CUSTOMER STATES_seat belt not retracting					
Fix/Cure	Checked belt routing, ok, not retracting properly, problem with retractor:					
Fix/Cure	Estimate to replace:					
Fix/Cure	5KM851D5AB belt assy, 280.00, 5HF07BD1AC cover,12.70, Labor 25.20.Total 317.90					
Labor	L	LABOR				
===== Repair Job 3 =====						
Request	CUSTOMER STATES_abs lamp on					
Fix/Cure	Found stored dtc's for rear speed sensor circuit, cleared codes, none returned.					
Fix/Cure	Recommend replace rear wiring					
Labor	L	LABOR				
			546			.00
===== Recall Job 4 =====						
Request	Measure Tie Rod Angles As Per recall And					
Request	TorqueTrac Bar Bolt L-16					
Request	Recall N-62 open- No parts available yet					
Fix/Cure	Measured Tie Rod Angles, In Range, Torqued					
Fix/Cure	Trac Bar Bolt To Spec, No Replacement					
Fix/Cure	Required					
Labor	L16	L16				
			546			
					PARTS	34.75
					LABOR	37.80

*another safety item
Chrysler refuses to
repair show a known
Chrysler problem*

*cell call
HAWKING 546 37.80 34.80*

*customer service said
can't repair said item
I thought I for my other
dodge truck and installed it
my expense*

*Recall not fixed
no parts available
I'll this truck get
wrecked I will sue Chrysler*

STATEMENT OF DISCLAIMER

The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The seller hereby expressly disclaims all warranties, either expressed or implied, including any implied warranty of merchantability or fitness for a particular purpose, and seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products.

Customer Signature:

IMPORTANT SAFETY RECALL N62 / NHTSA 13V-528

This notice applies to your vehicle (VIN: 3D7MX46C36G [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 2003 through 2008 model year Dodge RAM 1500/2500/3500 series Trucks that had the steering linkage replaced with MOPAR service parts.

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 inspect the steering linkage on your truck and replace steering linkage component(s) if required. The inspection will take less than 1 hour. If linkage replacement is required, the work will take an additional 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.

Ask your dealer about the following notification(s). Our records indicate that your vehicle also requires repair for notification(s): L16

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**

CHRYSLER GROUP LLC

CIMS 482-00-85

PO Box 218008

Auburn Hills MI USA 48321-8008

Electronic Service Requested

PRESORTED
FIRST CLASS MAIL
U.S. POSTAGE
PAID
PERMIT #2655
DETROIT, MI

IMPORTANT!

SAFETY RECALL NOTICE

IMPORTANT SAFETY RECALL INFORMATION



U.S. Department of
Transportation

Issued in Accordance
With Federal Law



6C [REDACTED] N62 069127

KITTANNING, PA [REDACTED]



069127/#63094/N62