

AUG 11 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	
U.S. Department of Transportation National Highway Traffic Safety Administration				Date Received 26-JUN-2014	
Repository ☐				Reference No. 10606177	
OWNER INFORMATION (Type or Print)					
Name [REDACTED]			Daytime Telephone Number [REDACTED]		E-mail Address [REDACTED]
Address [REDACTED]			Evening Telephone Number		
City TAYLORSVILLE		State UT	Zip Code [REDACTED]		
<i>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).</i>					
VEHICLE INFORMATION					
17 digit Vehicle Identification Number Located at bottom of windshield on driver's side 3C63D35L0CG [REDACTED]			Make DODGE		Model RAM 3500
Model Year 2012			Engine: No: Cylinders 6 ?		Fuel Type: Diesel
Date Purchased 7/19/13		Dealer's Name and Telephone Number Ken Garff		Engine: No: Cylinders 6 ?	
Original Owner ☒		Dealer's City West Valley City		State UT	
Zip Code 84120		Transmission Type Auto		Antilock Brakes ☐	
Cruise Control ☒		Powertrain		Multiple Failure:	
Incident Date(s) 08-JAN-2014		Vehicle Component Code: 010000 STEERING		Failure Mileage	
Failure Speed		FAILED COMPONENT(S)/PART(S) INFORMATION			
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 <i>(Please describe in detail the incident(s), failure(s), crash(es), and injury(ies).)</i>			
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 RECEIVED A RECALL NOTIFICATION OF NHTSA CAMPAIGN ID NUMBER 13V529000 (STEERING) AND STATED THAT THE PART NEEDED WAS UNAVAILABLE TO PERFORM THE REPAIR. THE DEALER INFORMED ONE PART PER WEEK WAS BEING SENT BY THE MANUFACTURER. THE CONTACT HAD NOT EXPERIENCED A FAILURE. THE MANUFACTURER WAS NOT NOTIFIED OF THE PROBLEM.					
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.					

7/28/14

To Whom it may Concern,

The week of 7/21/14 we had our oil changed, the service manager mentioned our truck has a recall and we told him the same thing I said in my complaint. He said they have they had the parts now and the appointment was made for 7/28/14 the day we received this questionnaire. The repair was completed and taken care of now. Thank you for your follow up. [REDACTED]

**West Valley Chrysler, Jeep, Dodge**

4175 West 3500 South
West Valley City, UT 84120
(801) 955-0872
www.dodgehq.com

Limited Warranty

Parts and labor guaranteed 90 days or 4,000 miles,
whichever comes first.

MOPAR Warranty

12 months or 12,000 miles for dealer installed parts
and accessories.

DISCLAIMER OF WARRANTIES: Any warranties on the products sold hereby are those made by the manufacturer. The Seller hereby expressly disclaims all warranties, either expressed or implied, including any implied warranty of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with this sale.

Customer Number	544817	Advised	JIMMY ZEIMET	671	Tag Number	4606	Invoice Date	07/28/14	Invoice Number	3DCS787151	
		Labor Rate		License Number		Mileage	7,494	Color	TUNGSTEN ME	Stock Number	1D21234
		Year/Make/Model	12/DODGE/RAM 3500/CREW CAB SLT 4WD				Delivery Date	07/19/13	Delivery Miles	195	
		Vehicle LT Number	3C63D3DL0CG				Selling Dealer Number		Production Date		
		F.T.E. Number		P.O. Number		R.O. Date	07/28/14				
		Business Phone								Comments	MO: 7496

JOB# 1 CHARGES

LABOR	J# 1 20DOZRCAMP4	RECALL N49/N62	TECH(S) 9662	WARRANTY	
	CUSTOMER REQUESTS COMPLETION OF CAMPAIGN #				
	N49				
	REPLACED TIE ROD ENDS AND SET TOE AS PER RECALL				
	1.1 9662				
PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
	1	CBUEN491-AC	PACKAGE 0		WARRANTY
	1	CBUEN492-AA	NUT NONE		WARRANTY
			TOTAL - PARTS		0.00

JOB# 1 TOTALS

JOB# 1 JOURNAL PREFIX 3DCS JOB# 1 TOTAL 0.00

ESTIMATE
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF \$0.00 (+TAX)

COMMENTS
WAITER

TOTALS

THANK YOU FOR YOUR BUSINESS! YOU MAY RECEIVE A
SURVEY FROM CHRYSLER. WE WOULD GREATLY APPRECIATE YOUR
"COMPLETELY SATISFIED" RESPONSE TO ALL OF THE QUESTIONS.
IF YOU ARE UNABLE TO COMPLETE THE SURVEY WITH A
COMPLETELY SATISFIED RESPONSE, PLEASE CONTACT OUR
SERVICE DRIVE MANAGER, CARY ROANE @ 801-955-0872.

"12 MONTH/12,000 MILE PARTS & LABOR WARRANTY ON MOPAR &
MAGNETI MARELLI DEALER INSTALLED PARTS".

VISIT US AT OUR WEBSITE www.westvalleydodge.com

TOTAL LABOR....	0.00
TOTAL PARTS....	0.00
TOTAL SUBLET....	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	0.00
TOTAL MISC DISC	0.00
TOTAL TAX.....	0.00

TOTAL INVOICE \$ 0.00

CUSTOMER SIGNATURE