

SEP - 4 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 29-JUL-2014	Repository ☐ Reference No. 10617153
OWNER INFORMATION (Type or Print)		Daytime Telephone Number	
Name		E-mail Address NOEMAIL@UNK.GOV	
Address		Evening Telephone Number	
City	LANGHORNE	State	PA
		Zip Code	
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 2D7KS28D650		Make DODGE	Model RAM 2500
		Model Year 2005	
Date Purchased 12-31-04	Dealer's Name and Telephone Number REEDMAN-TOLL 215-757-4861		Engine: No: Cylinders
Original Owner ☒	Dealer's City LANGHORNE	State PA	Fuel Type: GAS
Transmission Type 5 SPEED AUTO 5-45	☒ Antilock Brakes ☒ Cruise Control	Powertrain	Incident Date(s) 26-MAR-2014
FAILED COMPONENT(S)/PART(S) INFORMATION			
Vehicle Component Code: 010000 STEERING		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			
<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 2005 DODGE RAM 2500. THE CONTACT RECEIVED A RECALL NOTICE FOR NHTSA CAMPAIGN NUMBER: 13V528000 (STEERING); HOWEVER, THE DEALER STATED THAT THE PART FOR THE REPAIR WAS UNAVAILABLE. THE VEHICLE WAS NOT REPAIRED AND THE MANUFACTURER WAS NOT NOTIFIED. THE CONTACT HAD NOT EXPERIENCED A FAILURE.			
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.			

CHRYSLER

2ND NOTICE**IMPORTANT SAFETY RECALL N62 / NHTSA 13V-528**

This notice applies to your vehicle (VIN: 3D7KS28D65G [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 ½ 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.

Customer Services / Field Operations
Chrysler Group LLCNote to lessors receiving this recall: Federal regulation requires that you forward this recall notice to the lessee within 10 days.

DODGE

CHRYSLER

Jeep

SRT

Chrysler, Jeep, Dodge, Ram, SRT and Mopar are registered trademarks of Chrysler Group LLC.
FIAT is a registered trademark of Fiat Group Marketing & Corporate Communication S.p.A., used under license by Chrysler Group LLC.

COMPLAINT #

10617153

Code



le (check one if

orted

s is unknown.
ie new owner'sowner's name
has changed):

Dr. Business

MI