

INFORMATION Redacted PURSUANT TO THE FREEDOM OF INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)



U.S. Department of Transportation
National Highway Traffic Safety Administration

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: 28-OCT-2014
 Repository:
 Reference No.: 10650804

OWNER INFORMATION (Type or Print)

Name: [REDACTED]
 Address: [REDACTED]
 City: PONCA CITY State: OK Zip Code: [REDACTED]

Daytime Telephone Number: [REDACTED] E-mail Address:
 Evening Telephone Number:

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: 3D73Y3CL6AG [REDACTED]
 Make: DODGE Model: RAM 3500 Model Year: 2010
 Date Purchased: Dealer's Name and Telephone Number: Engine: No: Cylinders: Fuel Type:
 Original Owner: Dealer's City: State: Zip Code:
 Transmission Type: Antilock Brakes Cruise Control Powertrain: Multiple Failure: Incident Date(s): 28-OCT-2014

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 01Q000 STEERING *upon 1st call was told to wait until 2nd Recall received - 2nd was personal contact to dealer 2-17-14 told we were put on list to repair - on 10-28-14 contacted DOT + was told to contact Chrysler (cont)*
 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: DOTMAL9ABC036): Original Equipment Prior Repair Failure Location: *Left Tie Rod*
 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 2010 DODGE RAM 3500. THE CONTACT RECEIVED A RECALL NOTIFICATION FOR NHTSA CAMPAIGN NUMBER: 13V529000 (STEERING); HOWEVER, THE PART NEEDED WAS UNAVAILABLE TO REPAIR THE VEHICLE. THE DEALER WAS UNABLE TO ADVISE WHEN THE PART WOULD BECOME AVAILABLE. 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 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.

cont

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

Contacted Chrysler and they contacted dealer (Harris Moore of Ponca City, OK) Dealer then contacted us and repairs were made 11-4-2014

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



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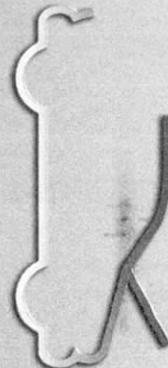
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**US Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NVS-210
1200 New Jersey Avenue SE.
Washington, D.C. 20077-9382**



safercar.gov

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

11/04/14

3 D 7 3 Y 3 C L 6 A G

2010 DODGE RAM 3500 WHITE U

PONCA CITY OK

09:40
16:10
11/04/14
0176
STEVE\02

00/00/00
07/09/13

OK

H: -

CUSTOMER IS WAITING

Recall Claim

(1) C/S RECALL N49 TIE ROD END				
TECH PERFORMED RECALL N49 PER RECALL TECH REP	19N49182		T14	11
LACED TIEROD END AND STRAIGHTENED STEERING WH	CBUEN491AC	(PACKAGE)		1
EEL. COMPLETE	CBUEN492AA	(NUT)		1
(14- DANIEL-)	 (Warranty)		

Next Service FEB '15 Lube-Oil-Filter

Labor	.00
Parts	.00
Sublet	.00
Shop Supplie	.00
Oil/Grease	.00
Sub Total	.00
.00 Tax	.00
Total	.00

