

APR 16 2015

 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 20-MAR-2015	Repository ☐ Reference No. 10700742
OWNER INFORMATION (Type or Print)			
Name [REDACTED]		Daytime Telephone Number [REDACTED]	
Address [REDACTED]		E-mail Address	
City VIRGINIA BEACH	State VA	Zip Code [REDACTED]	Evening Telephone Number
<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 3D7KS28C25G [REDACTED]		Make DODGE	Model RAM 2500
		Model Year 2005	
Date Purchased	Dealer's Name and Telephone Number		Engine: No: Cylinders
Original Owner ☐	Dealer's City	State	Zip Code
Transmission Type	☐ Antilock Brakes ☐ Cruise Control	Powertrain	Multiple Failure: Incident Date(s) 20-MAR-2015
FAILED COMPONENT(S)/PART(S) INFORMATION			
Vehicle Component Code: 140000 AIR BAGS		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 NOTIFICATION OF NHTSA CAMPAIGN NUMBER: 14V817000 (AIR BAGS); HOWEVER, THE PART NEEDED TO REPAIR THE VEHICLE WAS UNAVAILABLE. THE CONTACT STATED THAT THE MANUFACTURER EXCEEDED A REASONABLE AMOUNT OF TIME FOR THE RECALL REPAIR. THE MANUFACTURER WAS MADE AWARE OF THE ISSUE. 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.			

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

Attached is the original recall notice I received in December 2014. Also is the receipt from when I took my vehicle in the second time for an inspection to order parts. I stopped in there the third week of March 2015 to see if parts have come in and they said no "Chrysler is not sending out parts, as of yet"

Today is April 8 2015, still no notification

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

RICHMOND

APR 2 2015

08 APR '15

PM 5 L



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:

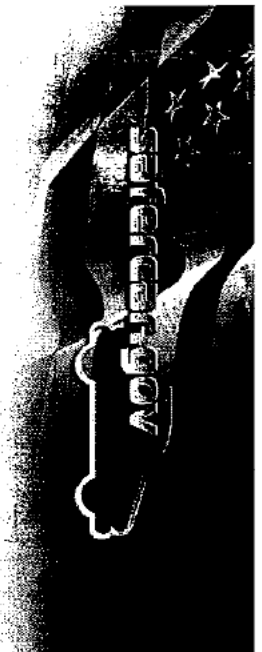
www.safercar.gov

or call:

Vehicle Safety Hotline
888-327-4236



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





AIRBAG INFLATORS

Received
December 2014

IMPORTANT SAFETY RECALL

P40 / NHTSA 14V-354

This interim notice applies to your vehicle (VIN: 3D7KS28C25G [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 certain 2003 through 2007 model year Dodge RAM 1500 Pickup; 2005 through 2007 model year Dodge RAM 2500 Pickup; 2006 and 2007 model year Dodge RAM 3500 Pickup; 2007 model year Dodge RAM 3500 Cab Chassis; 2004 through 2007 model year Dodge Durango; 2007 model year Chrysler Aspen; 2005 through 2007 model year Chrysler 300, Dodge Magnum and Dodge Charger; and 2005 through 2007 model year Dodge Dakota vehicles.

The problem is... The driver and/or passenger airbag inflator housing in your vehicle may rupture, due to excessive internal pressure, during normal airbag deployment events. This condition is more likely to occur if your vehicle has been exposed to high levels of absolute humidity for extended periods of time. Excessive internal pressure, during airbag deployment events, could result in an increased chance of occupant injury during certain crash conditions.

Chrysler is conducting a safety recall for the above vehicles originally sold or currently registered in Florida, Hawaii, Puerto Rico, and the U.S. Virgin Islands.

What your dealer will do... Chrysler will repair your vehicle free of charge (parts and labor). To do this, your dealer will replace your driver and/or passenger airbag inflator(s). The work will take up to 2 hours 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, Dodge, or RAM dealer right away to schedule a service 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 LLC

Note 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.
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CUSTOMER #:

UNIT#

INVOICE



1717 S. Military Highway · Chesapeake, Virginia 23320

MAIN: (757) 420-2800

SERVICE DIRECT: (866) 637-5110

INTERNET: www.greenbrierdodge.com

EMAIL: service@greenbrierdodge.com

VIRGINIA BCH, VA

PAGE 1

HOME

CONT:

BUS:

CELL:

SERVICE ADVISOR: 84 CHRISTOPHER A BANKS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
GRAY	05	DODGE RAM 2500 P/U	3D7KS28C25G		81556/81556	

DEL DATE	PROD. DATE	WARR. EXP	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
29DEC04 DD			17:00 13JAN15			CASH	13JAN15

R.O. OPENED	READY	OPTIONS:	STK:	DLR:	ENG:
07:55 13JAN15	11:20 13JAN15	TRN:AUTO			5.9 Liter

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
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A RECALL - P40 // PARKS NEED TO BE ORDERED?

SOP IN ORDER TO PROPERLY FIX YOUR VEHICLE THE
FIRST TIME, OUR TECHNICIAN HAS SEPCIAL
ORDERED A PART FOR YOUR VEHICLES. YOU WILL
BE NOTIFIED THAT YOUR PART HAS ARRIVED

64 GERGEL II, STEVEN J LIC#: 1255

CP

0.00 0.00

81556 OPEN RECALL ORDERED RECALL PARTS.

B PERFORM 23 POINT INSPECTION

23P PERFORM 23 POINT INSPECTION

64 GERGEL II, STEVEN J LIC#: 1255

CP

0.00 0.00

THANK YOU FROM ALL OF US HERE AT GREENBRIER
DODGE. CHRYSLER MAY SEND YOU A SURVEY, PLEASE
ANSWER ALL QUESTIONS COMPLETELY SATISFIED.
100 % IS OUR GOAL PLEASE CALL 757 420-2800
IF YOU CANNOT ANSWER COMPLETELY SATISFIED
SERVICE HRS M W F 7:30-6:00-TUES-THUS-7:30 PM
SATURDAY HOURS 8:00 AM TO 4:00 PM

We warrant our service work for 12 months or 12,000 miles, whichever occurs first. Implied warranties, if any, limited to 12 months or 12,000 miles.

ALL CLAIMS OR RETURNS MUST BE ACCOMPANIED BY THIS TICKET.

NOT RESPONSIBLE FOR LOSS OR DAMAGE TO CARS OR ARTICLES LEFT IN
CARS IN CASE OF FIRE, THEFT OR ANY OTHER CAUSE BEYOND OUR
CONTROL.

WHENEVER IT BECOMES NECESSARY FOR ANY OFFICER OR
EMPLOYEE OF GREENBRIER DODGE, INC. TO APPEAR AND/OR
TESTIFY IN COURT, A FEE UP TO \$200.00 WILL BE CHARGED.

CUSTOMER SIGNATURE

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 express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	0.00
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

CUSTOMER COPY