


INFORMATION Redacted PURSUANT TO THE FREEDOM OF

 <p>U.S. Department of Transportation National Highway Traffic Safety Administration</p>		<p>INFORMATION Redacted PURSUANT TO THE FREEDOM OF INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)</p> <p>Vehicle Owner's Questionnaire To Report Vehicle Safety Defects 1-888-DASH-2-DOT (1-888-327-4236) INTERNET:www.nhtsa.dot.gov/hotline</p>		<p>DATE RECEIVED ONLY 100148</p> <p>Date Received 03-SEP-2015 OCT 20 2015</p>		<p>Repository <input type="checkbox"/></p> <p>Reference No. 10761205</p>	
<p>OWNER INFORMATION (Type or Print)</p>							
Name		Address		City		State	
SAINT CHARLES		MO		Zip Code			
Daytime Telephone Number		Evening Telephone Number		E-mail Address			
<p><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></p>							
<p>VEHICLE INFORMATION</p>							
17 digit Vehicle Identification Number Located at bottom of windshield on driver's side		Make		Model		Model Year	
3D7JV1EP4AG		RAM		1500		2010	
Date Purchased		Dealer's Name and Telephone Number		Engine:		Fuel Type:	
OCT 2010		MID RIVERS CJD (888) 366-0829		No: Cylinders		GAS	
Original Owner		Dealer's City		State		Zip Code	
<input checked="" type="checkbox"/>		ST. PETERS		MO		63376	
Transmission Type		<input checked="" type="checkbox"/> Antilock Brakes		Powertrain		Multiple Failure:	
AUTO		<input type="checkbox"/> Cruise Control				Incident Date(s) 05-DEC-2012	
<p>FAILED COMPONENT(S)/PART(S) INFORMATION</p>							
Vehicle Component Code: 100000 POWER TRAIN						Failure Mileage	
						Failure Speed	
<p>ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE</p>							
Tire Make		Tire Model (Name or Number)			Tire Size (Example P215/65R15)		
DOT No. (Example: DOTM19ABC036)		<input type="checkbox"/> Original Equipment		Failure Location:			
		<input type="checkbox"/> Prior Repair					
Tire Component Code					Tire Failure Type:		
<p>ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE</p>							
Make:		Date Manufactured:		Model No./Name:			
Seat Type:		Installation System:					
Child Seat Component Code:		Failed Part:					
<p>APPLICABLE INCIDENT INFORMATION (Please describe in detail the incident(s), Failure(s), Crash(es), and injury(ies).)</p>							
Crash <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No		Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No		Number of Persons Injured 0		Number of Deaths 0	
				Reported to Police N			
<p>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).</p>							
<p>TL* THE CONTACT OWNS A 2010 DODGE RAM 1500. THE CONTACT RECEIVED NOTIFICATION OF NHTSA CAMPAIGN NUMBER: 12V474000 (POWER TRAIN); HOWEVER, THE PART TO DO THE REPAIR 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.</p> <p>IN 2011 THERE WAS A RECALL ON A TIE ROD. I TOOK IT IN AND IT WAS FIXED RIGHT AWAY, NO ISSUE. BUT...</p> <p>THIS RECALL IN 2012 I HAVE BEEN TRYING TO GET RESOLVED EVER SINCE I WAS FIRST NOTIFIED. I WAS TOLD PARTS WERE NOT AVAILABLE.</p>							
Include, if available: Police/Fire Department Report, Photos, and Repair Invoice.				ATTACH ADDITIONAL SHEETS IF NECESSARY			
<p>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.</p>							

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

I ALWAYS HAVE MY VEHICLE SERVICED AT THE DEALER WHERE IT WAS PURCHASED. IT'S BEEN DROPPED OFF FOR SERVICE 3 TIMES SINCE THE RECALL, FOR OTHER REPAIRS AND EACH TIME I ASK THEM TO ADDRESS THE RECALL WHILE THEY HAVE THE VEHICLE. EACH TIME I MADE AN APPOINTMENT, I WAS SURE TO EXPLAIN TO THE SERVICE MANAGER THAT I'M ALWAYS BEING TOLD THEY DIDN'T HAVE THE PARTS. I ASKED IF THEY CAN HAVE THE PARTS SHIPPED SO THAT THEY'RE AVAILABLE AT THE TIME OF MY APPOINTMENT. I'M ALWAYS TOLD THAT CHRYSLER HASN'T MADE THE PARTS AVAILABLE. SO FOR 3 SERVICES AND COUNTLESS PHONE CALLS OVER 3 YEARS, ME RECALL IS STILL NOT RESOLVED. NOW THERE'S A BUYBACK ADDRESSING THE ISSUE BUT I'M NOT INCLUDED? I FEEL I SHOULD BE!
I'VE CALLED EVERYONE I CAN THINK OF, BUT THEY ALL SAY "IT'S OUT OF THEIR HANDS!"

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

ST 00015
MAILED
05 OCT 15
PM 6 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 (VOQ)
U.S. Department of Transportation
National Highway Traffic Safety Administration

