

INFORMATION Redacted PURSUANT TO THE FREEDOM OF

 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		INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6) FOR AGENCY USE ONLY 100148	
		Date Received		Repository ☐	
		02-DEC-2015		Reference No. 10808017	
OWNER INFORMATION (Type or Print)					
Name		Daytime Telephone Number		E-mail Address	
Address		Evening Telephone Number			
City	State	Zip Code			
SAN BERNARDINO	CA				
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		Make	Model	Model Year	
1D7HA18N73S		DODGE	RAM 1500	2003	
Date Purchased	Dealer's Name and Telephone Number		Engine:	Fuel Type:	
Don't remember	Pacific Auto Center (909) 916-2235		No: Cylinders	Regular	
Original Owner ☐	Dealer's City	State	Zip Code		
	Fontana	CA	92335		
Transmission Type	☐ Antilock Brakes	Powertrain	Multiple Failure:	Incident Date(s)	
	☒ Cruise Control			07-AUG-2015	
FAILED COMPONENT(S)/PART(S) INFORMATION					
Vehicle Component Code: 140000 AIR BAGS			Failure Mileage	Failure Speed	
			146000	0	
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	Failure Location:		
		☐ Prior Repair			
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	Fire	Number of Persons Injured	Number of Deaths	Reported to Police	
☐ Yes ☒ No	☐ Yes ☒ No			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* TAKATA RECALL. THE CONTACT OWNS A 2003 DODGE RAM 1500. THE CONTACT STATED THAT THE AIR BAG WARNING INDICATOR REMAINED ILLUMINATED. THE CONTACT RECEIVED NOTIFICATION OF NHTSA CAMPAIGN NUMBER: 15V312000 (AIR BAGS) 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 FAILURE. THE FAILURE MILEAGE WAS APPROXIMATELY 146,000. VIN TOOL CONFIRMS PARTS UNAVAILABLE.					
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.					

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

7-5-16

I received a recall notice last year and was put on a waiting list for parts from my local Dodge dealer. I noticed that occasionally my 'air bag' light will come on - it lasts days or weeks. It went off months ago but has recently come back on 2 days ago. Every time I call Dodge - they say they don't have the part yet & there are 300 people on the waiting list. I am quite fond of my front seat passengers and don't want them full of metal shrapnel.

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

SAN BERNARDINO

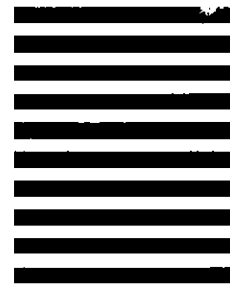
CA 924

14 JUL '16

PM 4 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, ~~Room 500~~ NEF-100

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

on waiting list
11-30-15



PASSENGER
AIRBAG INFLATOR

(877) 339 888

IMPORTANT SAFETY RECALL R26 / NHTSA 15V-312

This notice applies to your vehicle (VIN: 1D7HA18N73S [REDACTED])

This interim notification letter is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act.

Dear [REDACTED]

AIRBAGS
MADE BY
TACATTA

FCA US LLC has decided that a defect, which relates to motor vehicle safety, exists in certain 2003 model year Dodge RAM 1500/2500/3500 Pickup trucks.

The problem is...

The 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. An inflator rupture, during airbag deployment events, could result in metal fragments striking and potentially seriously injuring the vehicle occupant(s).

What your dealer will do...

FCA intends to repair your vehicle free of charge (parts and labor). However, the parts required to provide a permanent remedy for this condition are currently not available. FCA is making every effort to obtain these parts as quickly as possible. FCA will contact you again by mail, with a follow-up recall notice, when the remedy parts are available.

What you must do to ensure your safety...

Once you receive your follow-up notice in the mail, simply contact your Chrysler, Jeep, Dodge, or RAM dealer right away to schedule a service appointment.

If you need help...

If you have questions or concerns which your dealer is unable to resolve, please contact the

Finally said

FCA Recall Assistance Center at 1-800-853-1403. *Called on 12/2/15 Kelly kept apologizing*

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. If you have further questions go to recalls.mopar.com.

Insists on getting time frame on hold 15 min.
asked 7x
If you have already experienced this specific condition and have paid to have it repaired, you may visit www.fcarecallreimbursement.com to submit your reimbursement request online or you can mail your original receipts and proof of payment to the following address for reimbursement consideration: FCA Customer Assistance, P.O. Box 21-8004, Auburn Hills, MI 48321-8007, Attention: Recall Reimbursement. Once we receive and verify the required documents, reimbursement will be sent to you within 60 days. If you've had previous repairs and/or reimbursement you may still need to have the recall repair performed on your vehicle.

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 you can call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153), or go to 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.

Kevin 12/2/15 filed complaint by phone & gave Concejo address
Called on 1-7-16 have part yet? "300 people on waiting list!"

Complaint # 10808017
Customer Services / Field Operations
FCA US LLC

Note to lessors receiving this recall: Federal regulation requires that you forward this recall notice to the lessee within 10 days.



FCA US LLC

CIMS 482-00-85

PO Box 218008

Auburn Hills MI USA 48321-8008

PRESORTED
FIRST CLASS MAIL
U.S. POSTAGE
PAID
PERMIT #2655
DETROIT, MI

IMPORTANT!

Electronic Service Requested

XX #1

SAFETY RECALL NOTICE

IMPORTANT SAFETY RECALL INFORMATION



U.S. Department of
Transportation

Issued in Accordance
With Federal Law



PASSENGER
AIR BAG



3S

R26

330329

COLTON, CA



12/2/15
told Kelly to fix
name & update
address to Conejo Dr.

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Dear [REDACTED]

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The problem is... The 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. The inflator could rupture with metal fragments striking the vehicle occupants potentially resulting in serious injury or death.

What your dealer will do... FCA will repair your vehicle free of charge (parts and labor). To do this, your dealer will replace your passenger frontal airbag inflator. The work will take up to 1 ½ 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 FCA Group Recall Assistance Center at either fcarecalls.com or 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. If you have further questions go to fcarecalls.com.

If you have already experienced this specific condition and have paid to have it repaired, you may visit www.fcarecallreimbursement.com to submit your reimbursement request online or you can mail your original receipts and proof of payment to the following address for reimbursement consideration: **FCA Customer Assistance, P.O. Box 21-8004, Auburn Hills, MI 48321-8007, Attention: Recall Reimbursement.** Once we receive and verify the required documents, reimbursement will be sent to you within 60 days. If you've had previous repairs and/or reimbursement you may still need to have the recall repair performed on your vehicle.

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Customer Services / Field Operations
FCA US LLC

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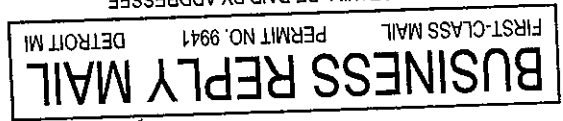


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VIN (Last 8 Characters of Vehicle Identification Number)	Notification Code
ESI	R26
This service was previously performed on my vehicle (check one if applicable):	
☐ My vehicle was inspected and found to be ok.	
☐ My vehicle was repaired.	
This vehicle was (check one if applicable):	
☐ scrapped ☐ stolen ☐ exported	
This vehicle was sold to (check one if applicable):	
☐ A dealer, or someone whose name and address is unknown.	
☐ Someone other than a dealer (type or print the new owner's name and address below).	
Date of sale:	
Updated name and address (type or print the new owner's name and address or your new name and/or address if it has changed):	
Owner's title (check one if applicable):	
☐ Mr. ☐ Miss ☐ Mr. & Mrs. ☐ Dr.	
☐ Mrs. ☐ Ms. ☐ Rev. ☐ Business	
First Name	MI
Last Name	
Street Address	
City	Zip Code
State	
Email Address	

RECALL ADMINISTRATION 482-00-85
PO BOX 218008
AUBURN HILLS MI 48321-9959

POSTAGE WILL BE PAID BY ADDRESSEE



NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES



PRESORTED
FIRST CLASS MAIL
U.S. POSTAGE
PAID
FCA US

FCA US LLC
CIMS 482-00-85
PO Box 218008
Auburn Hills MI USA 48321-8008

Electronic Service Requested

IMPORTANT!

SAFETY RECALL NOTICE

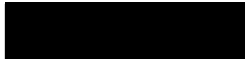
IMPORTANT SAFETY RECALL INFORMATION



Issued in Accordance
With Federal Law



3S [redacted] R26 233888



SAN BERNARDINO, CA [redacted]

