



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

INFORMATION ACT (FOIA), 5 U.S.C. 552 (B)(6)

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	Repository <input type="checkbox"/>
04-NOV-2016 JAN - 5 2017	Reference No. 10924236

OWNER INFORMATION (Type or Print)

Name	[REDACTED]		
Address	[REDACTED]		
City	State	Zip Code	
RENTZ	GA	[REDACTED]	

Daytime Telephone Number	E-mail Address
[REDACTED]	
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 3D7MU48C93G [REDACTED]	Make DODGE	Model RAM 3500	Model Year 2003
Date Purchased	Dealer's Name and Telephone Number [REDACTED]	Engine: No: Cylinders	Fuel Type: diesel
Original Owner <input type="checkbox"/>	Dealer's City	State	Zip Code
Transmission Type Automatic	<input checked="" type="checkbox"/> Antilock Brakes <input checked="" type="checkbox"/> Cruise Control	Powertrain	Multiple Failure:
			Incident Date(s) 06-OCT-2005

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Codes: 140000 AIR BAGS, 010000 STEERING, 100000 POWER TRAIN	Failure Mileage	Failure Speed
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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)	<input type="checkbox"/> Original Equipment <input type="checkbox"/> 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

(Please describe in detail the incident(s), Failure(s), Crash(es), and injury(ies).)

Crash <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Number of Persons Injured	Number of Deaths	Reported to Police N
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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 3500. THE CONTACT RECEIVED NOTIFICATION OF NHTSA CAMPAIGN NUMBERS: 05V462000 (POWER TRAIN), 09E001000 (STEERING), 13V528000 (STEERING), AND 15V312000 (AIR BAGS). THE PARTS TO DO THE REPAIRS WERE UNAVAILABLE. THE CONTACT STATED THAT THE MANUFACTURER EXCEEDED A REASONABLE AMOUNT OF TIME FOR THE RECALL REPAIRS. THE CONTACT CALLED THE SAME DEALER EVERY TIME SINCE 2006. THE MANUFACTURER WAS MADE AWARE OF THE ISSUE. THE CONTACT HAD NOT EXPERIENCED A FAILURE. PARTS DISTRIBUTION DISCONNECT.

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.

Customer: [Redacted]
 Dublin, GA [Redacted]
 Work: [Redacted]
 Home: [Redacted]
 Cell: [Redacted]

Dublin Auto Superstore, Inc.
 2054 Hwy 441 South
 Dublin, GA 31021
 478.272.3500

Invoice [Redacted]

Service Advisor: Michael Surine
 Started: 11/29/16 8:27 AM
 Completed: 11/29/16 9:46 AM
 Priority: 5

Vehicle: 3D7MU48C93G [Redacted]
 2003 DODGE Ram 3500 Die

Task	Opcode	Description	Part or Technician	Qty	Pay Type	Price
	3300	Technician: Adam Boyd	2820	0	WR	\$0.00
	19N62181	Technician: Adam Boyd Failure UC:	2820	0.04	WR	\$0.00
4	3300	Recall / CSN 2 : H46: Safety Recall H46 - Mopar Steering				
	Complaint	Recall / CSN 2 : H46: Safety Recall H46 - Mopar Steering Linkage <i>They said nothing was wrong w/it.</i>				
	Cause	Chrysler required				
	Correction	19-H4-61-81 No Charge				
	3300	Technician: Adam Boyd	2820	0	WR	\$0.00
	19H46181	Technician: Adam Boyd Failure UC:	2820	0.04	WR	\$0.00

Parts are new unless otherwise indicated. We guarantee our service work for 24 months or unlimited miles, whichever comes first. Chrysler parts and labor.

The Factory Warranty constitutes all of the warranties with respect to the sale of this item/items. Unless a separate written document showing the terms of any dealer warranty or service contract is furnished by the dealer to the purchaser, the seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.

\$5.00 per day storage fee for vehicles left longer than three days after completion date.

Repairs properly completed and checked by:

 Authorized Signature

Labor:	\$0.00
Parts:	\$0.00
Miscellaneous:	\$0.00
Subtotal:	\$0.00
Sales Tax:	\$0.00
Total:	\$0.00



Repair Order

R507 Version MPK2.75.00

Customer	Vehicle
Dublin, GA Work: * Home Cell:	2003 DODGE Ram 3500 Diesel (5.9L) Color PX8-Black Clear Coat VIN 3D7MU48C93G Mileage In: 342680 Out: 342680 Tag Number 259 Plate No. In-Service 08/15/03 Engine ETH-5.9L I6 HO Cummins TD Engin Coverage 710 Build Date 06/24/03 Comments

Task	Opcode	Description	Part or Technician	Qty	Pay Type	Price
1	109090	Multi-point inspection (according to maintenance interv				
	Complaint	Multi-point inspection (according to maintenance interval)				
	Cause	Mopar express lane inspection				
	Correction	performed inspection				
	109090	Technician: Adam Boyd	2820	0	CP	\$0.00
2	3300	Recall / CSN 4 : R26: Safety Recall R26 - Passenger Airb				
	Complaint	Recall / CSN 4 : R26: Safety Recall R26 - Passenger Airbag Inflator				
	Cause	Chrysler required				
	Correction	08-R2-61-82 1.1 hours				
	3300	Technician: Adam Boyd	2820	0	WR	\$0.00
		AIR BAG -AIR BAG	CBXZR261AA	1	WR	\$0.00
	08R26182	Technician: Adam Boyd	2820	1.1	WR	\$0.00
		Failure UC:				
3	3300	Recall / CSN 3 : N62: Safety Recall N62 - Left Outer Tie R				
	Complaint	Recall / CSN 3 : N62: Safety Recall N62 - Left Outer Tie Rod Assembly				
	Cause	Chrysler required				
	Correction	19-N6-21-81 0.0 hours				