

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 07-JUL-2017 AUG 22 2017		Repository ☐ Reference No. 11003664	
OWNER INFORMATION (Type or Print)					
Name		Address		Daytime Telephone Number	
City		State		Zip Code	
BLOOMINGTON		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	
3D7KU28CX4G		DODGE		RAM 2500	
Date Purchased		Dealer's Name and Telephone Number		Engine:	
Original Owner		Dealer's City		No: Cylinders	
Transmission Type		Powertrain		Multiple Failure:	
☐ Antilock Brakes ☐ Cruise Control				Incident Date(s) 01-MAY-2017	
FAILED COMPONENT(S)/PART(S) INFORMATION					
Vehicle Component Code: FUEL/PROPULSION SYSTEM (PWS)				Failure Mileage	
				71741	
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 (Please describe in detail the incident(s), failure(s), crash(es), and injury(ies).)					
Crash		Fire		Number of Persons Injured	
☐ Yes ☒ No		☐ Yes ☒ No		Number of Deaths	
				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 2004 DODGE RAM 2500. THE CONTACT STATED THAT THE FUEL PUMP FAILED TO FUNCTION. THE VEHICLE STALLED AND WAS UNABLE TO BE DRIVEN. THE VEHICLE WAS TOWED TO AN INDEPENDENT MECHANIC WHO REPLACED THE FUEL PUMP. THE VEHICLE WAS NOT TAKEN TO A DEALER. THE MANUFACTURER ISSUED A TECHNICAL SERVICE BULLETIN, BUT A REMEDY WAS UNAVAILABLE. THE MANUFACTURER WAS NOTIFIED. THE APPROXIMATE FAILURE MILEAGE WAS 71,741.					
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)

THE LIFT FUEL PUMP IS A VERY COMMON
PROBLEM. DODGE NOW HAS A IN THE FUEL
TANK FUEL PUMP TO REPLACE THE ORIGINAL
FILTER MOUNTED PUMP. FUEL PUMP CONVERSION
KIT- PART # 680038 TO AB. COST PART
ONLY FROM DODGE 504.07

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

SANTA ANA

CA 92705

05 AUG '17

PNGL



NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES



BUSINESS REPLY MAIL

FIRST CLASS MAIL

PERMIT NO. 1888

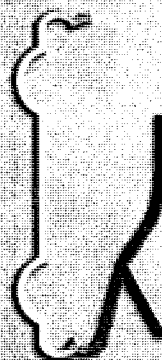
WASHINGTON, DC

POSTAGE WILL BE PAID BY ADDRESSEE

US Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, 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:

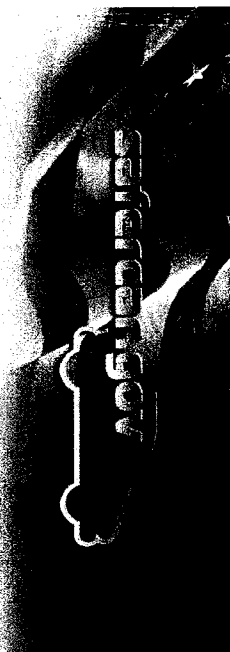
www.safercar.gov

or call:

Vehicle Safety Hotline
888-327-4236



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



Dealer

STK: [REDACTED]

SERVICE REPAIR ORDER

TAG: 314

Customer

R & B AUTO CENTER INC

16020 FOOTHILL BLVD.

FONTANA, CA 92335

(800) 576-0036 BAR ARD [REDACTED]

BLOOMINGTON CA [REDACTED]

HM/CELL: [REDACTED] WK: () -

R/O#: [REDACTED]

Date-In: 06/27/2017

Date-Out: 06/30/2017

Save Parts: Yes___ No___

Yr: 04

Make: DODGE

Model: 2500 DIESEL

Body: PICK UP

Vin: 3DKU28CX4G [REDACTED]

Miles: 71741

Plate: [REDACTED]

Color: RED

You are entitled to a written price estimate for the repairs you have authorized. You are also entitled to require the repair facility to obtain oral or written authorization to exceed the original price estimate. Your initials will indicate your selection on 1, 2 or 3 Below.

- 1: ___ I request an estimate in writing before you begin repairs. Contact me if the price will exceed this estimate by more than ten percent.
 2: ___ Proceed with the repairs, but contact me if the price will exceed \$ _____.
 3: ___ I do not want a written estimate.

ESTIMATE: 1246.22

You are hereby authorizing the work for this repair order to be done along with the necessary labor and materials. You grant us permission to operate your vehicle for the purpose of testing, inspection and delivery at your risk. An express mechanics lien is acknowledge on the above vehicle to secure the amount or repairs. We will not be held responsible for the loss or damage to the vehicle or articles left in the vehicle in case of fire, theft, accident or any cause beyond our control.

SIGNATURE: _____

Item Description/Action	Sub-Total
-------------------------	-----------

Issue.: TOWED IN/CUSTOMER STATES-ENGINE CRANKS BUT
 WILL NOT START-ADVISE-

630.00

Cause.: VERIFY CONCERN, SCAN TEST SYSTEM, FOUND FAILUR
 E CODE #P0628-(FUEL LIFT PUMP LOW VOLTAGE)

Repair: INSTALL FUEL LIFT PUMP CONVERSION KIT PER
 CHRYSLER T.S.B., REPLACE AIR AND FUEL FILTERS

Qty	Part Number	Description	Parts	Unit	Sub Total
1.00	68003870AB	FUEL MODULE		505.73	544.92
1.00	53034249AA	AIR FILTER		38.31	41.28
1.00	3358XE	FUEL-FILTER		27.86	30.02

Item Description/Action

Sub-Total

Issue.: MULTIPOINT INSPECTION
 -DONE-

0.00

1-888-327-4236
 NHTSA
 REF #

7-7-17
 11003664/

www.SAFERCAR.GOV

PAID
 6-30-17
 (Signature)

Dealer

STK: [REDACTED]

SERVICE REPAIR ORDER

TAG: 314

Customer

R & B AUTO CENTER INC

16020 FOOTHILL BLVD.

FONTANA, CA 92335

(800) 576-0036

BAR ARD # [REDACTED]

BLOOMINGTON CA [REDACTED]

HM/CELL: [REDACTED]

WK: () -

R/O#: [REDACTED]

Opened: 06/27/2017

Closed: 06/30/2017

Page: 2

Repair Order Summary

Labor Charges.:	630.00
Parts Charges.:	571.90
Freight Charges.:	0.00
Sublet Charges.:	0.00
Gas/Oil Charges.:	0.00
Local / State Taxes.:	44.32
Recycle/Hazard Fees.:	0.00
SUB TOTAL.:	1246.22
<Warranty/Credit>.: (	0.00)
Payment By Check.:	0.00
Payment By CC/DC.:	0.00
Payment By Cash.:	0.00
BALANCE.:	1246.22