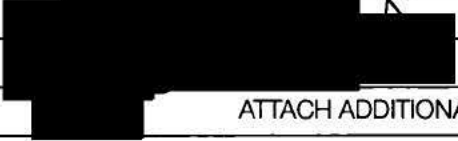


<b>DOT Auto Safety Hotline</b> <b>Vehicle Owner's Questionnaire</b> <b>To Report Vehicle Safety Defects</b> 1-888-DASH-2-DOT (1-888-327-4236) INTERNET: <a href="http://www.nhtsa.dot.gov/hotline">www.nhtsa.dot.gov/hotline</a>				FOR AGENCY USE ONLY 100148	
				Date Received  11-JAN-2019 <b>MAR 15 2019</b>	
<b>OWNER INFORMATION (Type or Print)</b>					
Name		Address		Daytime Telephone Number	E-mail Address
City MAINEVILLE		State OH	Zip Code	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>					
<b>VEHICLE INFORMATION</b>					
17 digit Vehicle Identification Number Located at bottom of windshield on driver's side 1D7RV1GT7AS			Make DODGE	Model RAM 3500	Model Year 2010
Date Purchased	Dealer's Name and Telephone Number			Engine: No: Cylinders	Fuel Type:
Original Owner <input type="checkbox"/>	Dealer's City		State	Zip Code	
Transmission Type	<input type="checkbox"/> Antilock Brakes <input type="checkbox"/> Cruise Control	Powertrain	Multiple Failure:		Incident Date(s) 01-JAN-2015
<b>FAILED COMPONENT(S)/PART(S) INFORMATION</b>					
Vehicle Component Code: 140000 AIR BAGS				Failure Mileage 159650	Failure Speed
<b>ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE</b>					
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:	
<b>ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE</b>					
Make:		Date Manufactured:	Model No./Name:		
Seat Type:		Installation System:			
Child Seat Component Code:		Failed Part:			
<b>APPLICABLE INCIDENT INFORMATION</b> <i>(Please describe in detail the incident(s), failure(s), crash(es), and injury(ies).)</i>					
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	
<b>Narrative Description of Incident(s), Crash(es), and Injury(ies).</b> <b>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).</b>					
TL* THE CONTACT OWNS A 2010 DODGE RAM 3500. THE CONTACT STATED THAT THE AIR BAG INDICATOR ILLUMINATED AND REMAINED LIT. THE VEHICLE WAS TAKEN TO KINGS DODGE CHRYSLER JEEP RAM (4486 KINGS WATER DR, CINCINNATI, OH 45249) WHERE IT WAS DIAGNOSED THAT THE DRIVER'S SIDE CURTAIN AIR BAG HAD A SHORT CIRCUIT THAT NEEDED TO BE REPLACED. THE MANUFACTURER WAS CONTACTED AND STATED THAT THE VEHICLE WAS NOT INCLUDED IN ANY RECALLS. THE VEHICLE WAS NOT REPAIRED. THE FAILURE MILEAGE WAS 159,650.					
Include, if available: Police/Fire Department Report, Photos, and Repair Invoice. <span style="float: right;">ATTACH ADDITIONAL SHEETS IF NECESSARY</span>					
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 SEAT BELT / AIRBAG LIGHT WAS VISABLE FOR AT LEAST 2-3 YEARS. WE THOUGHT THAT THE DEALERSHIP SAW IT, AND DETERMINED THAT IT WAS INSIGNIFICANT, THEY SHOULD PERFORM SUCH CHECKS WHEN SERVICING, OIL CHANGES ETC. ESPECIALLY SUCH AS AN AIRBAG RELATED ISSUE WHICH WE CANNOT CONTROL.



3-5-19

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



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**

U.S. Department of Transportation  
National Highway Traffic Safety Administration  
Office of Defects Investigation

Truck  
1/11/2019  
Air Bag  
Curtain  
(Side Air Bag)  
~~PASSAGE~~  
Left



Jean Stewart-Wertz, Agent  
513-683-5404

Manufacture Defect

1/11/2019

1/9/2019

~~2:35 pm~~

2:42 pm

①

June 23, 2017

(1-800-424-9133 TTY)

~~1-888-327-4236~~

<https://bigironv.in.com>

help BigIronV.in

Chrysler Recalls Over 1 million Ram Truck

Side Curtain Air Bag & Seat Belt Pretensioner 2013-2016 1500

Remedy

June 23, 2017 Chrysler will notify owners & dealers will update the ORC software free of charge. The recall is expected to begin June 23, 2017. Owners may contact Chrysler customer service at 1-800-853-1403 Chrysler number for this recall is T23?

NHTSA Vehicle Safety Hotline at National Highway Traffic Safety Administration Vehicle Safety ~~1-888-327-4236~~  
1-888-327-4236

1-800-853-1403 Chrysler Dodge <sup>I called</sup> 2:45 pm

<sup>Saw today</sup> 1/11/19 Friday morning news New Recall Air-Bag Trucks, Side Curtain? Seat Recall ~~center~~ ~~center~~ #9

Jessica - Dodge

~~Address~~ - T23 # 1/9/2018

Airbag Recall

Call dealer - Calling to see what they say

No Recall For 2010 Dodge Ram AirBag

From  
JESSICA

Give me number for  
NHTSA =

2:56pm  
11/19

2

Placed on hold calling King - Dodge  
513-683-3000 -

11/19

Tech -

opened

Have to call National

\* 1-888-327-4236

Web: www.NHTSA.gov  
US\$1,000.00

3:04pm

\* No Recall have to call NHTSA (\* All veh involved in recall)  
3:05pm Dept of Safety Veh Safety Hotline

Recording

Working to identify veh involved - still  
looking & updating list.

#1

2 Complaint - 3:07pm Blank call nothing  
3:10pm hung up

3:10pm called again #4 Ringing

(Angel) ~~File~~ complaint - VIN # + Title #

wouldn't deploy in a collision side airbag  
Air Bag Side Curtain Pangloss  
~~may not deploy~~ I said yr or (2)

Needs to be added to list 3 or 4 yrs  
32yr Never said anything

\* ~~File~~ complaint to sez about getting on the list  
for recall.

\* 3:29 Hold then back with complaint number

\* ~~Complaint~~ (ODI) Office of Defect  
Investigation #11166523

Take look to determine Different or  
complaint

Car shut down - copy of complaint in mail  
3:34pm

Component(s) Air Bag  
Potentially Number of  
Units Affected 1,021,279

→ Chrysler Recall  
over 1 million  
Ram truck

John P. B...  
PRESORTED  
STANDARD  
U.S. POSTAGE  
PAID  
FCA US LLC

FCA

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

Ram 1500-2013-2016  
3500 2013-2016

National Highway Traffic  
Safety Administration

3500 2014 2016

# SAFETY RECALL NOTICE

**Take Action Today!**  
Ensure the safety of you and your passengers.



Vehicle Safety 025/086/#89395/U04-FST

1-888-327-4236  
1-800-484-9133

\*\*\*\*\*AUTO\*\*S-DIGIT 45150 25877/0

AS [REDACTED]  
MAINEVILLE, OH [REDACTED]

safety defect part  
573 non-compliance  
NOTICE



RCR RPF 17V302-4937

5/9/17  
NHISA Campaign  
17V302000

\* FCA USA LLC Roll Back Senior  
PARTIALS RMISCI17V302-9480



CUSTOMER #:

KINGS CHRYSLER JEEP DODGE

4486 Kingswater Drive
CINCINNATI, OHIO 45249

(513) 683-3000 PARTS (513) 683-5424

www.cincyautos.com

41 - 43664

\*INVOICE\*

PAGE 1

SERVICE ADVISOR: 30530 CHANEL ELAM

MAINEVILLE, OH

HOME:

CONT:

BUS: CELL:

Table with columns: COLOR, YEAR, MAKE/MODEL, VIN, LICENSE, MILEAGE IN/OUT, TAG. Row 1: PRH Infern 10, DODGE RAM 1500, 1D7RV1GT7AS, 159650/159650, T135.

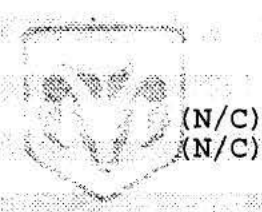
Table with columns: IN SERVICE DATE, PROD. DATE, WARR. EXP, PROMISED, PO N, RATE, PAYMENT, INV. DATE. Row 1: 27APR10 DD, 17:00 09JAN19, 125.00, CASH, 10JAN19.

Table with columns: DATE OF REPAIR, DATE REPAIRS COMPLETED, OPTIONS, STK, DLR, ENG, TRN. Row 1: 09JAN19, 10JAN19, STK, DLR, ENG:5.7 Liter, TRN:DGQ\_5-Spd\_Automatic\_545RFE\_Transmission.

Table with columns: LINE, OPCODE, TECH, TYPE, HOURS, LIST, NET, TOTAL. Row 1: A C/SAYS PASS SIDE EXTERIOR MIRROR, TURN SIGNAL LIGHT IS INOP, ORDERED PART FOR CUSTOMER 12.26.18. Row 2: 9016 CUSTOMER STATES 16 POINT INSPECTION. Row 3: 9207 SPEARS, CODY LIC#: \* CP 0.50. Row 4: 1 68302828AA LAMP-TURN SIGNAL 59.30 62.50 62.50. Row 5: 159650 LAMP 0.50 INSTALLED PASSENER MIRROR TURN LAMP 59.30 59.30 59.30.

B CAMPAIGNS AND RECALL REPAIRS

CAUSE: RECALL
13U04182 Customer Satisfaction Notification U04 - Fuel Tank Strap Mounting Bracket - Replace Install Fuel Tank Strap Mounting Bracket Repair Kit
9207 SPEARS, CODY LIC#: \* W40-2.10
1 68418923AC REINFORCE-FUEL TANK STRAP FC: PART#: COUNT: CLAIM TYPE: W AUTH CODE:



Handwritten signature/initials

159650 RECALL 13-U0-41-82 2.10 RECALL U04 FRAME BRACKET COMPLETED INSTALLED FUEL TANK STRAP MOUNTING BRACKET

C CUST STATES PASSENGER SIDE RUNNING BOARD IS SAGGING, CHECK AND ADVISE
9016 CUSTOMER STATES 16 POINT INSPECTION
9207 SPEARS, CODY LIC#: \* I30 0.00 (N/C)
159650 NEEDS BODY SHOP

D CUST STATES AIRBAG LIGHT STAYS ON
9016 CUSTOMER STATES 16 POINT INSPECTION

Thank you for bringing your vehicle to Kings Chrysler Jeep Dodge for service.

SERVICE HOURS:
MON. - FRI. 7:30 A.M. - 6:00 P.M.
SATURDAY 8:00 P.M. - 4:00 P.M.

Table with columns: STATEMENT OF DISCLAIMER, DESCRIPTION, TOTALS. Rows include LABOR AMOUNT, PARTS AMOUNT, GAS, OIL, LUBE, SUBLET AMOUNT, MISC. CHARGES, TOTAL CHARGES, LESS INSURANCE, SALES TAX, CUSTOMER SIGNATURE, PLEASE PAY THIS AMOUNT.

CUSTOMER #: [REDACTED]

CHRYSLER Jeep



KINGS CHRYSLER JEEP DODGE

4486 Kingswater Drive  
CINCINNATI, OHIO 45249  
(513) 683-3000 · PARTS (513) 683-5424  
www.cincyautos.com  
41 - 43664

\*INVOICE\*

PAGE 2

MAINEVILLE, OH

HOME [REDACTED] CONT: [REDACTED]  
BUS: [REDACTED] CELL: [REDACTED]

SERVICE ADVISOR: 30530 CHANEL ELAM

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
PRH Infern	10	DODGE RAM 1500	1D7RV1GT7AS [REDACTED]		159650/159650	T135

IN SERVICE DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
27APR10 DD			17:00 09JAN19		125.00	CASH	10JAN19

DATE OF REPAIR	DATE REPAIRS COMPLETED	OPTIONS:
09JAN19	10JAN19	STK: [REDACTED] DLR: [REDACTED] ENG:5.7 Liter TRN:DGQ_5-Spd_Automatic_545RFE_Transmission

LINE	OPCODE	TECH	TECH	TYPE	HOURS	LIST	NET	TOTAL
------	--------	------	------	------	-------	------	-----	-------

9207 SPEARS, CODY LIC#: \*  
CP 0.50 62.50 62.50

9016 CUSTOMER STATES 16 POINT INSPECTION  
9207 SPEARS, CODY LIC#: \*  
I30 0.50 (N/C)

159650 SRS 1.00 FOUND AND DIAGNOSED DTC B0021-11 LEFT CURTAIN  
DEPLOYMENT SQUIB 1 CIRCUIT SHORT TO GROUND FOUND LEFT CURTAIN AIRBAG  
INTERNALLY SHORTED RECOMMENDED REPLACEMENT CUSTOMER DECLINED

\*\*\*\*\*

E\*\* CUST STATES FACTORY RECALLS  
50 CUST STATES FACTORY RECALLS  
9207 SPEARS, CODY LIC#: \*  
I30 0.00 (N/C)

\*\*\*\*\*

CUSTOMER PAY SHOP SUPPLIES FOR REPAIR ORDER 6.25

I have received an explanation of the work performed.

I acknowledge the accuracy of the description(s) of the problem(s) and/or symptom(s) experienced as stated on this repair order.

CUSTOMER SIGN OR INITIAL: \_\_\_\_\_

*Thank you for bringing your vehicle to Kings Chrysler Jeep Dodge for service.*

SERVICE HOURS:

MON. - FRI. 7:30 A.M. - 6:00 P.M.  
SATURDAY 8:00 P.M. - 4:00 P.M.

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.

CUSTOMER SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	125.00
PARTS AMOUNT	59.30
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	6.25
TOTAL CHARGES	190.55
LESS INSURANCE	0.00
SALES TAX	13.34
PLEASE PAY THIS AMOUNT	203.89



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

1200 New Jersey Avenue SE  
Washington, DC 20590

Dear Consumer:

NEF-160

As a follow-up to your report to the Vehicle Safety Hotline (VSH), we have recorded your information on the enclosed Vehicle Owner's Questionnaire (VOQ) form. Please review the form and make changes, additions and corrections as necessary. Additionally, please provide a more detailed description of the failure(s) you reported that you believe relevant to safety. Also, if available, include copies of repair invoices, letters to the manufacturer, or any other document related to the problem(s) you reported. If a crash or fire occurred, include a copy of the police or fire department report.

It is helpful to be as thorough as possible in your report so that our ability to use your report will be maximized. If you do not have the information, it is not necessary to complete all the boxes. However, it is very difficult to identify the scope of a vehicle problem unless the vehicle identification number (VIN) is known. The VIN is located inside the vehicle on the dashboard adjacent to the left (driver's side) of the windshield pillar and on the drivers' door or the driver's door jam. It may also be listed on a dealer repair invoice or your insurance or registration cards. When reporting a tire problem, the brand name, tire line and complete tire size should be included. Be certain to provide the DOT tire identification number. It is usually located near the rim flange of the tire on either side of the tire.

We do not make your personal information (name, address, phone numbers, etc.) available to the general public. However, if we open an investigation that involves your vehicle, we will provide the manufacturer of your vehicle with a complete copy of your report. The information you provide may assist the manufacturer and NHTSA in determining if a safety-related defect exists.

Any information provided is entirely voluntary. There is no consequence or penalty of any kind if you do not wish to provide it. We seek this information to develop both statistical and investigative evidence that will help identify potential safety related problems in vehicles or vehicle equipment, e.g., tires, child safety seats, jacks, etc.

When completed, please fold and staple or tape the form so that the pre-addressed portion of the form is on the outside. If a larger envelope is used, tape the VOQ form to the larger envelope so that the pre-addressed portion of the form is showing.

If further assistance is needed, please contact the VSH at their toll-free number, 1-888-327-4236.

Thank you for your cooperation.

Sincerely,

Randy Reid Chief  
Correspondence Research Division  
Office of Defects Investigation  
Enforcement

Enclosure: VOQ

