



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: 01-APR-2019
JUN 12 2019
Repository
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OWNER INFORMATION (Type or Print)

Name: [REDACTED]
Address: [REDACTED]
City: FRANKLINTON State: NC Zip Code: [REDACTED]

Daytime Telephone Number: [REDACTED] E-mail Address: [REDACTED]
Evening Telephone Number: [REDACTED]

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: 3C63RRKL5HG [REDACTED]
Make: RAM Model: 3500 Model Year: 2017
Date Purchased: OCT 2017 Dealer's Name and Telephone Number: Capital Jeep Chrysler
Original Owner: Dealer's City: GARNER, NC State: NC Zip Code: 27529 Engine: No. Cylinders: 6 Fuel Type: Diesel
Transmission Type: Auto Antilock Brakes: Powertrain: Multiple Failure: Incident Date(s): 30-MAR-2019
 Cruise Control

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Codes: 020000 SUSPENSION, 010000 STEERING
Failure Mileage: N/A Failure Speed: N/A

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: Yes No Fire: Yes No
Number of Persons Injured: 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 2017 RAM 3500. THE CONTACT RECEIVED A RECALL NOTIFICATION FOR NHTSA CAMPAIGN NUMBER: 19V021000 (STEERING). THE CONTACT SPOKE WITH THE MANUFACTURER AND DISAGREED WITH THEIR RECOMMENDATION TO WELD THE NUTS TO THE ADJUSTOR SLEEVE IF THEY MET THE TORQUE REQUIREMENTS. WESTGATE DODGE RAM (10936 STAR RD, WAKE FOREST, NC 27587, (919) 556-3137) AND A TECHNICIAN ALSO EXPRESSED DISBELIEF IN THE REPAIR RECOMMENDATION. THE VEHICLE WAS NOT REPAIRED. THE CONTACT HAD NOT EXPERIENCED A FAILURE.

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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)

I Had westgate dodge perform the recall in keeping with safety for my family & myself. I completely disagree with the repair method. Why would you weld a nut to a sleeve that is meant meant to be adjustable? I highly request that the Chrysler Corp. replace my steering component w/ new & improved model. After all my vehicle stickered at \$79,500! Thank you.

ATTACH ADDITIONAL SHEETS IF NECESSARY

RALEIGH
NO 275
04 MAY '80
PHEL



NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES



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

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**



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