



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

Repository ☐

13-JUN-2019

Reference No.

SEP 11 2019

11219691

OWNER INFORMATION (Type or Print)

Name [REDACTED]
 Address [REDACTED]
 City JAMAICA State NY Zip Code [REDACTED]

Daytime Telephone Number

E-mail Address

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
 3C7WRTCJ5JG [REDACTED] Make RAM Model 3500 Model Year 2018

Date Purchased

Dealer's Name and Telephone Number

Engine:

Fuel Type:

Original Owner ☐

Dealer's City

State

Zip Code

No: Cylinders

8

Gas

Transmission Type

☐ Antilock Brakes

Powertrain

Multiple Failure:

Incident Date(s)

25-JAN-2019

☐ Cruise Control

Automatic

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 010000 STEERING

Failure Mileage

Failure Speed

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

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).

TC* THE CONTACT OWNS A 2018 RAM 3500. THE CONTACT RECEIVED A RECALL NOTICE FOR NHTSA CAMPAIGN NUMBER: 19V021000 (STEERING). SOUTH SHORE CHRYSLER DODGE JEEP RAM (516-371-1500, LOCATED AT 550 BURNSIDE AVE, INWOOD, NY 11096) WAS CONTACTED AND INDICATED THAT THEY DID NOT SERVICE LARGE TRUCKS SUCH AS THE CONTACT'S MODEL AND DID NOT HAVE THE TOOLS TO SERVICE THE RECALL CAMPAIGN. STAR CHRYSLER JEEP DODGE RAM (718-479-6200, LOCATED AT 211-10 JAMAICA AVE, QUEENS VILLAGE, NY 11428) STATED THAT THEY WERE UNABLE TO PROVIDE THE TOOLS, PART, AND WELDING THAT MAY BE REQUIRED TO SERVICE THE RECALL. THE MANUFACTURER CONTACTED GARDEN CITY JEEP CHRYSLER DODGE RAM SRT (283 N FRANKLIN ST, HEMPSTEAD, NY 11550, 516-483-2700) AND WAS INFORMED THAT THE PART WOULD NOT BE PROVIDED UNTIL MID DECEMBER OF 2019. THE MANUFACTURER WAS CONTACTED TO ADDRESS PART AVAILABILITY. THE CONTACT HAD NOT EXPERIENCED A FAILURE. PARTS DISTRIBUTION DISCONNECT.

I was Told That even Though This recall involved a loss of Steering, it was ok To wait until December 2019 For part.

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.