

Continuous Quality Insight Report

Model Year		Body	
Built Date		Market	U
Color	PAU	GRANITO LUCENTE (GRANITE CRYSTAL)	
Engine	ETK	6.7L I6 CUMMINS TURBO DIESEL ENGINE	Serial #
Transmission	D	AUTOMATIC	TRANSMISSION
Color	PAU	GRANITO LUCENTE (GRANITE CRYSTAL)	

Report #		System Key		Report Version	5	Open Date	
Close Date		Narrative Date		Mileage	0		
		Engine Built Date		Built Date			

Dealer	
Dealer Address	800
Dealer City	
State	
Zip	

Overview

Printed User Guide format is easy to understand and use	4 (agree).
Overall, how satisfied are you with the quality of your new vehicle?	Very dissatisfied.
Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?	No (after completing your survey, we will provide a link to download your vehicle application to your smartphone.).
Which automotive publications do you subscribe to? (check all that apply)	None or other (if other, please describe).
Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?	Yes.
If our team has any additional questions about your responses, would you accept further contact?	Yes, by phone or e-mail.
Would you recommend this vehicle to family or friends?	No.
How many visits did you make to the dealer?	
Was the trouble resolved to your satisfaction?	No.
Where did you take your vehicle to have your trouble checked out? (check all that apply)	Took to a different dealer.
Please explain further about your choice to recommend your vehicle:	For the cost of this vehicle () the fit and finish should be much higher and the issues a customer encounters should not be dismissed as 'normal'.
Were the trouble(s) repaired or explained?	Partially (please explain further, if applicable). Some issues have been addressed, others dismissed as normal (again)
Please rate your overall level of satisfaction with the Printed User Guide	4 (satisfied).
Information in the Printed User Guide is easy to find and access	4 (agree).
Printed User Guide covers the necessary features	4 (agree).
Have you taken your vehicle to a dealer to have your trouble(s) corrected or explained?	Yes.
Did you review the Printed User Guide?	Yes.
Did you review the Owner's Information DVD?	No.

Seat Squeak/Rattle

Approximate mileage when trouble was first noticed was:	
To the best of your recollection, the trouble was first noticed:	Within the after delivery.
Please indicate which seat has a squeak/rattle (check all that apply):	Driver's side rear seat. Squeak can be heard at times.
Seat Squeak/Rattle	Seat Squeak/Rattle.
How often does this trouble occur?	Trouble occurs intermittently.
Trouble occurs under these surface conditions (check all that apply):	Level Ground. On city streets

Shift between gears is rough/harsh under normal driving conditions

Please indicate driving condition where the shifting trouble is noticeable (check all that apply):	Deceleration. Normal acceleration. Soon after vehicle start-up. Maintaining a fairly constant speed on level roads. City driving/stop-and-go traffic. While driving on level roads. Long after vehicle start-up. Other (please describe). Please see previous responses here. I feel like I'm repeating myself for the same issue Going up an incline. Maintaining a fairly constant speed while driving on steep/hilly roads.
How often does this trouble occur?	Trouble occurs regularly.
Please indicate approximate operating temperature when shifting trouble occurs (check all that apply):	Other (please describe). Again, same response as before.
Approximate mileage when trouble was first noticed was:	
Going into which gear/gears does the trouble occur? (check all that apply)	Other (please describe). to or higher
To the best of your recollection, the trouble was first noticed:	At delivery.

Squeak/rattle/abnormal noises from door panels

How often does this trouble occur?	Trouble occurs regularly.
Please indicate which interior door panels had abnormal noises (check all that apply):	Driver's side rear door. Rattle can be heard while music plays [REDACTED] on volume control.
Please describe conditions when this trouble occurs:	Music is playing at number greater than [REDACTED] an [REDACTED] on the 8.4 display
Approximate mileage when trouble was first noticed was:	[REDACTED].
To the best of your recollection, the trouble was first noticed:	Within the [REDACTED] after delivery.

Welcome	
Has this vehicle been taken to a dealer to have any trouble(s) corrected or explained?	Yes.
Please tell us how many miles are currently on your vehicle:	[REDACTED].
Are you the primary driver of this vehicle?	Yes.

Abnormal Noises	
Abnormal Noises	Squeak/rattle/abnormal noises from door panels.

Axle makes whining, howling, clunking, or grinding noises	
Please describe conditions when this trouble occurs:	often, see previous responses
Are you using your vehicle for towing when the problem occurs?	No.
The trouble occurs at these speeds (check all that apply):	At highway speeds ([REDACTED]), while coasting (no brake or gas). At low speeds ([REDACTED]), while coasting (no brake or gas). At highway speeds ([REDACTED]), while accelerating. At low speeds ([REDACTED]), while accelerating.
To the best of your recollection, the trouble was first noticed:	At delivery.
Approximate mileage when trouble was first noticed was:	[REDACTED].
How often does this trouble occur?	Trouble occurs regularly.

Vehicle Satisfaction Ratings	
Comfort of driver bottom seat cushion	4.
What is your attitude overall towards the BRAND of your new car?	1.
Comfort of driver headrest.	4.
Climate control operation (function and ease of use)	4.
How well the driver seat holds you in place while cornering.	3.
Brake responsiveness/effort	4.
Feel of the seat material	4.
Ease of adjusting driver seat to desired position.	4.
Ease of using system displays while driving	4.
Appearance of exterior paint	3.
Support for popular music/video formats	3.
Headlight illumination/performance during night-time driving	4.
Side/profile view styling (driver's side or passenger's side exterior area)	4.
How do you feel about the VALUE of your new car? (i.e.	1.
Comfort of driver seat back	4.
Ride quality	4.
Ease of getting into and out of vehicle	4.
How do you feel about the durability of your new vehicle?	3.
What is your attitude overall towards your new car?	2.
Ease of folding rear seats to desired position.	4.
Ease of adjusting rear seats to desired position.	4.
Exterior design and appearance (overall impression)	3.
Wheels, rims, and tires appearance and styling	4.
Front view styling (front fascia, hood, grille, headlight area)	4.
Clarity of sound	5.
Integration with media players	4.
Engine sound	4.
Vehicle storage and space usage	5.
Steering and handling (responsiveness, stability)	4.
Overall rating of the driver seat	4.
Location and usefulness of interior lighting	4.
Operating controls while driving (gear selector, turn signals, horn, etc.)	4.
Is there anything about your new vehicle you would like to see changed?	Quality control and timely address of issues
Head/leg/foot room	4.
Safety and visibility while driving	4.
Engine performance during acceleration	4.
Navigation system route accuracy	2.
What are your favorite parts of your new vehicle?	Interior and storage
Engine exhaust sound	4.
Fuel economy and driving range	3.
Difficult driving conditions (adverse weather, off-road)	4.
Interior comfort, design and appearance of interior (overall impression)	4.
Steering wheel adjustment	4.
Interior noise level while driving	3.
Transmission gear change performance (smoothness)	1.

How was your purchasing experience (the dealer/dealership)?	4.
Comfort of the rear (2nd row) seats.	4.
Integration with phones	4.
Overall audio, entertainment, and navigation system impression	5.
Rear view styling (rear fascia, bumper)	4.

Transmission makes abnormal/excessive noises	
Please indicate driving condition when noise occurs (check all that apply):	Normal acceleration. light acceleration during rush hour traffic Going down an incline. stop and go traffic Long after vehicle start-up. Maintaining a fairly constant speed on level roads. stop and go traffic Maintaining a fairly constant speed while driving on steep/hilly roads. stop and go traffic Soon after vehicle start-up. City driving/stop-and-go traffic. stop and go traffic Hard acceleration. Chirp from trans (shifting from 3-4) is louder during more aggressive driving
Please indicate approximate operating temperature when shifting trouble occurs (check all that apply):	Other (please describe). Happens at various times from cool to hot.
Noise sounds like (Check all that apply):	Other noise (please describe). Chirp Thumping. At times a clunk/thump can be heard during shifting Knocking. At times a clunk/thump can be heard during shifting
To the best of your recollection, the trouble was first noticed:	At delivery.
Approximate mileage when trouble was first noticed was:	██████.
How often does this trouble occur?	Trouble occurs regularly.
Please describe conditions when this trouble occurs:	accelerating and then lifting the throttle to decelerate and/or stop
Additional Comments:	It seems to happen when the throttle is closed (lift from accelerator) and the transmission decides to shift into the next higher gear.

Abnormal squeaks/rattles/noises coming from rear side doors	
Please indicate which rear door has abnormal noises (check all that apply):	Passenger's side rear door. rattles from door when music playing Driver's side rear door. rattles from door when music playing
How often does this trouble occur?	Trouble occurs regularly.
Approximate mileage when trouble was first noticed was:	██████.
Please describe conditions when this trouble occurs:	Music is playing at number greater than 10 and ██████ on the ██████ display
To the best of your recollection, the trouble was first noticed:	Within the ██████ after delivery.

Side window broken/not working (open/close function)	
Please indicate which of the following best describes your concern (check all that apply):	Difficult to close. Sometimes the window will not close o ██████ Sometimes, it will roll up about 1" and then roll all the way down.
Please describe conditions when this trouble occurs:	Roll up window with control
Approximate mileage when trouble was first noticed was:	██████.
Side windows are:	Power windows.
Please indicate what type of trouble was experienced with the side window (check all that apply):	Other (please describe). Drivers side window will not respond to up request - video here - https://www.youtube.com/watch?v=OXrJDK1DiYI
To the best of your recollection, the trouble was first noticed:	Within the ██████ after delivery.
Please indicate which window is the source of the trouble (check all that apply):	Driver's side front door window. Window will not roll up intermittently - ██████ - https://www.youtube.com/watch?v=c6mE-hCIRfw
Trouble with the window occurs:	While closing.
How often does this trouble occur?	Trouble occurs intermittently.

Transmission Noises	
Transmission Noises	Transmission makes abnormal/excessive noises.

Shifts at wrong times	
Please indicate driving condition where the shifting trouble is noticeable (check all that apply):	Soon after vehicle start-up. Normal acceleration. Maintaining a fairly constant speed on level roads. Deceleration. Maintaining a fairly constant speed while driving on steep/hilly roads. Long after vehicle start-up. Other (please describe). Truck seems to like shift all the way to ██████ as soon as possible no matter the speed Coasting (no gas pedal applied). While driving on level roads. City driving/stop-and-go traffic. Going up an incline. Going down an incline.
Please indicate approximate operating temperature when shifting trouble occurs (check all that apply):	Warm condition: Vehicle has been driven 5 to ██████ from a cold start, or vehicle is restarted after being off for a 1 to 6 hour period. Cool condition: Vehicle has been driven ██████ from a cold start where the vehicle has not been running for at least ██████. Normal condition: Vehicle has been driven ██████ from a cold start, or vehicle is restarted after being off for ██████. Hot condition: Vehicle has been driven ██████ under severe load and/or in temperatures ██████. Other (please describe). more repetitive response here... Truck seems to like shift all the way to ██████ as soon as possible no matter the speed

Going into which gear/gears does the trouble occur? (check all that apply)	5th Gear. [REDACTED]. Other (please describe). Truck seems to like shift all the way to [REDACTED] as soon as possible no matter the speed [REDACTED].
How often does this trouble occur?	Trouble occurs regularly.
Are you using your vehicle for towing when the problem occurs?	No.
To the best of your recollection, the trouble was first noticed:	At delivery.
Approximate mileage when trouble was first noticed was:	[REDACTED].

Vehicle Issues/Things Gone Wrong	
Continuous Quality Insight	Seats. Vehicle Exterior. Transmission and Drivetrain. Features/Controls/Displays. Interior Trim/Storage/Windows.

Exterior Appearance/Paint:	
Exterior Appearance/Paint:	Paint chip/scratch/other surface damage from outside influence present at delivery. Dents/dings were present on exterior body panels at delivery. Paint blemish/dirt in paint/foreign material under surface. Exterior molding/exterior trim damaged/scratched/loose/misaligned/falling off.

Appearance	
Appearance	Overhead console has gaps/poor fit. [REDACTED] has gaps/poor fit.

Seat material is sagging/loose/parting seams	
Approximate mileage when trouble was first noticed was:	[REDACTED].
Please indicate which seat is sagging/loose/parting seams (check all that apply)	Driver's side rear seat. Leather has detached from side and bottom of rear seat

Rear Side Doors	
Rear Side Doors	Abnormal squeaks/rattles/noises coming from rear side doors.

Side window operation/controls	
Side window operation/controls	Side window broken/not working (open/close function).

Abnormal squeaks/rattles/noises coming from front doors	
Please indicate which door has abnormal noises (check all that apply):	Passenger's side front door. rattles from doors when music playing Driver's side front door. rattles from doors when music playing
To the best of your recollection, the trouble was first noticed:	Within the [REDACTED] after delivery.
Approximate mileage when trouble was first noticed was:	[REDACTED].
How often does this trouble occur?	Trouble occurs regularly.

Paint blemish/dirt in paint/foreign material under surface	
Approximate mileage when trouble was first noticed was:	[REDACTED].
To the best of your recollection, the trouble was first noticed:	Within the [REDACTED] after delivery.
Please indicate the location of the paint issue (check all that apply):	Driver's side rear door. metal flashing under paint, circled by factory and unresolved.

[REDACTED] has gaps/poor fit	
To the best of your recollection, the trouble was first noticed:	At delivery.
Approximate mileage when trouble was first noticed was:	[REDACTED].
Please indicate which [REDACTED] you are having a concern with.	[REDACTED]. [REDACTED] does not return to original position. Have to check to ensure the visor is all the way stowed.
Please describe in the box below where on the sun visor the trouble with excessive gaps/poor fit of materials is located:	[REDACTED] does not return to original position. Have to check to ensure the visor is all the way stowed.

Overhead console has gaps/poor fit	
Please describe in the box below where on the overhead console the trouble with excessive gaps/poor fit of materials is located:	Looks cheap and is not fitted well. [REDACTED] of plastic are not flush with each other. Neither is flush with headliner. Gaps can be seen all around.
To the best of your recollection, the trouble was first noticed:	At delivery.
Approximate mileage when trouble was first noticed was:	[REDACTED].

Detail on High Rated Items	
You rated overall audio, entertainment, and navigation system impression High. Use this space to provide any specific comments you would like to share.	The [REDACTED] [REDACTED] a great addition to this truck.
You rated vehicle storage and space usage High. Use this space to provide any specific comments you would like to share.	The extra space of the [REDACTED] ram box is a feature I really enjoy.
You rated clarity of sound High. Use this space to provide any specific comments you would like to share.	It sounds great when the window buttons and lock posts aren't rattling in the door panels
We want to hear what's on your mind. Please use this space to comment on any feature of the vehicle that you feel far exceeded your expectations.	The interior looks good and the navigation/radio is top notch.

Exterior moldings/trim pieces loose/misaligned/falling off	
Approximate mileage when trouble was first noticed was:	[REDACTED].

Please indicate which body panels had moldings/trim pieces that were loose/misaligned/falling off (check all that apply):	Other location (please describe). Truck bed. Passenger side front under trim not attached properly due to rolled metal.
Please indicate the type of trouble you experienced regarding the exterior moldings/trim pieces:	Exterior molding/trim is poorly aligned or fitted.
To the best of your recollection, the trouble was first noticed:	Within the [REDACTED] after delivery.
Axle(s)	
Axle(s)	Axle makes whining, howling, clunking, or grinding noises.
What Can We Do Better?	
What has [REDACTED] done right?	Stood behind your product and replaced my [REDACTED] with multiple issues with a [REDACTED] that has a few [REDACTED].
Feedback/Concerns:	Get your quality control in order.
Automatic Transmission	
Automatic Transmission	Shifts at wrong times. Shift between gears is rough/harsh under normal driving conditions.
Dents/dings were present on exterior body panels at delivery	
Please indicate which body panels had dents/dings present at delivery (check all that apply):	Driver's side rear door. inside door, metal flashing and painted over the top. Blue circle from factory to mark issue, never resolved before delivery Other location (please describe). Passenger side lower front of bed. Metal rolled over and then painted as if it were dropped or impacted before body paint applied. Driver's side rear pillar. Ding on pillar just above truck bed Passenger's side rear pillar. Dent on pillar just above truck bed
Approximate mileage when trouble was first noticed was:	[REDACTED].
Paint chip/scratch/other surface damage from outside influence present at delivery	
Please indicate which body panels had paint chip/scratch/other surface damage present at delivery (check all that apply):	Passenger's side rear pillar. dent in pillar just above bed Driver's side rear pillar. dent in pillar just above bed
Approximate mileage when trouble was first noticed was:	[REDACTED].
Features and Controls	
Features and Controls	Side window operation/controls.
Contact Me	
Based on the feedback you provided, would you like someone from [REDACTED] to contact you about your [REDACTED] vehicle?	Yes.
To better serve you, briefly describe the topic(s) you would like to discuss. Please provide us with a phone number you can be reached at during daytime hours. Thank you.	It's not necessary for you to call me, but if you want an honest opinion about your product and service, I'll be happy to discuss it with you. [REDACTED] (any day [REDACTED])
Front Doors	
Front Doors	Abnormal squeaks/rattles/noises coming from front doors.
Seat Material	
Seat Material	Seat material is sagging/loose/parting seams.

Continuous Quality Insight Report

VIN		Model Year		Body		RAM		CREW CAB	
Built Date		Market	U					ASSEMBLY	
Color	PBU	TRUE BLUE		COAT					
Engine	ETK		16 CUMMINS TURBO DIESEL ENGINE		Serial #				
Transmission	D		AUTOMATIC		Serial #				
Color	PBU	TRUE BLUE		COAT					

Report #		System Key		Report		5	Open Date	
Close Date		Narrative Date		Mileage		0		
		Engine Built Date		Built Date				

Address				State		Zip	
---------	--	--	--	-------	--	-----	--

Vehicle Satisfaction Ratings	
Engine sound	4.
Head/leg/foot room	3.
Fuel economy and driving range	4.
Integration with phones	4.
Interior noise level while driving	4.
Ease of adjusting driver seat to desired position.	3.
Comfort of driver seat back	3.
Overall audio, entertainment, and navigation system impression	4.
Difficult driving conditions (adverse weather, off-road)	4.
Transmission gear change performance (smoothness)	4.
How well the driver seat holds you in place while cornering.	3.
Wheels, rims, and tires appearance and styling	4.
Front view styling (front fascia, hood, grille, headlight area)	4.
What is your attitude overall towards your new car?	4.
Overall rating of the driver seat	2.
How was your purchasing experience (the dealer/dealership)?	4.
Comfort of the rear (2nd row) seats.	3.
Engine performance during acceleration	4.
Ease of getting into and out of vehicle	3.
Safety and visibility while driving	4.
Steering wheel adjustment	4.
Ease of adjusting rear seats to desired position.	4.
Engine exhaust sound	4.
Feel of the seat material	3.
Ease of folding rear seats to desired position.	4.
Integration with media players	4.
Clarity of sound	4.
Headlight illumination/performance during night-time driving	4.
Exterior design and appearance (overall impression)	4.
Navigation system route accuracy	4.
Comfort of driver headrest.	3.
Ride quality	4.
Brake responsiveness/effort	4.
Location and usefulness of interior lighting	4.
Climate control operation (function and ease of use)	4.
Side/profile view styling (driver's side or passenger's side exterior area)	4.
Comfort of driver bottom seat cushion	3.
Ease of using system displays while driving	4.
Vehicle storage and space usage	4.
Operating controls while driving (gear selector, turn signals, horn, etc.)	4.
Interior comfort, design and appearance of interior (overall impression)	3.
What is your attitude overall towards the BRAND of your new car?	4.
How do you feel about the VALUE of your new car? (i.e.	4.
How do you feel about the durability of your new vehicle?	4.
Steering and handling (responsiveness, stability)	4.
Support for popular music/video formats	4.
What are your favorite parts of your new vehicle?	Tows better than my 97 dodge
Appearance of exterior paint	4.
Is there anything about your new vehicle you would like to see changed?	Comfortable seats
Rear view styling (rear fascia, bumper)	4.

About You	
Which of the following best describes the area you live in?	Rural.
Vehicle availability	5.
Primary vehicle you were considering:	Chevrolet. Primary Considered Vehicle: New.
Please tell us about the vehicle you replaced (if applicable)	Dodge. Replaced Vehicle: Purchased New.
Please indicate your ethnicity	White.
Primary vehicle in your household:	Cadillac. Primary Household Vehicle: Purchased New.
Which, if any, influenced your purchase decision? (check all that apply):	Previous experience with the vehicle/brand.
Dealership treatment	5.
Did you purchase or lease your vehicle?	Purchase.
Convenience of dealership location	5.
What is your primary language?	English.
Vehicle styling	5.
Please indicate your gender	Female.
Price	5.
Vehicle quality	5.
When considering this vehicle	Interact with dealership by phone.
Trade-in allowance	2.
Please indicate the primary driver's age.	40 - 49.
Financing options	5.
Ability to test drive	3.
What is your average miles per gallon (MPG) with your vehicle?	█████ mpg.
Vehicle fuel economy	5.
Vehicle performance	5.

Fuel cap difficult to open/close	
To the best of your recollection, the trouble was first noticed:	At delivery.
Additional Comments:	Plastic cap could be lost easily.
Approximate mileage when trouble was first noticed was:	█████.

Height adjustment controls are difficult to understand/use	
Please indicate which of the following best describes your concern (check all that apply):	Difficult to use.
Additional Comments:	Seats are hard as a brick. And you are sore when you get out. No leg room.
Please indicate which seat's controls are difficult to understand/use (check all that apply):	Driver's seat. Front passenger seat.
Please indicate which type of seat controls are difficult to understand/use (check all that apply):	Memory Seat Function.

Seat material concerns	
How often does this trouble occur?	Trouble occurs regularly.
Please indicate which seat has trouble with its material (check all that apply):	Front passenger seat. Driver's seat.
To the best of your recollection, the trouble was first noticed:	Within the ██████ after delivery.
Seat material trouble is:	Other (please describe).
Additional Comments:	Seats are hard. Your legs and knees and back hurts and no leg room
Approximate mileage when trouble was first noticed was:	█████.

Brakes do not have enough stopping power; brake pedal requires too much effort	
Approximate mileage when trouble was first noticed was:	█████.
To the best of your recollection, the trouble was first noticed:	Within the ██████ after delivery.
Trouble with brakes occurs during this type of braking (check all that apply):	While towing.
How often does this trouble occur?	Trouble occurs regularly.
Trouble with brakes occurs while traveling at these speeds (check all that apply):	Low speeds (█████).
Trouble with brakes occurs while traveling in these road conditions (check all that apply):	All road conditions.

Vehicle Issues/Things Gone Wrong	
Continuous Quality Insight	Entertainment/Navigation System/Connectivity. Seats. Steering, Handling, and Ride. Features/Controls/Displays. Vehicle Exterior. Brake System.

Overview	
Would you recommend this vehicle to family or friends?	Yes.
Have you taken your vehicle to a dealer to have your trouble(s) corrected or explained?	No, the issue is related to the design of the vehicle.
Overall, how satisfied are you with the quality of your new vehicle?	Satisfied.
Information in the Printed User Guide is easy to find and access	3 (neither agree nor disagree).
Printed User Guide format is easy to understand and use	3 (neither agree nor disagree).

Did you review the Printed User [REDACTED]?	Yes.
Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?	Yes.
Which automotive publications do you subscribe to? (check all that apply)	Motor Trend.
If our team has any additional questions about your responses, would you accept further contact?	Yes, by phone or e-mail.
Printed User [REDACTED] covers the necessary features	3 (neither agree nor disagree).
Please rate your overall level of satisfaction with the Printed User [REDACTED]	3 (neither satisfied nor dissatisfied).
Did you review the Owner's Information DVD?	No.
Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?	No (after completing your survey, we will provide a link to download your vehicle application to your smartphone.).

Welcome	
Has this vehicle been taken to a dealer to have any trouble(s) corrected or explained?	No.
Are you the primary driver of this vehicle?	No.
Please tell us how many miles are currently on your vehicle:	[REDACTED].

Seat Squeak/Rattle	
Seat Squeak/Rattle	Seat Squeak/Rattle.
Please indicate which seat has a squeak/rattle (check all that apply):	Driver's seat.
Trouble occurs under these surface conditions (check all that apply):	Bumpy or uneven surface.
To the best of your recollection, the trouble was first noticed:	Within the [REDACTED] after delivery.
Approximate mileage when trouble was first noticed was:	[REDACTED].
How often does this trouble occur?	Trouble occurs intermittently.

Exterior Appearance/Paint:	
Exterior Appearance/Paint:	Exterior molding/exterior trim damaged/scratched/loose/misaligned/falling off.

Memory Seat controls are difficult to understand/use; in a poor location	
Please indicate why the controls are difficult to understand/use (check all the apply)	Operation of key fob is confusing/doesn't make sense.
Please indicate which of the following best describes your concern (check all that apply):	Difficult to understand.

Excessive wind noise	
Please indicate the location of the wind noise (check all that apply):	Driver's side rear window. Sounds like a flat Passenger's side rear door window. Sounds like a flat
To the best of your recollection, the trouble was first noticed:	Within the [REDACTED] after delivery.
How often does this trouble occur?	Trouble occurs intermittently.
Please describe conditions when this trouble occurs:	Normal driving
Approximate mileage when trouble was first noticed was:	[REDACTED].

Adjustments and Controls	
Adjustments and Controls	Head restraint adjustment controls are difficult to understand/use. Height adjustment controls are difficult to understand/use. Memory Seat controls are difficult to understand/use; in a poor location.

Vehicle vibrates excessively while driving (not braking)	
To the best of your recollection, the trouble was first noticed:	Within the [REDACTED] after delivery.
Vibration is:	Moderate.
Trouble occurs while traveling in these road conditions (check all that apply):	Clear/dry road conditions. All road conditions.
How often does this trouble occur?	Trouble occurs regularly.
Trouble occurs while traveling at these speeds (check all that apply):	High speeds ([REDACTED] H and above).
Are you using your vehicle for towing when the problem occurs?	Yes.
Approximate mileage when trouble was first noticed was:	[REDACTED].

Fuel gauge/low fuel warning light work properly, but difficult to understand/use; displays are in a poor location	
Please indicate why the fuel gauge/low fuel warning light controls/displays are difficult to understand/use; are in a poor location (check all that apply):	Controls/displays require too much attention to understand (must take eyes off the road for an excessive time).
Please indicate which of the following best describes your concern (check all that apply):	Poor location.
Additional Comments:	Heard a ping didn't know what it was.

Wind Noise	
Wind Noise	Excessive wind noise.

Foot pedals poorly located; too close/far from other pedal(s)	
Is the brake pedal location:	Other location trouble (please describe).
Additional Comments:	The gas pedal is too close to the hump in the middle. No foot room

Exterior moldings/trim pieces loose/misaligned/falling off	
Additional Comments:	Scratch on the hood
To the best of your recollection, the trouble was first noticed:	Within the [REDACTED] after delivery.
Approximate mileage when trouble was first noticed was:	[REDACTED].

Head restraint adjustment controls are difficult to understand/use	
Please indicate why the controls are difficult to understand/use (check all that apply):	Controls require too much effort/force to operate.
Please indicate which seat's head restraint controls are difficult to understand/use (check all that apply):	Front passenger seat. Driver's side [REDACTED]. Passenger's side [REDACTED]. Driver's seat.
Please indicate which of the following best describes your concern (check all that apply):	Difficult to understand.
Brake Operation	
Brake Operation	Brakes do not have enough stopping power; brake pedal requires too much effort. Foot pedals poorly located; too close/far from other pedal(s).
Detail on High Rated Items	
We want to hear what's on your mind. Please use this space to comment on any feature of the vehicle that you feel far exceeded your expectations.	Pulls well and very good lighting
Displays and Instruments	
Displays and Instruments	Fuel gauge/low fuel warning light work properly, but difficult to understand/use; displays are in a poor location.
Fuel filler door/cap	
Fuel filler door/cap	Fuel cap difficult to open/close.
What Can We Do Better?	
What has [REDACTED] done right?	No more drive or overdrive button.
Feedback/Concerns:	Make the vehicle more comfortable. More leg room
Contact Me	
Based on the feedback you provided, would you like someone from [REDACTED] to contact you about your [REDACTED] vehicle?	No.
Detail on Low Rated Items	
We want to hear what's on your mind. Please use this space to comment on any feature of the vehicle that fell well below your expectations.	Seat comfort. Leg room and pucks for trailer chains arr to big for the hooks
Seat Material	
Seat Material	Seat material concerns.
Noise and Vibration	
Noise and Vibration	Vehicle vibrates excessively while driving (not braking).

Continuous Quality Insight Report

VIN		Model Year		Body		RAM		CREW	
Built Date		Market	U	Plant	8475				
		BRIGHT WHITE CLEAR COAT							
Engine	ETK	6.7L I6 CUMMINS TURBO DIESEL ENGINE				Serial #			
Transmission	DEG		MANUAL		TRANSMISSION	Serial #			
		BRIGHT WHITE CLEAR COAT							

Report #		System Key		Report Version	5	Open Date	
Close Date		Narrative Date		Mileage	0		
		Engine Built Date		Built Date			

Address		State		Zip	
---------	--	-------	--	-----	--

Vehicle Satisfaction Ratings	
What are your favorite parts of your new vehicle?	Manual trans, rear air suspension,
Comfort of driver seat back	5.
Support for popular music/video formats	5.
How do you feel about the durability of your new vehicle?	5.
Appearance of exterior paint	5.
Ease of adjusting driver seat to desired position.	5.
Rear view styling (rear fascia, bumper)	5.
Wheels, rims, and tires appearance and styling	3.
Steering and handling (responsiveness, stability)	5.
Is there anything about your new vehicle you would like to see changed?	HID/LED forward lighting, keyless enter'n'go option for manual trans. Higher HP and torque ratings for the manual trans.
Ease of adjusting rear seats to desired position.	5.
Ease of folding rear seats to desired position.	5.
Headlight illumination/performance during night-time driving	3.
How well the driver seat holds you in place while cornering.	4.
What is your attitude overall towards your new car?	5.
How was your purchasing experience (the dealer/dealership)?	5.
Steering wheel adjustment	5.
Clarity of sound	5.
Engine exhaust sound	5.
Comfort of the rear (2nd row) seats.	5.
Integration with media players	4.
Engine performance during acceleration	4.
Safety and visibility while driving	5.
Interior comfort, design and appearance of interior (overall impression)	5.
Exterior design and appearance (overall impression)	5.
Feel of the seat material	5.
Ride quality	5.
Side/profile view styling (driver's side or passenger's side exterior area)	5.
Navigation system route accuracy	5.
Comfort of driver headrest.	5.
Comfort of driver bottom seat cushion	5.
Brake responsiveness/effort	4.
How do you feel about the VALUE of your new car? (i.e.	4.
Ease of using system displays while driving	4.
Climate control operation (function and ease of use)	4.
Location and usefulness of interior lighting	5.
What is your attitude overall towards the BRAND of your new car?	5.
Overall rating of the driver seat	5.
Vehicle storage and space usage	5.
Operating controls while driving (gear selector, turn signals, horn, etc.)	4.
Head/leg/foot room	5.
Interior noise level while driving	5.
Engine sound	5.
Ease of getting into and out of vehicle	5.
Integration with phones	4.
Overall audio, entertainment, and navigation system impression	4.
Transmission gear change performance (smoothness)	4.
Front view styling (front fascia, hood, grille, headlight area)	5.
Fuel economy and driving range	4.

Transmission makes abnormal/excessive noises	
Please indicate driving condition when noise occurs (check all that apply):	While driving on level roads. In [redacted] during steady speed and light load [redacted]. Coasting (no gas pedal applied). While coasting in [redacted], below [redacted].
Please indicate approximate operating temperature when shifting trouble occurs (check all that apply):	Hot condition: Vehicle has been driven [redacted] under severe load and/or in temperatures [redacted]. Warm condition: Vehicle has been driven 5 to [redacted] from a cold start, or vehicle is restarted after being off for a 1 to 6 hour period. Normal condition: Vehicle has been driven [redacted] from a cold start, or vehicle is restarted after being off for [redacted]. Cool condition: Vehicle has been driven [redacted] from a cold start where the vehicle has not been running for at least [redacted].
To the best of your recollection, the trouble was first noticed:	Within the [redacted] after delivery.
Additional Comments:	I have researched the [redacted] noise online, and found many [redacted] of [redacted] transmissions exhibiting the same condition.
How often does this trouble occur?	Trouble occurs regularly.
Approximate mileage when trouble was first noticed was:	[redacted]
Noise sounds like (Check all that apply):	Ticking/tapping. When driving in [redacted] at engine speeds from [redacted]-1500rpm at light/no load or coasting

Vehicle Issues/Things Gone Wrong	
Continuous Quality Insight	Steering, Handling, and Ride. Entertainment/Navigation System/Connectivity. Transmission and Drivetrain.

Overview	
Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?	Yes.
Which automotive publications do you subscribe to? (check all that apply)	Motor Trend. Road and Track.
If our team has any additional questions about your responses, would you accept further contact?	Yes, by phone or e-mail.
Did you review the Owner's Information DVD?	No.
Overall, how satisfied are you with the quality of your new vehicle?	Satisfied.
Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?	No (after completing your survey, we will provide a link to download your vehicle application to your smartphone.).
Printed User Guide covers the necessary features	4 (agree).
Please explain further about your choice to recommend your vehicle:	I like [redacted] trucks, and [redacted] engines, and the manual transmission. Overall fit and finish of the truck is very good in my opinion, and compares very favorably to [redacted] and [redacted] trucks I have looked at.
Have you taken your vehicle to a dealer to have your trouble(s) corrected or explained?	Other (please explain further, if applicable). I had the tires balanced under warranty to address vibration issue. I had coolant level topped off after receiving a low coolant message. I have not had the clutch pedal vibration looked at yet, nor the 5th gear ticking. I plan to have the clutch pedal assessed by my dealer.
Would you recommend this vehicle to family or friends?	Yes.
Did you review the Printed User Guide?	Yes.
Information in the Printed User Guide is easy to find and access	5 (strongly agree).
Please rate your overall level of satisfaction with the Printed User Guide	4 (satisfied).
Printed User Guide format is easy to understand and use	5 (strongly agree).

Clutch chatters/vibrates when engaging	
Additional Comments:	This is an odd condition, that doesn't seem to affect truck operation, but is an annoyance for comfort and smoothness of the vehicle.
Approximate mileage when trouble was first noticed was:	[redacted]
To the best of your recollection, the trouble was first noticed:	Within the [redacted] after delivery.
How often does this trouble occur?	Trouble occurs regularly.
When does the clutch chatter/vibrate when engaging? (check all that apply):	Between gears on acceleration. The vibration is felt and heard through the pedal itself. It seems to be engine vibration passing through the pedal in mid-stroke, while the engine speed is elevated any amount above idle. The higher the engine speed during the shift, the more pronounced the condition.
Are you using your vehicle for towing when the problem occurs?	No.
Please describe conditions when this trouble occurs:	I noticed this condition [redacted], and seems to have gotten a little worse. I am planning to have my dealer look at the issue.

Entertainment/Navigation System/Connectivity	
Please choose your cell phone carrier	Verizon Wireless.
Please choose your cell phone brand	Apple.
Entertainment/Navigation System/Connectivity	None
Please tell us your cell phone model	i [redacted]
If known, please tell us your software version	iOS [redacted]

[redacted]	[redacted]
------------	------------

Manual Transmission Clutch	
Manual Transmission Clutch	Clutch chatters/vibrates when engaging.
Hands-Free Phone / Bluetooth system voice activation doesn't recognize command	
How often does this trouble occur?	Trouble occurs regularly.
Do you usually set HVAC vent direction toward ceiling?	No.
Please describe when this trouble occurs:	When stating a name. Mis-interprets names
Additional Comments:	The VR feature is very slow, and doesn't accurately detect names. My previous vehicle was a [REDACTED] and it wasn't nearly as fancy, but the VR system seemed to work very well. I don't use it in my new Ram because it simply doesn't work very well and is frustrating.
What button did you use?	VR on steering wheel
Welcome	
Has this vehicle been taken to a dealer to have any trouble(s) corrected or explained?	Yes.
Are you the primary driver of this vehicle?	Yes.
Please tell us how many miles are currently on your vehicle:	[REDACTED]
Difficult to get into gear(s)	
Are you using your vehicle for towing when the problem occurs?	No.
Please describe conditions when this trouble occurs:	At all times and transmission temperatures.
Additional Comments:	I believe this is an issue with a heavy-duty transmission and a synchronized low gear. I have experience driving medium/Heavy duty trucks, so personally don't have an issue with this.
Approximate mileage when trouble was first noticed was:	[REDACTED]
Shifting into which gear is difficult? (check all that apply):	Difficult to shift into [REDACTED]. It is difficult to shift into [REDACTED] anytime, when stopped. If you shift into [REDACTED] initially, then it will allow you to shift into [REDACTED].
To the best of your recollection, the trouble was first noticed:	At delivery.
How often does this trouble occur?	Trouble occurs regularly.
Transmission Noises	
Transmission Noises	Transmission makes abnormal/excessive noises.
Hands-Free Phone / Bluetooth system loses connection	
Additional Comments:	My trouble is with the phone connecting with the vehicle. Sometimes when I enter the truck and start the engine, my phone does not connect automatically. Other times it connects, but will take [REDACTED] to do so.
Connection problem happens on:	Bluetooth connection between cell phone and the radio.
Is there [REDACTED] phone paired to the vehicle?	No.
How often does this trouble occur?	Trouble occurs intermittently.
Entertainment/Navigation System/Connectivity>Navigation System>	
Navigation System	Navigation system works, but traffic information doesn't work / or is difficult to understand.
Vehicle vibrates excessively while driving (not braking)	
Vibration is:	Severe.
Approximate mileage when trouble was first noticed was:	[REDACTED]
How often does this trouble occur?	Trouble occurs regularly.
Additional Comments:	This issue was corrected under warranty, and was found to have all 4 tires out of balance severely.
To the best of your recollection, the trouble was first noticed:	Within the [REDACTED] after delivery.
Trouble occurs while traveling in these road conditions (check all that apply):	All road conditions.
Are you using your vehicle for towing when the problem occurs?	No.
Please describe conditions when this trouble occurs:	Anytime I drove [REDACTED]
Trouble occurs while traveling at these speeds (check all that apply):	High speeds ([REDACTED] and above). When exceeding [REDACTED], trucks started to shake
Manual Transmission Shifting	
Manual Transmission Shifting	Difficult to get into gear(s).
Hands-Free Phone / Bluetooth	
Hands-Free Phone / Bluetooth	Built-in Hands-Free Phone / Bluetooth system loses connection. Built-in Hands-Free Phone / Bluetooth system voice activation doesn't recognize command.
Navigation system works, but traffic information doesn't work / or is difficult to understand	
Please indicate what issues you are experiencing with the traffic information (check all that apply)	Traffic information does not display at all. I have not seen any traffic info display, despite turning the feature on via the menu.
What Can We Do Better?	
What has [REDACTED] done right?	Continued to offer a manual transmission in the Cummins Diesel! The styling is great. I love the rear air suspension on my [REDACTED].
Feedback/Concerns:	I would really like HID/LED headlamps and fog lamps. This is an area where my new ram is way behind the fords and chevys.

Contact Me	
To better serve you, briefly describe the topic(s) you would like to discuss. Please provide us with a phone number you can be reached at during daytime hours. Thank you.	I'd like to talk with someone regarding the clutch pedal vibration.
Based on the feedback you provided, would you like someone from [REDACTED] to contact you about your [REDACTED] vehicle?	Yes.
Detail on High Rated Items	
You rated your attitude about the brand of your new car High. Use this space to provide any specific comments you would like to share.	I'm a [REDACTED] guy. However, if it wouldn't have been for the manual transmission option, I would have seriously considered purchasing a [REDACTED] Superduty based on their modern feature availability.
Noise and Vibration	
Noise and Vibration	Vehicle vibrates excessively while driving (not braking).
Media	
Media	AUX input issues. [REDACTED] B connection issues.

Continuous Quality Insight Report

VIN		Model Year		Body	D	RAM	CREW CAB CHASSIS
Built Date		Market	U			8475	
		BRIGHT WHITE CLEAR COAT					
Engine	ETK	6.7L I6 CUMMINS TURBO DIESEL ENGINE				Serial #	
Transmission		AUTO AISIN		TRANS		Serial #	
		BRIGHT WHITE CLEAR COAT					

Report #		System Key		Report	5	Open Date	
Close Date		Narrative Date		Mileage	0		
		Engine Built Date		Built Date			

Address		State		Zip	
---------	--	-------	--	-----	--

Detail on High Rated Items

You rated headlight illumination/performance during night-time driving High. Use this space to provide any specific comments you would like to share.	not cooments at this time.
You rated appearance of exterior paint High. Use this space to provide any specific comments you would like to share.	I like white color, make the appearence of the truck more nicer.
You rated wheels, rims, and tires appearance and styling High. Use this space to provide any specific comments you would like to share.	chrome rims make the difference.
You rated operating controls while driving (gear selector, turn signals, horn, etc.) High. Use this space to provide any specific comments you would like to share.	like normal o easy to reach or use.
We want to hear what's on your mind. Please use this space to comment on any feature of the vehicle that you feel far exceeded your expectations.	not at this time.
You rated exterior design and appearance (overall impression) High. Use this space to provide any specific comments you would like to share.	is hard to explain but i like the appearence of the truck....solid truck.
You rated front view styling (front fascia, hood, grille, headlight area) High. Use this space to provide any specific comments you would like to share.	compared with the last models, the new ones looks better.
You rated comfort of driver bottom seat cushion High. Use this space to provide any specific comments you would like to share.	just feel comfortable.

Features and Controls

Features and Controls	Built-in Reverse-camera.
-----------------------	--------------------------

Hesitation or delay when shifting between gears

Please indicate approximate operating temperature when shifting trouble occurs (check all that apply):	Normal condition: Vehicle has been driven from a cold start, or vehicle is restarted after being off for .
To the best of your recollection, the trouble was first noticed:	At delivery.
Going into which gear/gears does the trouble occur? (check all that apply)	Not sure.
Please indicate driving condition where the shifting trouble is noticeable (check all that apply):	Normal acceleration. Going up an incline.
Approximate mileage when trouble was first noticed was:	.
How often does this trouble occur?	Trouble occurs regularly.

About You

Which of the following best describes the area you live in?	.
Which, if any, influenced your purchase decision? (check all that apply):	Features/Capabilities. Previous experience with the vehicle/brand. Manufacturer's website. Price/Purchase Terms/Financing.
What year were you born?	.
When considering this vehicle	Research online. Visit the dealership. Interact with dealership by email. Test drive the vehicle. Interact with dealership by phone.
Please tell us about the vehicle you replaced (if applicable)	. Replaced Vehicle: Purchased New.
Please indicate the primary driver's age.	.
ship treatment	3.
What is your primary language?	.
Trade-in allowance	3.
Ability to test drive	4.
Convenience of dealership location	3.
Please indicate your ethnicity	.
Did you purchase or lease your vehicle?	Lease.
Vehicle availability	4.

Vehicle performance	4.
Vehicle fuel economy	4.
Price	3.
What is your average miles per gallon (MPG) with your vehicle?	16-18 mpg.
Financing options	4.
Please indicate your gender	Male.
Vehicle quality	4.
Vehicle styling	5.

Squeak/rattle/abnormal noises from instrument panel/dashboard	
Approximate mileage when trouble was first noticed was:	██████.
How often does this trouble occur?	Trouble occurs regularly.
To the best of your recollection, the trouble was first noticed:	At delivery.
Describe under what condition(s) this trouble occurs. [Mark all that apply]	When interior is warm. At high speeds (██████████ and higher). Under all driving conditions/at all times.
Describe what type of noise is heard from the instrument panel. [Mark all that apply]	Creak.

Vehicle Satisfaction Ratings	
Exterior design and appearance (overall impression)	5.
Ease of folding rear seats to desired position.	4.
Comfort of driver bottom seat cushion	5.
Climate control operation (function and ease of use)	4.
Feel of the seat material	3.
Comfort of driver headrest.	4.
Side/profile view styling (driver's side or passenger's side exterior area)	4.
Headlight illumination/performance during night-time driving	5.
How do you feel about the durability of your new vehicle?	4.
Location and usefulness of interior lighting	4.
Steering and handling (responsiveness, stability)	4.
Overall rating of the driver seat	4.
Interior noise level while driving	4.
Ride quality	4.
Ease of using system displays while driving	3.
Ease of getting into and out of vehicle	4.
Overall audio, entertainment, and navigation system impression	4.
Front view styling (front fascia, hood, grille, headlight area)	5.
Wheels, rims, and tires appearance and styling	5.
What is your attitude overall towards the BRAND of your new car?	4.
How do you feel about the VALUE of your new car? (i.e.	4.
Comfort of driver seat back	4.
Safety and visibility while driving	4.
Engine performance during acceleration	4.
Appearance of exterior paint	5.
Support for popular music/video formats	4.
Rear view styling (rear fascia, bumper)	4.
Ease of adjusting driver seat to desired position.	4.
Engine exhaust sound	4.
Transmission gear change performance (smoothness)	3.
Operating controls while driving (gear selector, turn signals, horn, etc.)	5.
Head/leg/foot room	4.
Fuel economy and driving range	4.
Brake responsiveness/effort	3.
Engine sound	4.
How well the driver seat holds you in place while cornering.	4.
How was your purchasing experience (the dealer/dealership)?	4.
Interior comfort, design and appearance of interior (overall impression)	4.
Steering wheel adjustment	4.
What is your attitude overall towards your new car?	4.
Comfort of the rear (2nd row) seats.	4.
Integration with media players	4.
Clarity of sound	4.

Overview	
Have you taken your vehicle to a dealer to have your trouble(s) corrected or explained?	No, coordinating with next maintenance visit (such as oil change).
Please rate your overall level of satisfaction with the DVD	4 (satisfied).
Information on the DVD is easy to find and access	4 (agree).
DVD format is easy to understand and use	4 (agree).
Overall, how satisfied are you with the quality of your new vehicle?	Satisfied.
If our team has any additional questions about your responses, would you accept further contact?	Yes, by e-mail only.
Did you review the Owner's Information DVD?	Yes.

User [redacted] covers the necessary features	3 (neither agree nor disagree).
Please explain further about your choice to recommend your vehicle:	love ram trucks with [redacted]...DEF emmissions.
Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?	No (after completing your survey, we will provide a link to download your vehicle application to your smartphone.).
Would you recommend this vehicle to family or friends?	Yes.
User [redacted] format is easy to understand and use	4 (agree).
Did you review the User [redacted] ?	Yes.
Information in the User [redacted] is easy to find and access	4 (agree).
Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?	Yes.
Which automotive publications do you subscribe to? (check all that apply)	None or other (if other, please describe). im not suscribed but at times I read over the internet.
Please rate your overall level of satisfaction with the User [redacted]	4 (satisfied).
What have you used to view your DVD? (check all that apply)	Computer/laptop.

Instrument panel illumination/warning/indicator lights work properly but difficult to understand/use	
Please indicate why the illumination/warning/indicator lights are difficult to understand/use; are in a poor location (check all that apply):	Controls/displays are not easy to reach/view. is better to keep all gauges on dash board with digital gauges but always easy too see with no need to click or push bottoms to aviod distractions while driving. Controls/displays require too much attention to understand (must take eyes off the road for an excessive time). to verify engine tempeture, oil pressure etc. while driving take my atention like texting and driving poses a risk of accidents.
Please indicate which of the following best describes your concern (check all that apply):	Difficult to use. traditional dash board with all controls or gauges working with no need to retriive with new models.

Contact Me	
Based on the feedback you provided, would you like someone from [redacted] to contact you about your [redacted] vehicle?	No.

Interior materials soils/scuffs too easily	
To the best of your recollection, the trouble was first noticed:	At delivery.
Please describe in the box below which material(s) have trouble with soiling/scuffing too easily:	the model or equipment on seats on my truck is cloth but seems or looks like cheap material for a truck price of [redacted] thousands dollars!!! i need to buy a seat cover to try to protec against the normal elements suchs moost common...dust and dirt etc.
Approximate mileage when trouble was first noticed was:	[redacted].

Brake Operation	
Brake Operation	Brake pedal feels mushy/soft. Brakes do not have enough stopping power; brake pedal requires too much effort.

Detail on Low Rated Items	
We want to hear what's on your mind. Please use this space to comment on any feature of the vehicle that fell well below your expectations.	the sides mirrors are too big and small convex mirror together make difficult to see the traffic, specially righth side. the quality and the color of the cloth some dislike. brakig issu. how feels the shifting of the transmission.

Brakes do not have enough stopping power; brake pedal requires too much effort	
Trouble with brakes occurs while traveling at these speeds (check all that apply):	High speeds (46 MPH and above).
To the best of your recollection, the trouble was first noticed:	At delivery.
Trouble with brakes occurs during this type of braking (check all that apply):	Light braking. when apply the pedal brake, feels like not enough power but since is new truck I will allow to acomodate the pads and rotors or components.
Approximate mileage when trouble was first noticed was:	[redacted].
Trouble with brakes occurs while traveling in these road conditions (check all that apply):	Clear/dry road conditions.
How often does this trouble occur?	Trouble occurs regularly.

Vehicle Issues/Things Gone Wrong	
Continuous Quality Insight	Transmission and Drivetrain. Interior Climate Control. Interior Trim/Storage/Windows. Features/Controls/Displays. Brake System. Steering, Handling, and Ride.

Welcome	
Has this vehicle been taken to a dealer to have any trouble(s) corrected or explained?	No.
Are you the primary driver of this vehicle?	Yes.
Please tell us how many miles are currently on your vehicle:	[redacted].

Reverse-Camera	
Reverse-Camera	Built-in Reverse-camera works properly, but difficult to understand/use; controls in a poor location.

Appearance	
-------------------	--

Appearance	Interior materials soils/scuffs too easily.
Reverse-camera works properly, but difficult to understand/use; controls in a poor location	
Additional Comments:	field of view is kind of to wide to me.
Automatic Transmission	
Automatic Transmission	Hesitation or delay when shifting between gears.
Brake pedal feels mushy/soft	
Trouble with brakes occurs while traveling at these speeds (check all that apply):	All speeds.
Trouble with brakes occurs during this type of braking (check all that apply):	Moderate braking. to me feel too soft, make me feel nervous, i owned a dodge ram [REDACTED] diesel. [REDACTED] and brake feel strong and firme. with my new truck i have to drive with caution with soft feeling braking.
Displays and Instruments	
Displays and Instruments	Instrument panel illumination/warning/indicator lights work properly but difficult to understand/use.
Abnormal Noises	
Abnormal Noises	Squeak/rattle/abnormal noises from instrument panel/dashboard.

Continuous Quality Insight Report

VIN		Model Year		Body		CREW	4X4
Built Date		Market	U	Plant	8475		ASSEMBLY PLANT
Color	PAU	(GRANITE CRYSTAL)					
Engine	ESA	V8 MID DUTY HEMI MDS ENGINE			Serial #		
Transmission	DFP	AUTOMATIC		TRANSMISSION	Serial #		
Color	PAU	(GRANITE CRYSTAL)					

Report #		System Key		Report Version	5	Open Date	
Close Date		Narrative Date					
		Engine Built Date		Built Date			

Dealer		
Dealer Address		
Dealer City	State	Zip

Brakes are excessively noisy	
Trouble with brakes occurs while traveling at these speeds (check all that apply):	Low speeds ().
How often does this trouble occur?	Trouble occurs intermittently.
Approximate mileage when trouble was first noticed was:	.
Trouble with brakes occurs during this type of braking (check all that apply):	Light braking.
What does the noise sound like?	Groan.
To the best of your recollection, the trouble was first noticed:	Within the after delivery.
What area of the vehicle is the brake noise coming from?	Rear Brakes.

Vehicle Satisfaction Ratings	
Engine performance during acceleration	4.
Appearance of exterior paint	4.
Support for popular music/video formats	4.
Is there anything about your new vehicle you would like to see changed?	make the front tow hooks standard equipment not a charge
Safety and visibility while driving	4.
Transmission gear change performance (smoothness)	3.
Engine exhaust sound	4.
What is your attitude overall towards the BRAND of your new car?	4.
Vehicle storage and space usage	4.
Steering and handling (responsiveness, stability)	4.
How do you feel about the durability of your new vehicle?	4.
Operating controls while driving (gear selector, turn signals, horn, etc.)	4.
Location and usefulness of interior lighting	4.
Head/leg/foot room	4.
How well the driver seat holds you in place while cornering.	4.
Integration with phones	3.
Clarity of sound	4.
Integration with media players	3.
Interior comfort, design and appearance of interior (overall impression)	4.
Steering wheel adjustment	4.
Comfort of driver seat back	4.
Ease of using system displays while driving	4.
Difficult driving conditions (adverse weather, off-road)	4.
Fuel economy and driving range	4.
Rear view styling (rear fascia, bumper)	4.
What is your attitude overall towards your new car?	4.
Comfort of driver headrest.	4.
How was your purchasing experience (the dealer/dealership)?	4.
Wheels, rims, and tires appearance and styling	4.
Ease of adjusting driver seat to desired position.	3.
Engine sound	4.
Overall rating of the driver seat	4.
Interior noise level while driving	4.
Ease of getting into and out of vehicle	4.
Ride quality	4.
Comfort of driver bottom seat cushion	4.
Ease of folding rear seats to desired position.	4.
Front view styling (front fascia, hood, grille, headlight area)	2.
Headlight illumination/performance during night-time driving	4.
Exterior design and appearance (overall impression)	4.
Side/profile view styling (driver's side or passenger's side exterior area)	4.
Climate control operation (function and ease of use)	4.

Brake responsiveness/effort	4.
Feel of the seat material	4.
How do you feel about the VALUE of your new car? (i.e.	4.
Overall audio, entertainment, and navigation system impression	4.

About You

Vehicle quality	4.
Price	4.
Vehicle availability	3.
Please tell us about the vehicle you replaced (if applicable)	Replaced Vehicle: Purchased New. 2008 Ram [REDACTED] Dodge.
Ability to test drive	3.
Primary vehicle you were considering:	2017. Ford. F-150. Primary Considered Vehicle: New.
Vehicle styling	3.
Did you purchase or lease your vehicle?	Purchase.
What is your average miles per gallon (MPG) with your vehicle?	13-15 mpg.
Vehicle performance	4.
When considering this vehicle	Visit the dealership. Test drive the vehicle. Research online.
Vehicle fuel economy	3.
Financing options	3.
Trade-in allowance	3.
Dealership treatment	3.
Convenience of dealership location	3.

Vehicle Issues/Things Gone Wrong

Continuous Quality Insight	Brake System.
----------------------------	---------------

Welcome

Are you the primary driver of this vehicle?	Yes.
Please tell us how many miles are currently on your vehicle:	1,000-2,999.
Has this vehicle been taken to a dealer to have any trouble(s) corrected or explained?	No.

Overview

Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?	No.
Overall, how satisfied are you with the quality of your new vehicle?	Satisfied.
If our team has any additional questions about your responses, would you accept further contact?	Yes, by phone or e-mail.
Which automotive publications do you subscribe to? (check all that apply)	None or other (if other, please describe).
Did you review the Owner's Information DVD?	No.
Have you taken your vehicle to a dealer to have your trouble(s) corrected or explained?	No, coordinating with next maintenance visit (such as oil change).
Would you recommend this vehicle to family or friends?	Yes.
Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?	No (after completing your survey, we will provide a link to download your vehicle application to your smartphone.).

Brake Noise

Brake Noise	Brakes are excessively noisy.
-------------	-------------------------------

Detail on High Rated Items

We want to hear what's on your mind. Please use this space to comment on any feature of the vehicle that you feel far exceeded your expectations.	Nothing yet still too new
---	---------------------------

Contact Me

Based on the feedback you provided, would you like someone from [REDACTED] to contact you about your [REDACTED] vehicle?	No.
--	-----

Continuous Quality Insight Report

VIN		Model Year		Body		CREW CAB
Built Date		Market	U			
Color	PXR	BLACK				
Engine	ESA	V8 MID DUTY HEMI		ENGINE	Serial #	
Transmission	DFP	AUTOMATIC 66RFE TRANSMISSION			Serial #	
Color	PXR	BLACK				

Report		System Key		Report	5	Open Date	
Close Date		Narrative Date		Mileage	0		
		Engine Built Date		Built Date			

Address		State		Zip	
---------	--	-------	--	-----	--

Vehicle Satisfaction Ratings	
Engine exhaust sound	2.
Wheels, rims, and tires appearance and styling	4.
Difficult driving conditions (adverse weather, off-road)	5.
Transmission gear change performance (smoothness)	4.
Overall rating of the driver seat	5.
Overall audio, entertainment, and navigation system impression	4.
Front view styling (front fascia, hood, grille, headlight area)	5.
How do you feel about the VALUE of your new car? (i.e.	3.
Interior comfort, design and appearance of interior (overall impression)	4.
Steering wheel adjustment	5.
Ease of getting into and out of vehicle	3.
Safety and visibility while driving	5.
Engine performance during acceleration	5.
What is your attitude overall towards your new car?	5.
Comfort of driver seat back	5.
What is your attitude overall towards the BRAND of your new car?	4.
How was your purchasing experience (the dealer/dealership)?	4.
Fuel economy and driving range	3.
Rear view styling (rear fascia, bumper)	4.
Ease of using system displays while driving	4.
Comfort of driver headrest.	5.
Comfort of driver bottom seat cushion	5.
Navigation system route accuracy	2.
Appearance of exterior paint	5.
Headlight illumination/performance during night-time driving	2.
Support for popular music/video formats	4.
Exterior design and appearance (overall impression)	5.
Comfort of the rear (2nd row) seats.	5.
Engine sound	4.
Ride quality	5.
Interior noise level while driving	5.
Feel of the seat material	5.
Operating controls while driving (gear selector, turn signals, horn, etc.)	5.
Climate control operation (function and ease of use)	5.
How well the driver seat holds you in place while cornering.	5.
Head/leg/foot room	5.
Vehicle storage and space usage	4.
Steering and handling (responsiveness, stability)	5.
How do you feel about the durability of your new vehicle?	4.
Ease of adjusting driver seat to desired position.	5.
Location and usefulness of interior lighting	5.
Brake responsiveness/effort	4.
Integration with phones	3.
Clarity of sound	4.
Side/profile view styling (driver's side or passenger's side exterior area)	5.
Integration with media players	4.

Overview	
Did you review the Printed User Guide?	Yes.
Overall, how satisfied are you with the quality of your new vehicle?	Satisfied.
Information in the Smartphone Application is easy to find and access	4 (agree).

The Smartphone Application format is easy to understand and use	3 (neither agree nor disagree).
Information in the Printed User Guide is easy to find and access	2 (disagree).
Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?	Yes.
Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?	Yes.
Please rate your overall level of satisfaction with the Printed User Guide	4 (satisfied).
Printed User Guide covers the necessary features	4 (agree).
Please provide feedback on how [REDACTED] can improve the Printed User Guide	Doesn't explain hill descent control adequately
Have you taken your vehicle to a dealer to have your trouble(s) corrected or explained?	No, coordinating with next maintenance visit (such as oil change).
Did you review the Owner's Information DVD?	No.
The information in Mopar Companion was helpful	4 (agree).
Would you recommend this vehicle to family or friends?	Yes.
Printed User Guide format is easy to understand and use	4 (agree).
Please rate your overall level of satisfaction with the Smartphone Application	3 (neither satisfied nor dissatisfied).
Which automotive publications do you subscribe to? (check all that apply)	None or other (if other, please describe).
If our team has any additional questions about your responses, would you accept further contact?	Yes, by e-mail only.

What Can We Do Better?

What has [REDACTED] done right?	The vehicle is great and I hope that it lasts for as long as I plan on owning it.
Feedback/Concerns:	Better break-in guidelines for new vehicles. Need more Mopar accessories for the [REDACTED].

Contact Me

Based on the feedback you provided, would you like someone from [REDACTED] to contact you about your [REDACTED] vehicle?	No.
--	-----

Brakes are excessively noisy

Trouble with brakes occurs during this type of braking (check all that apply):	Light braking. Groan from standstill
Trouble with brakes occurs while traveling in these road conditions (check all that apply):	All road conditions.
Approximate mileage when trouble was first noticed was:	[REDACTED].
What does the noise sound like?	Groan.
To the best of your recollection, the trouble was first noticed:	At delivery.
How often does this trouble occur?	Trouble occurs regularly.
What area of the vehicle is the brake noise coming from?	Rear Brakes.
Trouble with brakes occurs while traveling at these speeds (check all that apply):	Low speeds ([REDACTED]).

Welcome

Please tell us how many miles are currently on your vehicle:	[REDACTED].
Has this vehicle been taken to a dealer to have any trouble(s) corrected or explained?	No.
Are you the primary driver of this vehicle?	Yes.

Brake Noise

Brake Noise	Brakes are excessively noisy.
-------------	-------------------------------

Vehicle Issues/Things Gone Wrong

Continuous Quality Insight	Features/Controls/Displays. Brake System.
----------------------------	--

Continuous Quality Insight Report

VIN		Model Year		Body	DJ		CAB 4X4
Built Date		Market	U	Plant	8475		ASSEMBLY PLANT
Color	PAU	GRANITO LUCENTE (GRANITE CRYSTAL)					
Engine	ETK	6.7L I6 CUMMINS TURBO DIESEL ENGINE			Serial #		
Transmission	DEG		MANUAL		TRANSMISSION	Serial #	
Color	PAU	GRANITO LUCENTE (GRANITE CRYSTAL)					

Report #		System Key		Report Version	5	Open Date	
Close Date		Narrative Date		Mileage	0		
		Engine Built Date		Built Date			

Address		State		Zip	
---------	--	-------	--	-----	--

Vehicle Performance driving on Snow/Ice	
Vehicle Performance driving on Snow/Ice	<p>Vehicle exhibits poor traction on snow/ice.</p> <p>Vehicle exhibits poor handling when driving on snow/ice.</p> <p>Transmission and shifting are troublesome while driving on snow/ice.</p> <p>Vehicle exhibits poor steering on snow/ice.</p> <p>Vehicle exhibits poor braking when driving on snow/ice.</p> <p>It is difficult to control the vehicle speed when driving on snow/ice.</p>

Vehicle exhibits poor traction on snow/ice	
Please indicate the nature of the traction issue you experienced	<p>The traction systems on the car are slower to react than I expected.</p> <p>The vehicle struggles to pull away in a straight line.</p> <p>The acceleration level is less than I expected.</p> <p>The vehicle does not seem to drive up steep gradients very well.</p> <p>There is a higher level of wheel spin than I expected.</p> <p>The vehicle does not seem to be able to make the most of the available grip of the surface.</p>
Trouble occurs under these surface conditions (check all that apply):	<p>Sideslope.</p> <p>Uphill.</p> <p>Downhill.</p> <p>Bumpy or uneven surface.</p> <p>Level Ground.</p>
Trouble occurs at these speeds (check all that apply):	All speeds.
Please indicate how severe the issue is:	Much worse than expected.
How often does this trouble occur?	Trouble occurs regularly.

Vehicle exhibits poor braking when driving on dirt/gravel roads	
Trouble occurs under these surface conditions (check all that apply):	<p>Uphill.</p> <p>Downhill.</p> <p>Bumpy or uneven surface.</p> <p>Level Ground.</p>
Please indicate how poorly the vehicle performed:	Braking is slightly worse than expected.
Trouble occurs at these speeds (check all that apply):	<p>When braking at low speeds ().</p> <p>When braking at medium speeds ().</p>
Please describe the nature of the poor braking issue you experienced (check all that apply):	<p>The level of steering inputs required during braking is higher than expected.</p> <p>The level of ABS control system activity is higher than expected.</p>
How often does this trouble occur?	Trouble occurs regularly.

Overview	
Please provide feedback on how can improve the Printed User Guide	Hard to find information regarding the cummins engine
Which automotive publications do you subscribe to? (check all that apply)	None or other (if other, please describe).
What have you used to view your DVD? (check all that apply)	Home DVD Player.
Please explain further about your choice to recommend your vehicle:	I would not choose this vehicle again and will advise my father from making his purchase of .
Would you recommend this vehicle to family or friends?	No.
Many of our vehicles have supporting smartp applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartp application (if available)?	No (after completing your survey, we will provide a link to download your vehicle application to your smartp).
Where did you take your vehicle to have your trouble checked out? (check all that apply)	Took to the dealer I purchased my vehicle from.
Overall, how satisfied are you with the quality of your new vehicle?	Dissatisfied.
If our team has any additional questions about your responses, would you accept further contact?	Yes, by phone or e-mail.
Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?	Yes.
Have you taken your vehicle to a dealer to have your trouble(s) corrected or explained?	Yes.
Were the trouble(s) repaired or explained?	Partially (please explain further, if applicable). They are not allowed to adjust tpms

Please rate your overall level of satisfaction with the [redacted] User [redacted]	2 (dissatisfied).
How many visits did you make to the dealer?	[redacted].
Information on the DVD is easy to find and access	4 (agree).
DVD format is easy to understand and use	4 (agree).
[redacted] User [redacted] format is easy to understand and use	2 (disagree).
Did you review the Owner's Information DVD?	Yes.
Information in the [redacted] User [redacted] is easy to find and access	2 (disagree).
Did you review the [redacted] User [redacted] ?	Yes.
[redacted] User [redacted] covers the necessary features	3 (neither agree nor disagree).
Please rate your overall level of satisfaction with the DVD	3 (neither satisfied nor dissatisfied).
Was the trouble resolved to your satisfaction?	No.

Vehicle exhibits poor steering on wet grass	
Trouble occurs under these surface conditions (check all that apply):	Bumpy or uneven surface. Downhill. Level Ground. Uphill.
Trouble occurs at these speeds (check all that apply):	When maneuvering at very low speeds ([redacted]). From standstill.
Please describe the nature of the steering / handling issue you have experienced. (check all that apply)	The amount of steering wheel turns to maneuver the vehicle is more than expected.
How often does this trouble occur?	Trouble occurs regularly.
Please indicate how severe the issue is:	Much worse than expected.

Issues with wheels and tires in off-road conditions	
Trouble occurs at these speeds. (check all that apply):	When driving at very low speeds ([redacted]). From standstill. When driving at medium speeds ([redacted]). When driving at low speeds ([redacted]).
How often does this trouble occur?	Trouble occurs regularly.
Trouble occurs under these surface conditions (check all that apply):	Sideslope. Downhill. Bumpy or uneven surface. Level Ground. Uphill.
Please indicate on what surfaces you are experiencing issues. (check all that apply)	Dirt/gravel roads. Mud/ruts. Snow and/or ice. Wet grass.

Vehicle Satisfaction Ratings	
Vehicle storage and space usage	4.
Ease of using system displays while driving	4.
Front view styling (front fascia, hood, grille, headlight area)	3.
Rear view styling (rear fascia, bumper)	4.
Clarity of sound	4.
Fuel economy and driving range	3.
Engine exhaust sound	4.
Interior comfort, design and appearance of interior (overall impression)	4.
Steering wheel adjustment	4.
Feel of the seat material	3.
Overall rating of the driver seat	2.
Appearance of exterior paint	2.
Wheels, rims, and tires appearance and styling	1.
Overall audio, entertainment, and navigation system impression	4.
Ease of adjusting driver seat to desired position.	3.
Integration with phones	4.
Comfort of driver seat back	3.
Engine sound	4.
Ride quality	4.
Interior noise level while driving	4.
Ease of getting into and out of vehicle	4.
Climate control operation (function and ease of use)	3.
What is your attitude overall towards your new car?	2.
Brake responsiveness/effort	3.
Safety and visibility while driving	2.
Comfort of driver headrest.	1.
Headlight illumination/performance during night-time driving	3.
Side/profile view styling (driver's side or passenger's side exterior area)	3.
What are your favorite parts of your new vehicle?	Engine
Difficult driving conditions (adverse weather, off-road)	1.
How well the driver seat holds you in place while cornering.	3.
Comfort of driver bottom seat cushion	3.
How do you feel about the durability of your new vehicle?	4.

Steering and handling (responsiveness, stability)	4.
Location and usefulness of interior lighting	4.
Engine performance during acceleration	3.
How was your purchasing experience (the dealer/dealership)?	3.
Operating controls while driving (gear selector, turn signals, horn, etc.)	4.
What is your attitude overall towards the BRAND of your new car?	3.
How do you feel about the VALUE of your new car? (i.e.	4.
Head/leg/foot room	4.
Exterior design and appearance (overall impression)	4.
Is there anything about your new vehicle you would like to see changed?	Tpms, side mirrors

Vehicle Performance driving on Wet Grass	
Vehicle Performance driving on Wet Grass	Vehicle exhibits poor steering on wet grass. Vehicle exhibits poor traction on wet grass. Vehicle exhibits poor braking when driving on wet grass. Vehicle exhibits poor handling when driving on wet grass. Transmission and shifting are troublesome while driving on wet grass.

It is difficult to control the vehicle speed when driving on snow/ice	
Trouble occurs under these surface conditions (check all that apply):	Downhill. Level Ground. Uphill. Sideslope. Bumpy or uneven surface.
How often does this trouble occur?	Trouble occurs regularly.
Please indicate how severe the issue is:	Slightly worse than expected.
Trouble occurs at these speeds (check all that apply):	All speeds.
Please indicate the nature of the vehicle control issue you experienced	Accelerator progression is not as expected.

Instrument panel illumination/warning/indicator lights work properly but difficult to understand/use	
Please indicate which of the following best describes your concern (check all that apply):	Difficult to use.
Please indicate why the illumination/warning/indicator lights are difficult to understand/use; are in a poor location (check all that apply):	Other (please describe). Tpms is not adjustable and causes unsafe driving conditions!

Vehicle exhibits poor steering on mud/ruts	
Trouble occurs at these speeds (check all that apply):	When maneuvering at very low speeds ([REDACTED]). From standstill.
Trouble occurs under these surface conditions (check all that apply):	Level Ground. Bumpy or uneven surface. Downhill. Uphill.
Please indicate how severe the issue is:	Much worse than expected.
How often does this trouble occur?	Trouble occurs regularly.
Please describe the nature of the steering / handling issue you have experienced. (check all that apply)	The amount of steering wheel turns to maneuver the vehicle is more than expected.

Tires exhibit poor traction on road	
Approximate mileage when trouble was first noticed was:	[REDACTED].
Trouble occurs while traveling in these road conditions (check all that apply):	Icy road conditions. Snowy/slushy road conditions. Rainy/wet road conditions. Gravel/dirt road conditions.
To the best of your recollection, the trouble was first noticed:	Within the [REDACTED] after delivery.
Are you using your vehicle for towing when the problem occurs?	No.
Please describe conditions when this trouble occurs:	Ice, snow rain and slush

Vehicle exhibits poor traction on dirt/gravel roads	
Trouble occurs at these speeds (check all that apply):	When driving at medium speeds ([REDACTED]). When driving at low speeds ([REDACTED]). When driving at very low speeds ([REDACTED]). All speeds.
Please indicate the nature of the traction issue you experienced	The vehicle does not seem to be able to make the most of the available grip of the surface. The vehicle does not seem to drive up steep gradients very well. There is a higher level of wheel spin than I expected. The reaction of the traction systems on the car is not what I expected. The vehicle struggles to pull away in a straight line.
Trouble occurs under these surface conditions (check all that apply):	Downhill. Sideslope. Uphill.
How often does this trouble occur?	Trouble occurs regularly.
Please indicate how severe the issue is:	Much worse than expected.

Vehicle exhibits poor handling when driving on wet grass	
Trouble occurs under these surface conditions (check all that apply):	Uphill. Sideslope. Bumpy or uneven surface.

	Level Ground. Downhill.
Please describe the nature of the poor handling:	The amount of steering corrections required make it difficult to make the vehicle travel along a straight line. The amount of steering corrections required make it difficult to make vehicle change direction confidently. The amount of steering corrections required make it difficult to make vehicle travel on the desired path around a corner.
Trouble occurs at these speeds (check all that apply):	When driving at a constant speed (please specify). When accelerating (please describe). From standstill. When slowing down (please describe).
How often does this trouble occur?	Trouble occurs regularly.
Please indicate how poorly the vehicle performed:	Handling is much worse than expected.

Vehicle Performance driving on Mud / Ruts	
Vehicle Performance driving on Mud / Ruts	Vehicle exhibits poor traction on mud/ruts. Vehicle exhibits poor steering on mud/ruts. Vehicle exhibits poor braking when driving on mud/ruts. It is difficult to control the vehicle speed when driving on mud/ruts. Vehicle exhibits poor handling when driving on mud/ruts. Vehicle exhibits poor braking after driving on mud/ruts.

Vehicle exhibits poor braking when driving on mud/ruts	
Please indicate how poorly the vehicle performed:	Braking is somewhat worse than expected.
Trouble occurs under these surface conditions (check all that apply):	Downhill. Level Ground. Sideslope. Bumpy or uneven surface.
Please describe the nature of the poor braking issue you experienced (check all that apply):	It is hard to control the amount of braking through the pedal. The level of steering inputs required during braking is higher than expected. The level of ABS control system activity is higher than expected.
How often does this trouble occur?	Trouble occurs regularly.
Trouble occurs at these speeds (check all that apply):	All speeds.

Tire pressure monitoring system works properly, but difficult to understand/use; in poor location	
Please indicate which of the following best describes your concern (check all that apply):	Difficult to use.
Please indicate why the tire pressure monitoring system controls are difficult to understand/use; are in a poor location (check all that apply):	Operation of key fob is confusing/doesn't make sense.

Welcome	
Has this vehicle been taken to a dealer to have any trouble(s) corrected or explained?	Yes.
Are you the primary driver of this vehicle?	Yes.
Please tell us how many miles are currently on your vehicle:	██████████.

Contact Me	
Based on the feedback you provided, would you like someone from ██████████ to contact you about your ██████████ vehicle?	Yes.
To better serve you, briefly describe the topic(s) you would like to discuss. Please provide us with a phone number you can be reached at during daytime hours. Thank you.	Tpms adjustment. ██████████ dana

Vehicle exhibits poor braking when driving on wet grass	
How often does this trouble occur?	Trouble occurs regularly.
Trouble occurs at these speeds (check all that apply):	When braking at very low speeds (██████████).
Trouble occurs under these surface conditions (check all that apply):	Uphill. Downhill. Level Ground. Sideslope. Bumpy or uneven surface.
Please describe the nature of the poor braking issues you experienced (check all that apply):	The level of steering inputs required during braking is higher than expected.
Please indicate how poorly the vehicle performed:	Braking is much worse than I expected.

About You	
Please tell us about the vehicle you replaced (if applicable)	Replaced Vehicle: Purchased New. ██████████ ██████████ ██████████
Primary vehicle in your household:	██████████ GT. Primary Household Vehicle: Purchased New. ██████████ ██████████
When considering this vehicle	Interact with dealership by email. Test drive the vehicle. Research online. Interact with dealership by phone. Visit the dealership.

Vehicle styling	3.
Vehicle fuel economy	4.
Vehicle performance	5.
Price	4.
Which, if any, influenced your purchase decision? (check all that apply):	Value for the money. Vehicle test drive. Previous experience with the vehicle/brand. Recommendations from friends or family.
Please indicate your ethnicity	Prefer not to answer.
Financing options	1.
What is your average miles per gallon (MPG) with your vehicle?	█████ mpg.
Did you purchase or lease your vehicle?	Purchase.
Primary vehicle you were considering:	2017. Chevrolet. Primary Considered Vehicle: New. Silverado ██████.
Please indicate the primary driver's age.	Under 30.
Which of the following best describes the area you live in?	Rural.
Trade-in allowance	1.
Convenience of dealership location	1.
Dealership treatment	3.
Vehicle quality	4.
Please indicate your gender	Male.
Ability to test drive	1.
What is your primary language?	English.
Vehicle availability	4.

Vehicle Performance driving on Dirt / Gravel Roads	
Vehicle Performance driving on Dirt / Gravel Roads	Vehicle exhibits poor handling when driving on dirt/gravel roads. Vehicle exhibits poor traction on dirt/gravel roads. Vehicle exhibits poor steering on dirt/gravel roads. Vehicle exhibits poor braking when driving on dirt/gravel roads.

Vehicle exhibits poor handling when driving on snow/ice	
Trouble occurs under these surface conditions (check all that apply):	Downhill. Sideslope. Bumpy or uneven surface. Level Ground. Uphill.
Please describe the nature of the poor handling:	The amount of steering corrections required make it difficult to make vehicle change direction confidently. The amount of steering corrections required make it difficult to make the vehicle travel in a straight line. The amount of steering corrections required make it difficult to make vehicle travel on the desired path around a corner.
Trouble occurs at these speeds (check all that apply):	When slowing down (please describe). From standstill. When driving at a constant speed (please specify). When accelerating (please describe).
Please indicate how poorly the vehicle performed:	Handling is much worse than expected.
How often does this trouble occur?	Trouble occurs regularly.

Vehicle exhibits poor traction on wet grass	
Trouble occurs at these speeds (check all that apply):	When driving at very low speeds (█████).
Trouble occurs under these surface conditions (check all that apply):	Downhill. Level Ground. Sideslope. Bumpy or uneven surface. Uphill.
Please indicate the nature of the traction issue you experienced	The vehicle struggles to pull away in a straight line. The acceleration level is less than I expected. The vehicle does not seem to be able to make the most of the available grip of the surface. The vehicle does not seem to drive up steep gradients very well. There is a higher level of wheel spin than I expected.
How often does this trouble occur?	Trouble occurs regularly.
Please indicate how severe the issue is:	Much worse than I expected.

Vehicle exhibits poor handling when driving on mud/ruts	
Trouble occurs at these speeds (check all that apply):	When driving at a constant speed (please specify). When accelerating (please describe). From standstill. When slowing down (please describe).
Trouble occurs under these surface conditions (check all that apply):	Level Ground. Sideslope. Bumpy or uneven surface. Downhill. Uphill.

Please describe the nature of the poor handling:	The amount of steering corrections required make it difficult to make vehicle change direction confidently. The amount of steering corrections required make it difficult to make vehicle travel on the desired path around a corner. The amount of steering corrections required make it difficult to make the vehicle travel in a straight line.
Please indicate how poorly the vehicle performed:	Handling is much worse than expected.
How often does this trouble occur?	Trouble occurs regularly.

Vehicle exhibits poor traction on mud/ruts	
Trouble occurs at these speeds (check all that apply):	All speeds.
Trouble occurs under these surface conditions (check all that apply):	Bumpy or uneven surface. Downhill. Uphill. Sideslope. Level Ground.
Please indicate the nature of the traction issue you experienced	The vehicle struggles to pull away in a straight line. The vehicle will not pull away with a heavy load. The vehicle does not seem to drive up steep gradients very well. The acceleration level is less than I expected. There is a higher level of wheel spin than I expected.
How often does this trouble occur?	Trouble occurs regularly.
Please indicate how severe the issue is:	Much worse than expected.

Transmission and shifting are troublesome while driving on snow/ice	
Please indicate where you experience the issue most:	Setting off going uphill. Slowing uphill. Slowing downhill. Steady driving uphill. Steady driving downhill.
Trouble occurs under these surface conditions (check all that apply):	Bumpy or uneven surface. Uphill. Downhill. Sideslope. Level Ground.
Please indicate the nature of the transmission/shifting issue you experienced	Clutch is too difficult to operate in difficult driving conditions (manual only).
Trouble occurs at these speeds (check all that apply):	All speeds.
Please indicate how severe the issue is:	Slightly worse than expected.
How often does this trouble occur?	Trouble occurs regularly.

Transmission and shifting are troublesome while driving on wet grass	
Please indicate where you experience the issue most:	Steady driving downhill. Steady driving uphill. Setting off going uphill. Slowing downhill.
Trouble occurs under these surface conditions (check all that apply):	Sideslope. Level Ground. Bumpy or uneven surface. Downhill. Uphill.
Please indicate the nature of the transmission/shifting issue you experienced	I have issues with the crawl speed of the vehicle.
Please indicate how severe the issue is:	Somewhat worse than I expected.
Trouble occurs at these speeds (check all that apply):	All speeds.
How often does this trouble occur?	Trouble occurs regularly.

Detail on Low Rated Items	
You rated wheels, rims, and tires appearance and styling Low. Use this space to provide any specific comments you would like to share.	Chrome appearance package seems to be a plastic piece of chrome over steel wheel
You rated comfort of driver headrest High. Use this space to provide any specific comments you would like to share..	Non adjustable and protruding into normal head area
You rated difficult driving conditions (adverse weather, off-road) Low. Use this space to provide any specific comments you would like to share.	High tire psi leads to loss of traction from stop, acceleration, constant speed and braking

Vehicle exhibits poor steering on dirt/gravel roads	
How often does this trouble occur?	Trouble occurs regularly.
Trouble occurs under these surface conditions (check all that apply):	Level Ground. Uphill. Downhill.
Please describe the nature of the steering / handling issue you have experienced. (check all that apply)	The amount of steering wheel turns to maneuver the vehicle is more than expected.
Trouble occurs at these speeds (check all that apply):	All speeds.
Please indicate how severe the issue is:	Slightly worse than expected.

Features and Controls	
Features and Controls	Tire pressure monitoring system.

Instrument panel illumination/warning/indicator lights broken/not working	
Please indicate which of the following best describes your concern (check all that apply):	Instrument panel indicator lights broken/not working. Here in southern [redacted] we get alot of ice and snow, driving with the tires inflated to the

	recommended pressure of [REDACTED] had lead to loss of control of vehicle. Lowing the pressure in the tires has cured the problem but now the tpms warning stays on constantly!
Approximate mileage when trouble was first noticed was:	[REDACTED].
To the best of your recollection, the trouble was first noticed:	Within the [REDACTED] after delivery.
It is difficult to control the vehicle speed when driving on mud/ruts	
How often does this trouble occur?	Trouble occurs regularly.
Trouble occurs under these surface conditions (check all that apply):	Uphill. Level Ground. Sideslope. Downhill. Bumpy or uneven surface.
Please indicate the nature of the vehicle control issue you experienced	Accelerator progression is not as expected.
Please indicate how severe the issue is:	Slightly worse than expected.
Trouble occurs at these speeds (check all that apply):	From standstill.
Vehicle exhibits poor braking when driving on snow/ice	
Please describe the nature of the poor braking issue you experienced (check all that apply):	The level of ABS control system activity is higher than expected. It is hard to control the amount of braking through the pedal. The level of steering inputs required during braking is higher than expected.
Trouble occurs under these surface conditions (check all that apply):	Downhill. Bumpy or uneven surface. Level Ground. Sideslope. Uphill.
Please indicate how poorly the vehicle performed:	Braking is much worse than expected.
Trouble occurs at these speeds (check all that apply):	All speeds.
How often does this trouble occur?	Trouble occurs regularly.
Displays and Instruments	
Displays and Instruments	Instrument panel illumination/warning/indicator lights broken/not working. Instrument panel illumination/warning/indicator lights work properly but difficult to understand/use.
Vehicle Issues/Things Gone Wrong	
Continuous Quality Insight	Features/Controls/Displays. Steering, Handling, and Ride. Off-Road.
Tire pressure monitoring system broken/not working	
Please indicate what type of trouble was experienced with the tire pressure monitoring system (check all that apply):	Other (please describe).
To the best of your recollection, the trouble was first noticed:	Within the [REDACTED] after delivery.
How often does this trouble occur?	Trouble occurs regularly.
Approximate mileage when trouble was first noticed was:	[REDACTED].
Vehicle exhibits poor handling when driving on dirt/gravel roads	
Trouble occurs at these speeds (check all that apply):	When slowing down (please describe). When driving at a constant speed (please specify). When accelerating (please describe).
Please indicate how poorly the vehicle performed:	Handling is somewhat worse than expected.
How often does this trouble occur?	Trouble occurs regularly.
Trouble occurs under these surface conditions (check all that apply):	Uphill. Downhill.
Please describe the nature of the poor handling:	The amount of steering corrections required make it difficult to make vehicle travel on the desired path around a corner.
Steering, Handling, and Ride>Tires>	
Tires	Tires exhibit poor traction on road. Tires show excessive or uneven tread wear.
Tires show excessive or uneven tread wear	
Which tire is experiencing excessive or uneven tread wear? (check all that apply):	Passenger's side rear tire. Driver's side rear tire.
To the best of your recollection, the trouble was first noticed:	Within the [REDACTED] after delivery.
Approximate mileage when trouble was first noticed was:	[REDACTED].
Where does the excessive or uneven tread wear appear on the tire?	Only the center of the tread.
Vehicle exhibits poor braking after driving on mud/ruts	
Please indicate how poorly the vehicle performed:	Braking is slightly worse than expected.
Tire pressure monitoring system	
Tire pressure monitoring system	Tire pressure monitoring system broken/not working. Tire pressure monitoring system works properly, but difficult to understand/use; in poor location.
Vehicle exhibits poor steering on snow/ice	

Trouble occurs under these surface conditions (check all that apply):	Uphill. Downhill. Level Ground. Bumpy or uneven surface.
Trouble occurs at these speeds (check all that apply):	All speeds.
Please indicate how severe the issue is:	Much worse than expected.
How often does this trouble occur?	Trouble occurs regularly.
Please describe the nature of the steering / handling issue you have experienced. (check all that apply)	The amount of steering wheel turns to maneuver the vehicle is more than expected.

Off-Road Features and Functions	
Off-Road Features and Functions	Issues with wheels and tires in off-road conditions.

Continuous Quality Insight Report

VIN		Model Year		Body	D	CREW	4X4
Built Date		Market	U			ASSEMBLY	
Color	PXR	BLACK					
Engine	ETK	6.7L I6 CUMMINS TURBO DIESEL ENGINE			Serial #		
Transmission		AUTOMATIC		TRANSMISSION	Serial #		
Color	PXR	BLACK					

Report #		System Key		Report	4	Open Date	
Close Date		Narrative Date		Mileage	0		
		Engine Built Date		Built Date			

Dealer			
Dealer Address			
Dealer City		State	Zip

Vehicle Satisfaction Ratings	
Appearance of exterior paint	4.
Support for popular music/video formats	4.
How well the driver seat holds you in place while cornering.	4.
Ease of adjusting rear seats to desired position.	4.
Ease of folding rear seats to desired position.	4.
Rear view styling (rear fascia, bumper)	4.
Difficult driving conditions (adverse weather, off-road)	3.
Ease of adjusting driver seat to desired position.	4.
What is your attitude overall towards your new car?	4.
Comfort of driver seat back	4.
Fuel economy and driving range	3.
How was your purchasing experience (the dealer/dealership)?	4.
Wheels, rims, and tires appearance and styling	4.
Front view styling (front fascia, hood, grille, headlight area)	4.
Engine exhaust sound	2.
What is your attitude overall towards the BRAND of your new car?	4.
Steering wheel adjustment	4.
Safety and visibility while driving	4.
Engine performance during acceleration	4.
Interior comfort, design and appearance of interior (overall impression)	4.
Engine sound	3.
Clarity of sound	4.
Integration with media players	4.
Comfort of the rear (2nd row) seats.	4.
Ease of getting into and out of vehicle	4.
Ride quality	4.
How do you feel about the VALUE of your new car? (i.e.	4.
Interior noise level while driving	4.
Feel of the seat material	4.
Transmission gear change performance (smoothness)	4.
Overall rating of the driver seat	4.
Overall audio, entertainment, and navigation system impression	4.
Integration with phones	4.
Operating controls while driving (gear selector, turn signals, horn, etc.)	4.
Comfort of driver bottom seat cushion	4.
Location and usefulness of interior lighting	4.
How do you feel about the durability of your new vehicle?	4.
Climate control operation (function and ease of use)	4.
Steering and handling (responsiveness, stability)	4.
Head/leg/foot room	4.
Vehicle storage and space usage	4.
Ease of using system displays while driving	4.
Comfort of driver headrest.	4.
Brake responsiveness/effort	4.
Navigation system route accuracy	4.
Side/profile view styling (driver's side or passenger's side exterior area)	4.
Headlight illumination/performance during night-time driving	4.
Exterior design and appearance (overall impression)	4.

Overview	
DVD format is easy to understand and use	4 (agree).

Information in the Smartphone Application is easy to find and access	4 (agree).
Information on the DVD is easy to find and access	4 (agree).
Please rate your overall level of satisfaction with the Printed User Guide	4 (satisfied).
If our team has any additional questions about your responses, would you accept further contact?	Yes, by phone or e-mail.
Please rate your overall level of satisfaction with the DVD	4 (satisfied).
Did you review the Printed User Guide?	Yes.
Have you taken your vehicle to a dealer to have your trouble(s) corrected or explained?	No, have not had a chance/inconvenient location.
Printed User Guide covers the necessary features	4 (agree).
Printed User Guide format is easy to understand and use	4 (agree).
Please rate your overall level of satisfaction with the Smartphone Application	4 (satisfied).
Would you recommend this vehicle to family or friends?	Yes.
What have you used to view your DVD? (check all that apply)	Home DVD Player.
Did you review the Owner's Information DVD?	Yes.
Information in the Printed User Guide is easy to find and access	4 (agree).
The information in Mopar Companion was helpful	4 (agree).
Which automotive publications do you subscribe to? (check all that apply)	None or other (if other, please describe).
Overall, how satisfied are you with the quality of your new vehicle?	Satisfied.
Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?	Yes.
The Smartphone Application format is easy to understand and use	4 (agree).
Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?	Yes.

Brakes are excessively noisy	
To the best of your recollection, the trouble was first noticed:	Within the [redacted] after delivery.
Trouble with brakes occurs while traveling in these road conditions (check all that apply):	Snowy/slushy road conditions. Rainy/wet road conditions.
How often does this trouble occur?	Trouble occurs intermittently.
Approximate mileage when trouble was first noticed was:	[redacted]
What area of the vehicle is the brake noise coming from?	Cannot determine the location.
Trouble with brakes occurs during this type of braking (check all that apply):	Light braking.
Trouble with brakes occurs while traveling at these speeds (check all that apply):	High speeds ([redacted] H and above). Medium speeds ([redacted]).
What does the noise sound like?	Squeak/squeal.

Vehicle Issues/Things Gone Wrong	
Continuous Quality Insight	Brake System.

Welcome	
Please tell us how many miles are currently on your vehicle:	[redacted]
Has this vehicle been taken to a dealer to have any trouble(s) corrected or explained?	No.
Are you the primary driver of this vehicle?	Yes.

Contact Me	
Based on the feedback you provided, would you like someone from [redacted] to contact you about your [redacted] vehicle?	No.

Brake Noise	
Brake Noise	Brakes are excessively noisy.

Continuous Quality Insight Report

VIN		Model Year		Body		RAM		CREW CAB	
Built Date		Market	U			8475			
		BRIGHT WHITE CLEAR COAT							
Engine	ETK			TURBO DIESEL ENGINE		Serial #			
Transmission			AUTO AISIN	HD TRANS		Serial #			
		BRIGHT WHITE CLEAR COAT							

Report #		System Key		Report		5	Open Date	
Close Date		Narrative Date		Mileage		0		
		Engine Built Date		Built Date				

Dealer			
Dealer Address	800		
Dealer City		State	
		Zip	

Overview

Overall, how satisfied are you with the quality of your new vehicle?	Very dissatisfied.
Guide format is easy to understand and use	3 (neither agree nor disagree).
Information in the Guide is easy to find and access	3 (neither agree nor disagree).
What have you used to view your DVD? (check all that apply)	Computer/laptop.
Have you taken your vehicle to a dealer to have your trouble(s) corrected or explained?	Yes.
Were the trouble(s) repaired or explained?	Fully.
If our team has any additional questions about your responses, would you accept further contact?	Yes, by e-mail only.
Which automotive publications do you subscribe to? (check all that apply)	None or other (if other, please describe).
Was the trouble resolved to your satisfaction?	Yes.
Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?	Yes.
Please rate your overall level of satisfaction with the Guide	2 (dissatisfied).
Did you review the Owner's Information DVD?	Yes.
Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?	No (after completing your survey, we will provide a link to download your vehicle application to your smartphone.).
Where did you take your vehicle to have your trouble checked out? (check all that apply)	Took to a different dealer.
DVD format is easy to understand and use	3 (neither agree nor disagree).
Guide covers the necessary features	2 (disagree).
Please rate your overall level of satisfaction with the DVD	1 (very dissatisfied).
Information on the DVD is easy to find and access	3 (neither agree nor disagree).
How many visits did you make to the dealer?	5 or more visits.
Please provide feedback on how can improve the DVD	nothing on there worth looking at.
Please explain further about your choice to recommend your vehicle:	I've owned dodges for and this was the biggest piece of junk I have ever seen. I owned it for and never put on it. always in the shop. Traded it off. Beyond disappointed. Hopefully the next one will be better.
Please provide feedback on how can improve the Guide	information to generic, not enough detail or in depth enough
Did you review the Guide?	Yes.
Would you recommend this vehicle to family or friends?	No.

Welcome

Are you the primary driver of this vehicle?	Yes.
Please tell us how many miles are currently on your vehicle:	
Has this vehicle been taken to a dealer to have any trouble(s) corrected or explained?	Yes.

Vehicle Satisfaction Ratings

Difficult driving conditions (adverse weather, off-road)	3.
Brake responsiveness/effort	2.
Location and usefulness of interior lighting	2.
Engine performance during acceleration	1.
Engine exhaust sound	4.
Transmission gear change performance (smoothness)	3.
Engine sound	3.
Appearance of exterior paint	4.
Interior comfort, design and appearance of interior (overall impression)	4.
Headlight illumination/performance during night-time driving	2.
Safety and visibility while driving	4.
Steering wheel adjustment	4.
How well the driver seat holds you in place while cornering.	4.
Comfort of driver headrest.	2.

Steering and handling (responsiveness, stability)	2.
How was your purchasing experience (the dealer/dealership)?	1.
Rear view styling (rear fascia, bumper)	5.
Exterior design and appearance (overall impression)	4.
Support for popular music/video formats	3.
Feel of the seat material	3.
Ease of adjusting driver seat to desired position.	4.
Comfort of the rear (2nd row) seats.	3.
Integration with media players	3.
Vehicle storage and space usage	4.
Head/leg/foot room	4.
Operating controls while driving (gear selector, turn signals, horn, etc.)	4.
Climate control operation (function and ease of use)	4.
Side/profile view styling (driver's side or passenger's side exterior area)	5.
Wheels, rims, and tires appearance and styling	4.
Navigation system route accuracy	3.
What is your attitude overall towards your new car?	2.
Front view styling (front fascia, hood, grille, headlight area)	5.
Comfort of driver seat back	3.
How do you feel about the durability of your new vehicle?	3.
Overall rating of the driver seat	4.
How do you feel about the VALUE of your new car? (i.e.	1.
Overall audio, entertainment, and navigation system impression	2.
Integration with phones	1.
Ease of getting into and out of vehicle	4.
Clarity of sound	2.
Interior noise level while driving	4.
Ease of folding rear seats to desired position.	3.
Ease of adjusting rear seats to desired position.	3.
Ease of using system displays while driving	3.
Ride quality	3.
What is your attitude overall towards the BRAND of your new car?	2.
Fuel economy and driving range	1.
Comfort of driver bottom seat cushion	3.

Vehicle Issues/Things Gone Wrong	
Continuous Quality Insight	Steering, Handling, and Ride. Features/Controls/Displays. Transmission and Drivetrain. Brake System. Engine.

Brakes do not have enough stopping power; brake pedal requires too much effort	
To the best of your recollection, the trouble was first noticed:	██████ months after delivery.
How often does this trouble occur?	Trouble occurs intermittently.
Trouble with brakes occurs while traveling in these road conditions (check all that apply):	All road conditions.
Trouble with brakes occurs while traveling at these speeds (check all that apply):	All speeds.
Approximate mileage when trouble was first noticed was:	██████ or above.
Please describe conditions when this trouble occurs:	usually after using brakes for ██████ when they are released
Trouble with brakes occurs during this type of braking (check all that apply):	While towing. trailer brake control failed

Vehicle pulls noticeably to the left/right	
Vehicle pull is:	Moderate.
Please describe conditions when this trouble occurs:	front end of truck is garbage, had ██████ drive axle u-joints replaced at ██████, steering box and pump replaced etc. junk.....
Trouble occurs while traveling in these road conditions (check all that apply):	All road conditions.
Additional Comments:	terrible front end, none of the problems that occurred on this vehicle, specially steering problems should ever have happened.
What direction does the vehicle pull when driving?	Right.
Are you using your vehicle for towing when the problem occurs?	No.
How often does this trouble occur?	Trouble occurs regularly.
Trouble occurs while traveling at these speeds (check all that apply):	All speeds.
Approximate mileage when trouble was first noticed was:	██████ or above.
To the best of your recollection, the trouble was first noticed:	██████ months after delivery.

Steering system/wheel has too much play, feels loose	
To the best of your recollection, the trouble was first noticed:	██████ months after delivery.
Trouble occurs while traveling at these speeds (check all that apply):	All speeds.
Trouble occurs while traveling in these road conditions (check all that apply):	All road conditions.
Approximate mileage when trouble was first noticed was:	██████ or above.
How often does this trouble occur?	Trouble occurs regularly.

Additional Comments:	steering box and pump went out
Instrument panel illumination/warning/indicator lights broken/not working	
Approximate mileage when trouble was first noticed was:	██████████ or above.
Please describe in the box below where on the instrument panel/dashboard the trouble with broken/damaged materials is located:	trailer brake control module giving false codes and display quit working on trailer brake side of things
To the best of your recollection, the trouble was first noticed:	██████████ months after delivery.
Engine power is less than expected	
To the best of your recollection, the trouble was first noticed:	██████████ months after delivery.
Trouble occurs while vehicle is (check all that apply):	Accelerating. pretty gutless for what it is While towing. low power for a diesel Going up an incline.
What type of fuel do you most often put into your vehicle?	Diesel.
Does trouble only occur when vehicle is carrying multiple passengers and/or heavy cargo?	Yes.
How often does this trouble occur?	Trouble occurs regularly.
Approximate mileage when trouble was first noticed was:	██████████ or above.
Check Engine light indicated trouble	
Describe the engine performance issue you experienced (check all that apply):	Lack of power.
Was the "Check Engine" light your first indication there was trouble?	No.
Approximate mileage when trouble was first noticed was:	██████████ or above.
What type of fuel do you most often put into your vehicle?	Diesel.
How often does this trouble occur?	Trouble occurs intermittently.
To the best of your recollection, the trouble was first noticed:	██████████ months after delivery.
Did you also experience an engine performance issue while the "Check Engine" light was on?	Yes.
Fuel consumption is worse than expected	
Are you using your vehicle for towing when the problem occurs?	Yes.
Additional Comments:	for a diesel it sure drinks it up
Is your fuel consumption expectation based on the ██████████ estimates for your Vehicle?	No.
How often does this trouble occur?	Trouble occurs regularly.
Approximate mileage when trouble was first noticed was:	██████████ or above.
To the best of your recollection, the trouble was first noticed:	██████████ months after delivery.
Where do you do most of your driving?	Combination of city/highway driving.
What type of fuel do you most often put into your vehicle?	Diesel.
Steering system/wheel is difficult to turn	
Please describe conditions when this trouble occurs:	pump and steering box went out.
Approximate mileage when trouble was first noticed was:	██████████ or above.
To the best of your recollection, the trouble was first noticed:	██████████ months after delivery.
Are you using your vehicle for towing when the problem occurs?	No.
Trouble occurs while traveling in these road conditions (check all that apply):	All road conditions.
How often does this trouble occur?	Trouble occurs regularly.
Trouble occurs while traveling at these speeds (check all that apply):	All speeds.
Exhaust system troubles	
To the best of your recollection, the trouble was first noticed:	██████████ months after delivery.
What is the trouble with the exhaust system? (check all that apply):	Other exhaust troubles (please describe). dpf a joke constant problems of being clogged, dealer suggests "drive it like you stole it" to keep exhaust dpf clean.
What type of fuel do you most often put into your vehicle?	Diesel.
Approximate mileage when trouble was first noticed was:	██████████ or above.
How often does this trouble occur?	Trouble occurs intermittently.
Contact Me	
Based on the feedback you provided, would you like someone from ██████████ to contact you about your ██████████ vehicle?	No.
Steering and Handling	
Steering and Handling	Steering system/wheel has too much play, feels loose. Steering system/wheel is difficult to turn. Vehicle pulls noticeably to the left/right.
Engine Exhaust System	
Engine exhaust system	Exhaust system troubles.
What Can We Do Better?	
What has ██████████ done right?	Kept using cummins engines. I've recently purchased a ██████████ Ram and so far I've been pleased with it. Although some of the options it's capable of isn't there. Not real impressed with that, but there are noticeable improvements in the trailer brake control etc. and the truck brakes are considerably stronger.

Feedback/Concerns:	I've really noticed an incredible amount of cheapness in the newer trucks. They used to be very solid. I think I could poke my finger through the body panels if so desired. Initial quality sure went down hill, if it didn't have a [REDACTED] it we wouldn't be having this survey.
---------------------------	--

Displays and Instruments

Displays and Instruments	Instrument panel illumination/warning/indicator lights broken/not working.
---------------------------------	--

Electronic Engine Controls (Check Engine)
--

Electronic Engine Controls ('Check Engine')	"Check Engine" light indicated trouble.
--	---

Brake Operation

Brake Operation	Brakes do not have enough stopping power; brake pedal requires too much effort.
------------------------	---

Engine Fuel Consumption

Engine Fuel consumption	Fuel consumption is worse than expected.
--------------------------------	--

Engine Power

Engine power	Engine power is less than expected.
---------------------	-------------------------------------

Continuous Quality Insight Report

VIN		Model Year		Body		CREW	
Built Date		Market	U	US	Plant	8475	ASSEMBLY PLANT
Color	PAU	GRANITO LUCENTE (GRANITE CRYSTAL)					
Engine	ETK	6.7L I6 CUMMINS TURBO DIESEL ENGINE			Serial #		
Transmission	D	AUTOMATIC			Serial #		
Color	PAU	GRANITO LUCENTE (GRANITE CRYSTAL)					

Report #		System Key		Report Version	5	Open Date	
Close Date		Narrative Date		Mileage	0		
		Engine Built Date		Built Date			

Address		State		Zip	
---------	--	-------	--	-----	--

Vehicle Satisfaction Ratings	
Location and usefulness of interior lighting	5.
Operating controls while driving (gear selector, turn signals, horn, etc.)	5.
Climate control operation (function and ease of use)	4.
Head/leg/foot room	5.
Vehicle storage and space usage	5.
Brake responsiveness/effort	5.
Overall rating of the driver seat	4.
Exterior design and appearance (overall impression)	5.
Overall audio, entertainment, and navigation system impression	5.
Navigation system route accuracy	4.
Ride quality	5.
Ease of using system displays while driving	3.
Side/profile view styling (driver's side or passenger's side exterior area)	5.
How well the driver seat holds you in place while cornering.	2.
Comfort of driver headrest.	3.
Engine performance during acceleration	2.
Transmission gear change performance (smoothness)	4.
Integration with phones	2.
Front view styling (front fascia, hood, grille, headlight area)	5.
Wheels, rims, and tires appearance and styling	4.
Ease of getting into and out of vehicle	5.
Interior noise level while driving	5.
Ease of folding rear seats to desired position.	5.
Comfort of driver bottom seat cushion	5.
Ease of adjusting driver seat to desired position.	5.
Comfort of the rear (2nd row) seats.	3.
What are your favorite parts of your new vehicle?	It's not my old clapped out
Comfort of driver seat back	5.
Steering wheel adjustment	4.
Safety and visibility while driving	5.
How was your purchasing experience (the dealer/dealership)?	5.
What is your attitude overall towards your new car?	4.
Appearance of exterior paint	4.
Support for popular music/video formats	4.
Is there anything about your new vehicle you would like to see changed?	Leveled stance and loss of torque management and integration
How do you feel about the VALUE of your new car? (i.e.	4.
Rear view styling (rear fascia, bumper)	5.
Clarity of sound	4.
What is your attitude overall towards the BRAND of your new car?	4.
Headlight illumination/performance during night-time driving	2.
Ease of adjusting rear seats to desired position.	3.

About You	
When considering this vehicle	Visit the dealership. Interact with dealership by phone. Research online. Test drive the vehicle.
Vehicle quality	4.
Please indicate your gender	Male.
What is your primary language?	English.
Primary vehicle in your household:	Hyundai. 2010.

	Primary Household Vehicle: Purchased New.
What year were you born?	
Primary vehicle you were considering:	Primary Considered Vehicle: New.
Please indicate your ethnicity	White.
Please tell us about the vehicle you replaced (if applicable)	Replaced Vehicle: Purchased Used.
Vehicle availability	4.
Which, if any, influenced your purchase decision? (check all that apply):	Vehicle test drive. Other (please describe). Easier to work on the cummins Previous experience with the vehicle/brand. Recommendations from friends or family.
Please indicate the primary driver's age.	
Vehicle fuel economy	3.
Did you purchase or lease your vehicle?	Purchase.
Convenience of dealership location	1.
Price	3.
Vehicle performance	4.
What is your average miles (MPG) with your vehicle?	
Vehicle styling	3.
Financing options	1.
Which of the following best describes the area you live in?	

Overview	
Which automotive publications do you subscribe to? (check all that apply)	None or other (if other, please describe). I don't sit still long enough to read magazines.
Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?	No (after completing your survey, we will provide a link to download your vehicle application to your smartphone.).
Were the trouble(s) repaired or explained?	Partially (please explain further, if applicable). In the process of getting it repaired
Information in the Printed User Guide is easy to find and access	4 (agree).
Printed User Guide format is easy to understand and use	4 (agree).
Please rate your overall level of satisfaction with the Printed User Guide	4 (satisfied).
Did you review the Printed User Guide?	Yes.
Would you recommend this vehicle to family or friends?	Yes.
Overall, how satisfied are you with the quality of your new vehicle?	Satisfied.
How many visits did you make to the dealer?	
If our team has any additional questions about your responses, would you accept further contact?	Yes, by phone or e-mail.
Have you taken your vehicle to a dealer to have your trouble(s) corrected or explained?	Yes.
Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?	Yes.
Printed User Guide covers the necessary features	4 (agree).
Did you review the Owner's Information DVD?	No.
Where did you take your vehicle to have your trouble checked out? (check all that apply)	Took to the dealer I purchased my vehicle from.
Please explain further about your choice to recommend your vehicle:	Slightly frustrated that a brand new vehicle has parts failing within the break in period but the truck drives well especially in " of snow. No drama at all. Only thing that I dislike about the truck is the torque management. Almost got into an accident pulling a trailer trying to get onto the highway.

Other	
Approximate mileage when trouble was first noticed was:	-
Please describe the other trouble you experienced:	Wheel speed sensor failed @ roughly miles
Please describe conditions when this trouble occurs:	Abs light on traction control system malfunction
To the best of your recollection, the trouble was first noticed:	Within the after delivery.

What Can We Do Better?	
Feedback/Concerns:	Get rid of torque management on the diesel hd rams. People know how to feather the throttle and not tear up tires/rear ends/u-joints.
What has done right?	Solid truck. Nice and quiet. Fit and finish on the package is good. Handles well in snow and rain so far.

Detail on Low Rated Items	
We want to hear what's on your mind. Please use this space to comment on any feature of the vehicle that fell well below your expectations.	Headlights have poor output. Currently seeking aftermarket options for better light output since dealer cannot help with that.

Entertainment/Navigation System/Connectivity	
Please choose your cell phone carrier	

Please tell us your cell phone model	██████████
If known, please tell us your software version	Current
Please choose your cell phone brand	██████████
Navigation system works, but missing information; has incorrect information; gives wrong directions	
Please indicate which of the following best describes your concern (check all that apply):	Navigation system has incorrect information. Incorrect street names and locations
Please indicate which navigation system item has trouble (check all that apply):	Map contains incorrect information. Incorrect street names and locations
Contact Me	
To better serve you, briefly describe the topic(s) you would like to discuss. Please provide us with a phone number you can be reached at during daytime hours. Thank you.	██████████ management, u-connect,
Based on the feedback you provided, would you like someone from ██████████ to contact you about your ██████████ vehicle?	Yes.
Vehicle Issues/Things Gone Wrong	
Continuous Quality Insight	Entertainment/Navigation System/Connectivity. Other.
Welcome	
Please tell us how many miles are currently on your vehicle:	██████████.
Has this vehicle been taken to a dealer to have any trouble(s) corrected or explained?	Yes.
Are you the primary driver of this vehicle?	Yes.
Detail on High Rated Items	
We want to hear what's on your mind. Please use this space to comment on any feature of the vehicle that you feel far exceeded your expectations.	Truck is well planted and comfortable on long trips with good fuel economy
Entertainment/Navigation System/Connectivity>Navigation System>	
Navigation System	Navigation system works, but missing information; has incorrect information; gives wrong directions.

Continuous Quality Insight Report

VIN		Model Year		Body		CREW CAB
Built Date		Market	U	US	Plant	ASSEMBLY PLANT
Color	PXR	BLACK				
Engine	ESA	MID DUTY HEMI MDS ENGINE		Serial #		
Transmission	DFP	6	AUTOMATIC	TRANSMISSION	Serial #	
Color	PXR	BLACK				

Report #		System Key		Report Version	8	Open Date	
Close Date		Narrative Date		Mileage	0		
		Engine Built Date		Built Date			

Address		State		Zip	
City					

Vehicle Satisfaction Ratings	
Interior comfort, design and appearance of interior (overall impression)	5.
Ease of getting into and out of vehicle	3.
Comfort of driver seat back	5.
Ease of adjusting rear seats to desired position.	5.
Comfort of driver bottom seat cushion	5.
Comfort of driver headrest.	5.
How was your purchasing experience (the dealer/dealership)?	4.
Ease of folding rear seats to desired position.	5.
Engine performance during acceleration	5.
Safety and visibility while driving	5.
What are your favorite parts of your new vehicle?	Nice looking pickup
Appearance of exterior paint	5.
Is there anything about your new vehicle you would like to see changed?	Ride quality
Clarity of sound	5.
What is your attitude overall towards your new car?	1.
Rear view styling (rear fascia, bumper)	5.
Support for popular music/video formats	5.
Difficult driving conditions (adverse weather, off-road)	3.
What is your attitude overall towards the BRAND of your new car?	5.
Engine exhaust sound	5.
Ease of adjusting driver seat to desired position.	5.
Head/leg/foot room	5.
Operating controls while driving (gear selector, turn signals, horn, etc.)	5.
Location and usefulness of interior lighting	5.
Vehicle storage and space usage	5.
Steering wheel adjustment	3.
How do you feel about the VALUE of your new car? (i.e.	5.
How well the driver seat holds you in place while cornering.	5.
Headlight illumination/performance during night-time driving	5.
Side/profile view styling (driver's side or passenger's side exterior area)	5.
Steering and handling (responsiveness, stability)	5.
How do you feel about the durability of your new vehicle?	5.
Climate control operation (function and ease of use)	5.
Exterior design and appearance (overall impression)	5.
Integration with media players	3.
Brake responsiveness/effort	5.
Ease of using system displays while driving	5.
Interior noise level while driving	5.
Feel of the seat material	5.
Comfort of the rear (2nd row) seats.	5.
Overall rating of the driver seat	5.
Engine sound	5.
Fuel economy and driving range	1.
Transmission gear change performance (smoothness)	5.
Navigation system route accuracy	3.
Wheels, rims, and tires appearance and styling	5.
Integration with phones	5.
Front view styling (front fascia, hood, grille, headlight area)	5.
Overall audio, entertainment, and navigation system impression	5.
Ride quality	1.

Vehicle Issues/Things Gone Wrong	
Continuous Quality Insight	Interior Trim/Storage/Windows. Steering, Handling, and Ride.
Overview	
Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?	No.
If our team has any additional questions about your responses, would you accept further contact?	Yes, by e-mail only.
Would you recommend this vehicle to family or friends?	No.
Which automotive publications do you subscribe to? (check all that apply)	None or other (if other, please describe). None of your business
Did you review the Owner's Information DVD?	No.
Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?	No (after completing your survey, we will provide a link to download your vehicle application to your smartphone.).
Have you taken your vehicle to a dealer to have your trouble(s) corrected or explained?	Other (please explain further, if applicable). Heavy duty truck when light duty truck needed
Overall, how satisfied are you with the quality of your new vehicle?	Very dissatisfied.
Please explain further about your choice to recommend your vehicle:	Traded it off after [REDACTED].
Welcome	
Please tell us how many miles are currently on your vehicle:	[REDACTED].
Are you the primary driver of this vehicle?	Yes.
Has this vehicle been taken to a dealer to have any trouble(s) corrected or explained?	No.
Vehicle vibrates excessively while driving (not braking)	
How often does this trouble occur?	Trouble occurs regularly.
Please describe conditions when this trouble occurs:	When your in it.
Trouble occurs while traveling in these road conditions (check all that apply):	All road conditions. Very rough ride.
Vibration is:	Severe.
Approximate mileage when trouble was first noticed was:	[REDACTED].
To the best of your recollection, the trouble was first noticed:	Within the [REDACTED] after delivery.
Are you using your vehicle for towing when the problem occurs?	No.
Trouble occurs while traveling at these speeds (check all that apply):	All speeds. [REDACTED] I've had in a pickup
What Can We Do Better?	
Feedback/Concerns:	Stop these surveys
What has [REDACTED] done right?	Apparently done something right traded in a [REDACTED] 2wd for a [REDACTED] 4x4
Appearance	
Appearance	Door panels have gaps/poor fit.
Door panels have gaps/poor fit	
Approximate mileage when trouble was first noticed was:	[REDACTED].
To the best of your recollection, the trouble was first noticed:	Within the [REDACTED] after delivery.
Please indicate which interior door panels had gaps/poor fit (check all that apply):	Passenger's side front door. Trim around door handle looked like it was coming off Driver's side front door. Trim around door handle looked like it was coming off
Please describe in the box below where on the door panels the trouble with excessive gaps/poor fit of materials is located:	Top center
Noise and Vibration	
Noise and Vibration	Vehicle vibrates excessively while driving (not braking).
Contact Me	
Based on the feedback you provided, would you like someone from [REDACTED] to contact you about your [REDACTED] vehicle?	No.

Continuous Quality Insight Report

VIN		Model Year		Body	D	CREW CAB 4X4
Built Date		Market	U			ASSEMBLY PLANT
						BRIGHT WHITE CLEAR COAT
Engine	ETK			I6 CUMMINS TURBO DIESEL ENGINE	Serial #	
Transmission				AUTOMATIC TRANSMISSION	Serial #	
						BRIGHT WHITE CLEAR COAT

Report #	10706491	System Key		Report	9	Open Date	
Close Date		Narrative Date					
MDH		Engine Built Date		Built Date			

Dealer			
Dealer Address			
Dealer City		State	Zip

Welcome	
Please tell us how many miles are currently on your vehicle:	
Has this vehicle been taken to a dealer to have any trouble(s) corrected or explained?	No.
Are you the primary driver of this vehicle?	Yes.

Overview	
Printed User format is easy to understand and use	1 (strongly disagree).
Information in the Printed User is easy to find and access	1 (strongly disagree).
Did you review the Printed User ?	Yes.
If our team has any additional questions about your responses, would you accept further contact?	Yes, by phone or e-mail.
Would you recommend this vehicle to family or friends?	Yes.
Please provide feedback on how can improve the Printed User	My ram manual was very in depth... I am a car guy, do my own work.... the average buyer has is kinda left in dark
Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?	No (after completing your survey, we will provide a link to download your vehicle application to your smartphone.).
Have you taken your vehicle to a dealer to have your trouble(s) corrected or explained?	No, have not had a chance/inconvenient location.
Please rate your overall level of satisfaction with the Printed User	1 (very dissatisfied).
Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?	Yes.
Overall, how satisfied are you with the quality of your new vehicle?	Very satisfied.
Did you review the Owner's Information DVD?	No.
Printed User covers the necessary features	1 (strongly disagree).

Brakes do not have enough stopping power; brake pedal requires too much effort	
Trouble with brakes occurs during this type of braking (check all that apply):	All braking. Moderate braking. Heavy braking (panic stops). Light braking.
To the best of your recollection, the trouble was first noticed:	Within the after delivery.
Trouble with brakes occurs while traveling at these speeds (check all that apply):	All speeds. High speeds (46 MPH and above). Medium speeds (). Low speeds ().
Trouble with brakes occurs while traveling in these road conditions (check all that apply):	All road conditions.
How often does this trouble occur?	Trouble occurs regularly.
Approximate mileage when trouble was first noticed was:	.

Fuel spills out while refueling	
How often does this trouble occur?	Trouble occurs regularly.
Please describe the trouble you experienced (check all that apply):	Fuel spills out of vehicle while pumping. Stupid design!!! Anti theft/ syphon probably...having to include special funnel????? Really
To the best of your recollection, the trouble was first noticed:	Within the after delivery.
Approximate mileage when trouble was first noticed was:	.

Brake Operation	
Brake Operation	Brake pedal feels mushy/soft. Brakes do not have enough stopping power; brake pedal requires too much effort.

Brake pedal feels mushy/soft	
Approximate mileage when trouble was first noticed was:	.
Trouble with brakes occurs during this type of braking (check all that apply):	All braking.
To the best of your recollection, the trouble was first noticed:	Within the after delivery.

How often does this trouble occur?	Trouble occurs regularly.
Trouble with brakes occurs while traveling at these speeds (check all that apply):	All speeds.
Trouble with brakes occurs while traveling in these road conditions (check all that apply):	All road conditions.

Vehicle Issues/Things Gone Wrong	
Continuous Quality Insight	Vehicle Exterior. Brake System.

Fuel filler door/cap	
Fuel filler door/cap	Fuel spills out while refueling.

Continuous Quality Insight Report

VIN		Model Year		Body		CREW CAB
Built Date		Market	U	US		TRUCK ASSEMBLY PLANT
Color	PAU	GRANITO LUCENTE (GRANITE CRYSTAL)				
Engine	ETK	6.7L I6 CUMMINS TURBO DIESEL ENGINE			Serial #	
Transmission	D	AUTOMATIC	TRANSMISSION	Serial #		
Color	PAU	GRANITO LUCENTE (GRANITE CRYSTAL)				

Report #		System Key		Report	9	Open Date	
Close Date		Narrative Date		Mileage	0		
		Engine Built Date		Built Date			

Address		State		Zip	
---------	--	-------	--	-----	--

Vehicle Satisfaction Ratings	
Difficult driving conditions (adverse weather, off-road)	5.
What are your favorite parts of your new vehicle?	Power
Fuel economy and driving range	5.
Transmission gear change performance (smoothness)	5.
How well the driver seat holds you in place while cornering.	5.
Engine sound	5.
Ease of adjusting driver seat to desired position.	5.
Front view styling (front fascia, hood, grille, headlight area)	5.
Headlight illumination/performance during night-time driving	3.
Comfort of driver headrest.	3.
Appearance of exterior paint	5.
Support for popular music/video formats	5.
Safety and visibility while driving	5.
Rear view styling (rear fascia, bumper)	5.
Feel of the seat material	5.
Wheels, rims, and tires appearance and styling	3.
Clarity of sound	5.
Integration with media players	5.
How was your purchasing experience (the dealer/dealership)?	5.
Comfort of the rear (2nd row) seats.	5.
What is your attitude overall towards your new car?	5.
Interior comfort, design and appearance of interior (overall impression)	5.
Is there anything about your new vehicle you would like to see changed?	Rims
Steering wheel adjustment	5.
Operating controls while driving (gear selector, turn signals, horn, etc.)	5.
Vehicle storage and space usage	5.
Engine exhaust sound	5.
Ease of using system displays while driving	5.
What is your attitude overall towards the BRAND of your new car?	5.
Overall rating of the driver seat	5.
Location and usefulness of interior lighting	5.
Steering and handling (responsiveness, stability)	4.
Head/leg/foot room	5.
How do you feel about the durability of your new vehicle?	5.
Integration with phones	5.
Overall audio, entertainment, and navigation system impression	5.
How do you feel about the VALUE of your new car? (i.e.	5.
Brake responsiveness/effort	1.
Ease of getting into and out of vehicle	5.
Ride quality	5.
Comfort of driver seat back	5.
Climate control operation (function and ease of use)	5.
Engine performance during acceleration	3.
Ease of folding rear seats to desired position.	5.
Comfort of driver bottom seat cushion	5.
Navigation system route accuracy	5.
Exterior design and appearance (overall impression)	5.
Ease of adjusting rear seats to desired position.	5.

What Can We Do Better?

What has [REDACTED] done right?	It makes a great work truck and has plenty of towing power which is what I'm using it for
Brake Operation	
Brake Operation	Brakes do not have enough stopping power; brake pedal requires too much effort.
Brakes do not have enough stopping power; brake pedal requires too much effort	
Please describe conditions when this trouble occurs:	Does not stop fast enough I have to apply too much pressure
Trouble with brakes occurs during this type of braking (check all that apply):	Moderate braking. Coming to a stop light behind someone
How often does this trouble occur?	Trouble occurs regularly.
Trouble with brakes occurs while traveling at these speeds (check all that apply):	High speeds ([REDACTED] H and above). Stopping for a redlight
Approximate mileage when trouble was first noticed was:	[REDACTED].
Trouble with brakes occurs while traveling in these road conditions (check all that apply):	All road conditions. Acts the same in all conditions
To the best of your recollection, the trouble was first noticed:	At delivery.
Overview	
Did you review the Owner's Information DVD?	Yes.
Would you recommend this vehicle to family or friends?	Yes.
Have you taken your vehicle to a dealer to have your trouble(s) corrected or explained?	No, issue is minor/no further explanation or fix is needed.
Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?	No (after completing your survey, we will provide a link to download your vehicle application to your smartphone.).
Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?	No.
Overall, how satisfied are you with the quality of your new vehicle?	Very satisfied.
If our team has any additional questions about your responses, would you accept further contact?	Yes, by e-mail only.
Which automotive publications do you subscribe to? (check all that apply)	None or other (if other, please describe).
Welcome	
Are you the primary driver of this vehicle?	Yes.
Please tell us how many miles are currently on your vehicle:	[REDACTED].
Has this vehicle been taken to a dealer to have any trouble(s) corrected or explained?	No.
Vehicle Issues/Things Gone Wrong	
Continuous Quality Insight	Brake System.
Contact Me	
Based on the feedback you provided, would you like someone from [REDACTED] to contact you about your [REDACTED] vehicle?	No.

Continuous Quality Insight Report

VIN		Model Year		Body		RAM		SLT CREW CAB		
Built Date		Market	U	US					ASSEMBLY PLANT	
Color	PAU	GRANITO LUCENTE (GRANITE CRYSTAL)								
Engine	ETK	6.7L I6 CUMMINS TURBO DIESEL ENGINE				Serial #				
Transmission	DG7	AUTOMATIC		TRANSMISSION		Serial #				
Color	PAU	GRANITO LUCENTE (GRANITE CRYSTAL)								

Report #		System Key		Report		9	Open Date	
Close Date		Narrative Date		Mileage	0			
		Engine Built Date		Built Date				

Dealer								
Dealer Address								
Dealer City		State		Zip				

Abnormal odors coming from engine	
Please describe conditions when this trouble occurs:	when the engine gets hot
Approximate mileage when trouble was first noticed was:	
How often does this trouble occur?	Trouble occurs intermittently.
To the best of your recollection, the trouble was first noticed:	At delivery.
Engine odor occurs while vehicle is (check all that apply):	Other (please describe). after driving, originally I thought it was normal break in burning off finishes. I expected it to dissipate by now. It may be less then before

Vehicle Satisfaction Ratings	
Transmission gear change performance (smoothness)	5.
Brake responsiveness/effort	3.
Fuel economy and driving range	4.
Overall rating of the driver seat	5.
What is your attitude overall towards your new car?	5.
How was your purchasing experience (the dealer/dealership)?	5.
Front view styling (front fascia, hood, grille, headlight area)	5.
Integration with phones	4.
Navigation system route accuracy	3.
Interior noise level while driving	5.
Ease of getting into and out of vehicle	5.
Engine sound	5.
Wheels, rims, and tires appearance and styling	4.
Operating controls while driving (gear selector, turn signals, horn, etc.)	3.
What are your favorite parts of your new vehicle?	heavy duty components that should outlast competitors light duty parts, great motor
Feel of the seat material	5.
Ride quality	5.
Comfort of the rear (2nd row) seats.	5.
Engine exhaust sound	5.
Ease of adjusting driver seat to desired position.	5.
How do you feel about the durability of your new vehicle?	5.
Comfort of driver seat back	5.
Steering wheel adjustment	5.
Engine performance during acceleration	5.
Clarity of sound	5.
Is there anything about your new vehicle you would like to see changed?	offering a factory topper would be cool
Safety and visibility while driving	5.
Overall audio, entertainment, and navigation system impression	3.
Interior comfort, design and appearance of interior (overall impression)	5.
Rear view styling (rear fascia, bumper)	5.
Appearance of exterior paint	5.
Comfort of driver bottom seat cushion	5.
Comfort of driver headrest.	5.
How well the driver seat holds you in place while cornering.	5.
Climate control operation (function and ease of use)	4.
Head/leg/foot room	5.
Vehicle storage and space usage	5.
What is your attitude overall towards the BRAND of your new car?	5.
Location and usefulness of interior lighting	5.
Ease of using system displays while driving	4.
Ease of adjusting rear seats to desired position.	5.
Ease of folding rear seats to desired position.	5.

How do you feel about the VALUE of your new car? (i.e. Headlight illumination/performance during night-time driving)	4.
Side/profile view styling (driver's side or passenger's side exterior area)	5.
Steering and handling (responsiveness, stability)	5.
Overview	
Please rate your overall level of satisfaction with the Printed User [REDACTED]	3 (neither satisfied nor dissatisfied).
Did you review the Printed User [REDACTED]?	Yes.
Have you taken your vehicle to a dealer to have your trouble(s) corrected or explained?	No, coordinating with next maintenance visit (such as oil change).
Would you recommend this vehicle to family or friends?	Yes.
Did you review the Owner's Information DVD?	No.
Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?	No (after completing your survey, we will provide a link to download your vehicle application to your smartphone.).
Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?	Yes.
Overall, how satisfied are you with the quality of your new vehicle?	Very satisfied.
If our team has any additional questions about your responses, would you accept further contact?	Yes, by phone or e-mail.
Information in the Printed User [REDACTED] is easy to find and access	4 (agree).
Printed User [REDACTED] format is easy to understand and use	4 (agree).
Which automotive publications do you subscribe to? (check all that apply)	None or other (if other, please describe).
Printed User [REDACTED] covers the necessary features	3 (neither agree nor disagree).
Please explain further about your choice to recommend your vehicle:	Great replacement for my [REDACTED]. Hope it last as long with as few issues.
Brakes do not have enough stopping power; brake pedal requires too much effort	
Additional Comments:	I am considering upgrading rotors and pads for improved brake feel.
Approximate mileage when trouble was first noticed was:	[REDACTED].
To the best of your recollection, the trouble was first noticed:	Within the [REDACTED] after delivery.
Trouble with brakes occurs while traveling at these speeds (check all that apply):	Medium speeds ([REDACTED]).
Please describe conditions when this trouble occurs:	I haven't had too many panic stops in this truck
Trouble with brakes occurs during this type of braking (check all that apply):	Heavy braking (panic stops). brakes feel soft and do provide a sense of confidence in panic or heavy braking, no load.
Trouble with brakes occurs while traveling in these road conditions (check all that apply):	Clear/dry road conditions.
Abnormal Noises	
Abnormal Noises	Squeak/rattle/abnormal noises from instrument panel/dashboard.
Brake Operation	
Brake Operation	Brakes do not have enough stopping power; brake pedal requires too much effort.
Squeak/rattle/abnormal noises from instrument panel/dashboard	
Describe what type of noise is heard from the instrument panel. [Mark all that apply]	Other noise. more like a hum
Describe under what condition(s) this trouble occurs. [Mark all that apply]	At high speeds ([REDACTED] and higher).
Additional Comments:	really not driven at highway speeds very often
To the best of your recollection, the trouble was first noticed:	Within the [REDACTED] after delivery.
How often does this trouble occur?	Trouble occurs regularly.
Approximate mileage when trouble was first noticed was:	[REDACTED].
What Can We Do Better?	
What has [REDACTED] done right?	Great truck with great options
Feedback/Concerns:	Better fuel economy would be nice. I think it actually performs better in Tow/Haul mode. I didn't like the idea of paying extra to activate the GPS
Vehicle Issues/Things Gone Wrong	
Continuous Quality Insight	Interior Trim/Storage/Windows. Steering, Handling, and Ride. Engine. Brake System.
Welcome	
Please tell us how many miles are currently on your vehicle:	[REDACTED].
Has this vehicle been taken to a dealer to have any trouble(s) corrected or explained?	No.
Are you the primary driver of this vehicle?	Yes.
Engine Odors	
Engine Odors	Abnormal odors coming from engine.
Hand brake/parking brake control is poorly located	
Additional Comments:	The parking brake release is difficult to reach.
Hand Brake/Parking Brake	
Hand Brake/Parking Brake	Hand brake/parking brake control is poorly located.

Contact Me

Based on the feedback you provided, would you like someone from [REDACTED] to contact you about your [REDACTED] vehicle?

No.

Continuous Quality Insight Report

VIN		Model Year		Body		CREW CAB
Built Date						ASSEMBLY
Color		TRUE BLUE				
Engine	ESA		MID DUTY HEMI		Serial #	
Transmission	DFP		AUTOMATIC	TRANSMISSION	Serial #	
Color		TRUE BLUE				

Report #		System Key		Report Version	5	Open Date	
Close Date		Narrative Date		Mileage	0		
		Engine Built Date		Built Date			

Address		State		Zip	
---------	--	-------	--	-----	--

Detail on Low Rated Items

You rated your attitude about the brand of your new car Low. Use this space to provide any specific comments you would like to share.	Again see above
You rated engine performance during acceleration Low. Use this space to provide any specific comments you would like to share.	probably related to all the warning lights going off
We want to hear what's on your mind. Please use this space to comment on any feature of the vehicle that fell well below your expectations.	Umm, see above
You rated your attitude overall towards your new car Low. Use this space to provide any specific comments you would like to share.	Yeah, see any of the comments above.
You rated comfort of driver headrest High. Use this space to provide any specific comments you would like to share..	It's pointed and jabs you in the head

Vehicle Satisfaction Ratings

Brake responsiveness/effort	3.
Comfort of driver bottom seat cushion	3.
Ease of getting into and out of vehicle	3.
Feel of the seat material	3.
Side/profile view styling (driver's side or passenger's side exterior area)	3.
Headlight illumination/performance during night-time driving	3.
Ease of using system displays while driving	3.
Climate control operation (function and ease of use)	3.
Ease of adjusting driver seat to desired position.	3.
Overall audio, entertainment, and navigation system impression	3.
Engine exhaust sound	3.
Overall rating of the driver seat	3.
Comfort of the rear (2nd row) seats.	4.
Engine sound	2.
How was your purchasing experience (the dealer/dealership)?	2.
Vehicle storage and space usage	3.
Head/leg/foot room	3.
Operating controls while driving (gear selector, turn signals, horn, etc.)	3.
Location and usefulness of interior lighting	3.
Steering and handling (responsiveness, stability)	3.
How do you feel about the durability of your new vehicle?	3.
What is your attitude overall towards your new car?	1.
Front view styling (front fascia, hood, grille, headlight area)	3.
Wheels, rims, and tires appearance and styling	3.
How do you feel about the VALUE of your new car? (i.e.	2.
How well the driver seat holds you in place while cornering.	3.
Engine performance during acceleration	1.
Comfort of driver headrest.	1.
Clarity of sound	3.
Integration with media players	3.
Transmission gear change performance (smoothness)	3.
Fuel economy and driving range	3.
Difficult driving conditions (adverse weather, off-road)	3.
Integration with phones	2.
Navigation system route accuracy	2.
Ease of folding rear seats to desired position.	3.
Appearance of exterior paint	4.
Is there anything about your new vehicle you would like to see changed?	That is doesn't require major repairs in the [redacted] and that the headrests are horrible
Support for popular music/video formats	3.

Safety and visibility while driving	3.
Exterior design and appearance (overall impression)	4.
Rear view styling (rear fascia, bumper)	3.
Comfort of driver seat back	4.
What is your attitude overall towards the BRAND of your new car?	1.
Interior comfort, design and appearance of interior (overall impression)	3.
Interior noise level while driving	2.
Ride quality	2.
Steering wheel adjustment	3.

Vehicle vibrates excessively while driving (not braking)	
Approximate mileage when trouble was first noticed was:	██████████.
Trouble occurs while traveling in these road conditions (check all that apply):	Clear/dry road conditions.
Vibration is:	Moderate.
Are you using your vehicle for towing when the problem occurs?	No.
Trouble occurs while traveling at these speeds (check all that apply):	All speeds.
Has this trouble required that the vehicle be towed to be repaired?	Yes.
To the best of your recollection, the trouble was first noticed:	Within the ██████████ after delivery.

Brakes do not have enough stopping power; brake pedal requires too much effort	
Trouble with brakes occurs while traveling at these speeds (check all that apply):	All speeds.
Trouble with brakes occurs while traveling in these road conditions (check all that apply):	All road conditions.
Trouble with brakes occurs during this type of braking (check all that apply):	All braking.
To the best of your recollection, the trouble was first noticed:	Within the ██████████ after delivery.
Approximate mileage when trouble was first noticed was:	██████████.
Has this trouble required that the vehicle be towed to be repaired?	Yes.

Check Engine light indicated trouble	
Was the "Check Engine" light your first indication there was trouble?	Yes.
Approximate mileage when trouble was first noticed was:	██████████.
What type of fuel do you most often put into your vehicle?	Regular gasoline.
Describe the engine performance issue you experienced (check all that apply):	Rough idle. Hesitation. Lack of power. Stalling.
Has this trouble required that the vehicle be towed to be repaired?	Yes.
Did you also experience an engine performance issue while the "Check Engine" light was on?	Yes.

Engine does not idle properly: idles rough, too low, or too high	
Approximate mileage when trouble was first noticed was:	██████████.
Engine idle trouble occurs (check all that apply):	Driving the vehicle ██████████ but ██████████.
What best describes the engine idle trouble? (check all that apply):	Engine idle speed is too high. Engine idling is rough.
Engine idle trouble occurs after vehicle is started at:	Hot condition - after vehicle is off for ██████████. Warm condition - after vehicle is off for 1 - ██████████.
To the best of your recollection, the trouble was first noticed:	Within the ██████████ after delivery.
Has this trouble required that the vehicle be towed to be repaired?	Yes.
What type of fuel do you most often put into your vehicle?	Regular gasoline.

Overview	
If our team has any additional questions about your responses, would you accept further contact?	Yes, by phone or e-mail.
Printed ██████████ format is easy to understand and use	3 (neither agree nor disagree).
Did you review the Printed ██████████?	Yes.
Would you recommend this vehicle to family or friends?	No.
Did you review the Owner's Information DVD?	Yes.
Information in the Printed ██████████ is easy to find and access	1 (strongly disagree).
Have you taken your vehicle to a dealer to have your trouble(s) corrected or explained?	Other (please explain further, if applicable). It's still at the dealership after a week and still not fixed!!!
Overall, how satisfied are you with the quality of your new vehicle?	Very dissatisfied.
Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?	Yes.
Please rate your overall level of satisfaction with the Printed ██████████	1 (very dissatisfied).
Printed ██████████ covers the necessary features	1 (strongly disagree).
Which automotive publications do you subscribe to? (check all that apply)	None or other (if other, please describe).
Please provide feedback on how ██████████ can improve the Printed ██████████	Useless.
Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?	Yes.
Please explain further about your choice to recommend your vehicle:	Never a ██████████. Never again.

Other

Please describe the other trouble you experienced:	██████████, went to pull onto feeder and ██████████ came on, could not get the vehicle ██████████, extremely rough idle, we had little ability to steer, apply brake and no ability to accelerate. Had it towed and, after dealing with the WORST customer service department at ██████████ in ██████████, are now being told it was a MAP sensor and 'there's still something else wrong with it'. Still don't have the vehicle and had to ASK/DEMAND to have a loaner, as they were not willing to give us ██████████ after we had to have it towed. Also took ██████████ to get a diagnosis. And only got the diagnosis because WE CALLED THEM!! Seriously, we will never buy another ██████████ again. ██████████ in ██████████ requiring a tow and a major component having to be replaced.
To the best of your recollection, the trouble was first noticed:	Within the ██████████ after delivery.
Approximate mileage when trouble was first noticed was:	██████████ - ██████████
How often does this trouble occur?	Trouble occurs regularly.

Brake Operation	
Brake Operation	Brakes do not have enough stopping power; brake pedal requires too much effort.

Battery Failed	
Has this trouble required that the vehicle be towed to be repaired?	No.
To the best of your recollection, the trouble was first noticed:	Within the ██████████ after delivery.
Approximate mileage when trouble was first noticed was:	██████████.
Additional Comments:	The battery failed (bad celluloid) within th ██████████ of taking delivery.

Vehicle Issues/Things G ██████████ Wrong	
Continuous Quality Insight	Other. Transmission and Drivetrain. Brake System. Steering, Handling, and Ride. Engine.

What Can We Do Better?	
Feedback/Concerns:	██████████s in ██████████ of delivery - ██████████ required a ██████████ and the other, we are being told, is "a major issue"; ██████████ on the vehicle. Wondering if we have a lemon. Time will tell.
What has ██████████ done right?	Nothing to date.

Detail on High Rated Items	
We want to hear what's on your mind. Please use this space to comment on any feature of the vehicle that you feel far exceeded your expectations.	Nope, nothing. The issues FAR outweigh anything that might have exceeded our expectations.

Contact Me	
To better serve you, briefly describe the topic(s) you would like to discuss. Please provide us with a phone number you can be reached at during daytime hours. Thank you.	1) The breakdowns we have had to deal with 2) The horrible customer service we have received. 3) What RAM is going to do to address ██████████ of the above.
Based on the feedback you provided, would you like some ██████████ from ██████████ to contact you about your ██████████ vehicle?	Yes.

Noise and Vibration	
Noise and Vibration	Vehicle vibrates excessively at idle. Vehicle vibrates excessively while driving (not braking).

Welcome	
Please tell us how many miles are currently on your vehicle:	██████████.
Are you the primary driver of this vehicle?	Yes.
Has this vehicle been taken to a dealer to have any trouble(s) corrected or explained?	Yes.

Vehicle vibrates excessively at idle	
Approximate mileage when trouble was first noticed was:	██████████.
Has this trouble required that the vehicle be towed to be repaired?	Yes.
Vibration is:	Moderate.
Vibration trouble occurs (check all that apply):	All the time.
To the best of your recollection, the trouble was first noticed:	Within the ██████████ after delivery.

Electronic Engine Controls (Check Engine)	
Electronic Engine Controls ('Check Engine')	"Check Engine" light indicated trouble.

Battery	
Battery	Battery Failed.

Engine Idling (rough, too low/high)	
Engine Idling (rough, too low/high)	Engine does not idle properly: idles rough, too low, or too high.

This investigation document contains the first fifty pages. You may request the full version through NHTSA.ODI.CED@dot.gov. Requests are answered as resources allow and in the order they are received.