



Office of Defects Investigation

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Complaints

Defect Investigations

Recalls

Service Bull

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1-888-DASH-2-DOT
(1-888-327-4236)

Consumer » Complaint » Vehicle » Preview

VOQ Confirmation

Your Complaint Information is successfully submitted

Your Confirmation number (ODI Number) is: 10056924

Click on the "Print Complaint" button to see a print version of the confirmation page to print for y

Print Complaint

Consumer Information

Name : [REDACTED]
 Org. Name : [REDACTED]
 Address : [REDACTED]
 City, State, Zip : Rome, NY [REDACTED]
 USA
 Daytime Phone : [REDACTED] Ext : [REDACTED]
 Evening Phone : [REDACTED] Fax : [REDACTED]
 Email : [REDACTED]

Complaint Information

Description : My wife was driving our Dodge Pickup 4x4 home from her Mother's h when the steering wheel and steering column lowered into her lap.
 Incident Date : 2/9/2004 Fire : No
 Num. Fatalities : 0 Crash : No
 Num. Failures : 1 Property Damage : No
 Num. Injured : 0 Police Report : No
 Referral Source : MEDIA

Vehicle Information

VIN :	3B7HF15YS	Purchase Date :	3/19/2001
Year, Make and Model :	2001/DODGE/RAM 1500	Original Owner :	No
# of Cylinders :	6	Trans. Type :	AUTOMATIC
Engine Size :	5.2L	VehicleDetails Usage :	LIGHT TRU
Cruise Control :	Yes	AntiLock Brakes :	Yes
Current Mileage :	57392	Speed :	20
Failure Mileage :	57389	Powertrain :	4 WHEEL D
Body Style :	OTHER	Fuel System :	FUEL INJE
Fuel Type :	GAS		

Vehicle Component Information

Component 1: STEERING: COLUMN OEM: Yes

Vehicle Dealer Information

Dealer : 1
Name : Tobin Chrysler Plymouth Dodge Seab Dealer Type : SERVICE
Address : 12 Franklin Avenue
Clinton
NY 13323
Dealer Phone: 315-853-6131 Dealer Fax:
Email: service@tobincars.com

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Office of Defects Investigation

Complaints - Search Results

1 Records Displayed.

Report Date : February 10, 2004 at 09:05 AM

TYPE : VEHICLE

YEAR : All Years

MAKE : DODGE

MODEL : RAM 1500

Make : DODGE

Model : RAM 1500

Year : 2001

Crash : No

Fire : No

Number of Injuries : 0

ODI ID Number : 10027016

Date of Failure: July 10, 2003

Component: STEERING: COLUMN

Summary:

CONSUMER STATES HER HUSBAND WAS INVOLVED IN AN AUTOMOBILE ACCIDENT TODAY, AND AIR BAGS ON THE DRIVER SIDE DID NOT DEPLOY. NOT ONLY DID THE AIR BAG NOT DEPLOY BUT THE STEERING COLUMN AND THE PART WHERE THE GAUGES ARE ALL DROPPED DOWN TO THE FLOOR AND THE DRIVER INJURED HIS LEGS. HIS CHEST WAS ALSO INJURED IN THE ACCIDENT. SHE STATES THAT AT THIS POINT HE WAS UNABLE TO CONTROL THE TRUCK BECAUSE HE HAD NO STEERING WHEEL. VEHICLE TRAVELING AT ABOUT 70 MPH.*AK



Office of Defects Investigation

Complaints - Search Results

1 Records Displayed.

Report Date : February 10, 2004 at 09:08 AM

TYPE : VEHICLE

YEAR : All Years

MAKE : DODGE

MODEL : RAM 1500

Make : DODGE

Model : RAM 1500

Year : 2001

Crash : No

Fire : No

Number of Injuries: 0

ODI ID Number : 10033341

Date of Failure: August 3, 2003

Component: STEERING:LINKAGES:KNUCKLE:SPINDLE:ARM

Summary:

2001 DODGE RAM WITH LESS THAN 40,000 MILES AND THE BEARINGS AND STEERING KNUCKLE WENT OUT AND THE WHEEL CAME OFF. DID NOT WRECK BUT ONLY BECAUSE MY HUSBAND WAS DRIVING AND HE IS A PROFESSIONAL DRIVER. HAD I BEEN DRIVING WE COULD HAVE HAD A SERIOUS WRECK AND INJURED OR EVEN KILLED ALL 6 OF US IN THE VEHICLE. *AK

TIRE. (SEVERE ENOUGH FOR IMMEDIATE TIRE REPLACEMENT) DISCOVERED THAT THE GROVES HAD BEEN CAUSED BY RUBBING AGAINST THE LOWER A FRAME (FOUND SHINY AREAS WHERE TIRES HAD RUBBED). THE INTENDED STOPS TO PREVENT THIS FROM HAPPENING WERE NOT ENGAGING EARLY ENOUGH IN THE STEERING TURN TO PREVENT THIS. WE CHECKED TWO OTHER PICKUPS OF SAME MODEL YEAR AND MAKE AND FOUND IDENTICAL PROBLEMS. WHEN WE CHECKED 2003 TRUCKS AT A LOCAL DEALER WE FOUND THIS AREA HAD BEEN REDESIGNED. THIS LOOKS LIKE A MAJOR DESIGN FLAW IN THE WHEEL AREA FOR THIS MODEL YEAR. I HAVE 79,000 MILES ON THIS TRUCK BUT ONLY 25,000 MILES ON THE TIRES, WHICH WERE OTHERWISE IN VERY GOOD SHAPE. THIS IS GOING TO START KILLING PEOPLE AS OTHER TRUCKS MILEAGE INCREASE. THESE TIRES COULD HAVE BLOWN AT ANY TIME UNDER NORMAL DRIVING.*AK

Make : DODGE Model : RAM 1500 Year : 2001
Crash : No Fire : No Number of Injuries: 0
ODI ID Number : 10033046 Date of Failure: August 5, 2003
Component: STEERING

Summary:

STEERING CLUSTER NEEDS TO BE REPLACED ON 2001. COST OF REPLACEMENT IS 996.00. NOT COVERED BY WARRANTY. WHILE THE POWER TRAIN MODULE IS COVERED FOR 8 YRS, 80000 MILEAGE JUST OVER 40,000 NO GUAGES WORK ,AND ALL WARNING LIGHTS COME ON. *AK

Make : DODGE Model : RAM 1500 Year : 2001
Crash : No Fire : No Number of Injuries: 0
ODI ID Number : 8018555 Date of Failure: November 19, 2001
Component: STEERING

Summary:

UNABLE TO STEER VEHICLE STRAIGHT. IT WILL EITHER PULL TO THE LEFT OR THE RIGHT AND WHEN DRIVER ACCELERATES VEHICLE WILL TURN TO THE LEFT.*AKCONSUMER HAS HAD VEHICLE IN FOR THE SAME PROBLEM ON SIX DIFFERENT OCCASIONS. THE PROBLEM WAS ALMOST CORRECTED. WITHIN 1000 MILES THE PROBLEM REOCCURED. CHRYSLER REFUSES TO OBIDE BY ILLINOIS LAW WHICH STATES THAT A VEHICLE REPAIRED FOUR TIMES WITHOUT CORRECTING THE PROBLEM, THE VEHICLE WILL BE REPLACED. CONSUMER WAS TOLD NOT TO CALL AGAIN. *JG

Make : DODGE Model : RAM 1500 Year : 2001
Crash : No Fire : No Number of Injuries: 0
ODI ID Number : 10018278 Date of Failure: May 4, 2003
Component: STEERING

Summary:

THE POWER STEERING SHAFT BROKE WHEN A TURN WAS MADE. WHICH RESULTED IN LOST OF STEERING AND ALMOST CAUSED AN ACCIDENT. *JB

CARFAX Vehicle History Report on 3B7HF13Y51

Page 6 of 8

- CARFAX Warranty Check provides an estimate of this vehicle's remaining warranty coverage. It does not take into account some vehicle history events. For example, major accidents resulting in Salvage or Junk titles that may void the original manufacturer warranty or ownership transfers that may decrease warranty coverage. Complete warranty coverage information is available for this vehicle at the at the DODGE.web.sls.

Warranty Calculator FAQs:

[Warranty FAQs](#) | [Glossary](#) | [Register FREE Guarantee](#) | [CARFAX Help Center](#)

CARFAX Detailed Vehicle History

[Run Another Report](#) [Print Report](#)

CARFAX searched more than 2.7 billion records from over 5,300 sources and found 5 record(s) for this 2001 DODGE RAM 1500 QUAD (3B7HF13Y51G213385).

Date:	Mileage Reading:	Source:	General Comments:
06/27/2000		New York Motor Vehicle Dept. Norwich, NY	Registered as personal vehicle
07/25/2000	20	New York Motor Vehicle Dept. Norwich, NY	Title issued First owner reported Loan or lien reported Registered as commercial vehicle
02/07/2001	14,754	New York Motor Vehicle Dept. Troy, MI	Title issued
03/19/2001	15,365	New York Motor Vehicle Dept. Rome, NY	Title issued Loan or lien reported Registered as commercial vehicle
03/21/2001	15,440	Inspection Co. New York	Vehicle Inspected

[Tell us what you know about this vehicle](#)

Detailed Vehicle History Definitions:

- **Commercial**
Vehicle was registered for business purposes.
- **First Owner**
When the first owner(s) obtains a title from a Department of Motor Vehicles as proof of ownership.
- **Personal Use**
Vehicle was registered by the owner for private or personal use.

Detailed Vehicle History FAQs:

[Detailed Vehicle History FAQs](#) | [Glossary](#) | [Register FREE Guarantee](#) | [CARFAX Help Center](#)

From: [REDACTED]

Rome, NY [REDACTED]

phone work - [REDACTED]

Home - [REDACTED]

Fax - [REDACTED]

Subject: Complaint number 10056924

TO: U.S. Dept of Transportation
National Highway Traffic Safety Admin.
Office of Defects Investigation
NSA D.O. 400 Ph & SW.

Washington, DC. 20590

Phone: 1-888-327-4236

Fax: 1-202-366-7002

Info attached.

Triple A towing receipt not included.

1/9

**THE ATTACHMENTS TO THIS
DOCUMENT HAVE BEEN REMOVED
TO PROTECT UNWARRANTED
INVASION OF PERSONAL PRIVACY
PURSUANT TO EXEMPTION 6 OF
THE FREEDOM OF INFORMATION
ACT (FOIA), 5 U.S.C. 552(b)(6).**

TOBIN CHRYSLER PLYMOUTH DODGE SAAB

12 FRANKLIN AVENUE

CLINTON, NEW YORK 13323

PHONE 315-853-6131

email at service@tobincars.com parts@tobincars.com

86745BAM
CALLED

BAMBERGER, CHRIS 8233 CAMRODEN ROAD ROME NY 13440				3B7HF13Y51G213385		57392	02/10/04	86745 PART-CLOSE																																								
YEAR	MAKE	MODEL	COLOR	TAG NO.																																												
01	DODGE	1500 P-U	GREEN	00000																																												
INVEST. NO.	LICENSE	PHONE HOME	PHONE MOBILE	STREET NO.	PROV. STATE	REG. NO.	TAXES																																									
8655771	26506JA	315-865-5771	315-		00/00/00	15 0351TW	CASH																																									
COST-LEASE RATE	LEASE DATE	LEASE TERM	MILEAGE IN	DATE IN	IN-LEASE RATE																																											
	00/00/00		57389	02/09/04	00/00/00																																											
YOU WILL BE RECEIVING A SURVEY IN THE MAIL SOON RATING US ON HOW WELL WE SERVICED YOU AND YOUR VEHICLE IF FOR ANY REASON YOU CAN'T SCORE US 100% PLEASE CALL US SERVICE HOURS: MON-FRI 7:30-6:00 SATURDAY 8:00-NOON E-MAIL US AT service@tobincars.com or parts@tobincars.com																																																
A CUSTOMER STATES STEERING COLUMN CAME LOOSE WHILE DRIVING-CK AND ADVISE DIAG AND FOUND U-BRACKET THAT HOLDS COLUMN BROKE WHERE BOLTS GO THROUGH TO INSTRUMENT PANEL SUPPORT. REPLACED COLUMN AND INTERMEDIATE SHAFT. ALSO FOUND STEERING SHOCK WEAK AND LOOSE, <table border="0"> <tr> <td>A35 1124</td> <td></td> <td>C</td> <td>246.00</td> </tr> <tr> <td>4897478AC COLUMN STEERIN</td> <td>1</td> <td>C</td> <td>793.50</td> </tr> <tr> <td>52106909AC DAMPER STEER</td> <td>1</td> <td>C</td> <td>89.10</td> </tr> <tr> <td>52106481AA LINK SWAY</td> <td>2</td> <td>C</td> <td>130.50</td> </tr> <tr> <td>52037916 GROMMET LINK</td> <td>4</td> <td>C</td> <td>9.08</td> </tr> <tr> <td>52038115 COVER SWAY</td> <td>2</td> <td>C</td> <td>12.86</td> </tr> <tr> <td>52038116 COVER SWAY</td> <td>2</td> <td>C</td> <td>4.86</td> </tr> <tr> <td>6101687 NUT HEX L</td> <td>2</td> <td>C</td> <td>5.30</td> </tr> <tr> <td>6503046 NUT HEX L</td> <td>2</td> <td>C</td> <td>4.32</td> </tr> <tr> <td>55351113AE SHAFT INTER</td> <td>1</td> <td>C</td> <td>117.00</td> </tr> </table> REPLACED STEERING SHOCK AND SWAY BAR END LINKS-END LINKS LOOSE AND RA TTILING. ROAD TEST AND RECHECK OK Line Total..... 1412.52									A35 1124		C	246.00	4897478AC COLUMN STEERIN	1	C	793.50	52106909AC DAMPER STEER	1	C	89.10	52106481AA LINK SWAY	2	C	130.50	52037916 GROMMET LINK	4	C	9.08	52038115 COVER SWAY	2	C	12.86	52038116 COVER SWAY	2	C	4.86	6101687 NUT HEX L	2	C	5.30	6503046 NUT HEX L	2	C	4.32	55351113AE SHAFT INTER	1	C	117.00
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CUSTOMER COPY - PAGE 01				PAID 2/10/04																																												
STATEMENT OF DISCLAIMER The factory warranty constitutes all of the warranties with respect to the main of this item/items. The seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.				On behalf of servicing dealer, I hereby certify that the information contained herein is accurate unless otherwise shown. Warranty services described were performed at no charge to owner. There was no indication from the appearance of the vehicle or otherwise, that any part required or replaced under this claim had been modified in any way with any concern, negligence or failure. Records supporting this claim are available for (1) year from the date of payment notification at the servicing dealer for inspection by Manufacturer's representative.																																												
CUSTOMER SIGNATURE				(SIGNED) DEALER, SERVICE MANAGER OR AUTHORIZED PERSON (DATE)																																												

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86745BAM

BAMBERGER, CHRIS 8233 CAMRODEN ROAD ROME NY 13440				3B7HF13Y51G213385		57392	02/10/04	86745
				YEAR		MAKE	MODEL	COLOR
				01		DODGE	1500 P-U	GREEN
								TAG NO.
								00000
CURT. NO.	LICENSE	HOME PHONE	WORK PHONE	STOCK NO.	PAGE DATE	SERV. ADV.	TERM	
8655771	26506JA	315-865-5771	315-		00/00/00	15 0351TW	CASH	
CUST. LANCE DATE		DELIV. DATE		DELIV. MILES		RELEASE IN		DATE IN
		00/00/00				57389		02/09/04
						00/00/00		

YOU WILL BE RECEIVING A SURVEY IN THE MAIL SOON
RATING US ON HOW WELL WE SERVICED YOU AND YOUR VEHICLE
IF FOR ANY REASON YOU CAN'T SCORE US 100% PLEASE CALL US

SERVICE HOURS: MON-FRI 7:30-6:00
SATURDAY 8:00-NOON
E-MAIL US AT service@tobincars.com or parts@tobincars.com

Labor	246.00
Parts	1166.52
SalesTax	116.53
TOTAL-AMOUNT	1529.05

CUSTOMER COPY - PAGE 02

STATEMENT OF WARRANTY

The factory warranty constitutes all of the warranties with respect to the sale of this item/vehicle. The Seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/vehicle.

CUSTOMER SIGNATURE

On behalf of servicing dealer, I hereby certify that the information contained herein is accurate unless otherwise shown. Warranty services described were performed at no charge to owner. There was no indication from the appearance of the vehicle or otherwise, that any part repaired or replaced under this claim had been connected in any way with any accident, negligence or misuse. Records supporting this claim are available for (1) year from the date of payment until called at the servicing dealer for inspection by manufacturer's representative.

(SIGNED) DEPUTY, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)