

From:



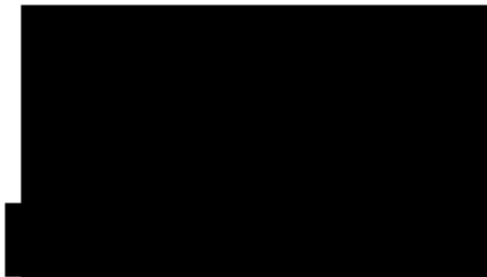
Parma, N.Y.



phone work -

Home -

Fax -



2004 FEB 11 11:13

Added to
10056924

Subject: Complaint number 10056924

TO: U.S. Dept of Transportation
National Highway Traffic Safety Admin.
Office of Defect Investigation
NSA 10.01 400 Ph St, SW.

Washington, DC. 20590

Phone: 1-888-327-4236

Fax: 1-202-366-7002

Info attached.

Triple A towing receipt not included.

WAC
202
2/23/04

1/9

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11 FEB 2004



Office of Defects Investigation

1

Complaints

Defect Investigations

Recalls

Service Bull

Navigate: ODI Home

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Sitemap

Contact

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]
 Evening Phone : [REDACTED]
 Email : [REDACTED]

Ext :

Fax :

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

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VIN :	3B7HF13Y51	Purchase Date :	3/19/2001
Year, Make and Model :	2001/DODGE/RAM 1500	Original Owner :	No
# of Cylinders :	8	Trans. Type :	AUTOMATI
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 I

Address : 12 Franklin Avenue

Clinton
NY 13323

Dealer Phone: 315-853-6131

Dealer Fax:

Email: service@tobincars.com

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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

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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

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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 MILAGE 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. *AK CONSUMER 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~~

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- 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 site](#).

Warranty Calculator FAQs:

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

CARFAX Detailed Vehicle History

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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 (3B7HF13Y51[REDACTED])

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	15,385	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:

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**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).**