



U.S. Department
of Transportation
National Highway
Traffic Safety
Administration

DOT Auto Safety Hotline

Vehicle Owner's Questionnaire

To Report Vehicle Safety Defects

1-888-DASH-2-DOT

(1-888-327-4236)

INTERNET: www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 100184

Date Received

Repository ☐

2004 MAR 23 PM 3:10
20-FEB-2004

Reference No.
10059535

OWNER INFORMATION (Type or Print)

Name

Address

City

State IL

Zip Code

Daytime Telephone Number

E-mail Address

Evening Telephone Number

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle? ☒ YES ☐ NO
In the absence of an authorization, NHTSA WILL NOT provide your name or address to the vehicle manufacturer.

Signature of Owner

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side

Make

DODGE

Model

DAM 1500

Model Year

1999

Date Purchased

Dealer's Name and Telephone Number

Engine

No. Cylinders

Fuel Type

Original Owner

Dealer's City

State

Zip Code

Transmission Type

☐ Antilock Brakes

Powertrain

☐ Cruise Control

Vehicle Component Code

105000 POWER TRAIN:AXLE ASSEMBLY

Multiple Failure: ☒ 4

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)
26-JUL-2000

Failure Mileage
10000

Failure Speed
100 MPH

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make

Tire Model (Name or Number)

Tire Size (Example P215/65R15)

DOT No. (Example: DOTM18A80038)

☐ Original Equipment
☐ Prior Repair

Failure Location:

Tire Component Code

Tire Failure Type

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make:

Date Manufactured:

Model No./Name:

Seat Type:

Installation System:

Child Seat Component Code:

Failed Part:

APPLICABLE INCIDENT INFORMATION

(Please describe in detail the incident(s), failure(s), crash(es), and injury(ies).)

Crash

Fire

Number of Persons Injured

Number of Deaths

Reported to Police

☐ Yes ☒ No

☐ Yes ☒ No

0

0

No

Narrative Description of Incident(s), Crash(es), and Injury(ies).

Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure, i.e. parts repaired or replaced (and if old part is available).

WHILE DRIVING AT ANY SPEED CONSUMER HEARD A SQUEAKING SOUND COMING FROM THE REAR AXLE OF THE VEHICLE. REAR PINION BEARINGS WERE REPLACED FIVE TIMES. DEALER CLAIMED THAT THE PROBLEM WAS CORRECTED. HOWEVER, CONSUMER INSISTED THAT THE PROBLEM WAS STILL EVIDENT. *AK

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice.

ATTACH ADDITIONAL SHEETS IF NECESSARY

The Privacy Act of 1974 (Public Law 93-579) This information is requested pursuant to authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond to this questionnaire. Your response may be used to assist the NHTSA in determining whether a Manufacturer should take appropriate action to correct a safety defect. If the NHTSA proceeds with administrative enforcement or litigation against a manufacturer, your responses, or a statistical summary thereof, may be used in support of the agency's action.

NHTSA
400 7th Street
South West
Washington, DC 20590

[REDACTED]
Carbondale, IL [REDACTED]
[REDACTED]

Dear Sirs,

This letter is in concern of a problem I have been having with my 1999 Dodge Ram 1500 4X4. I have had the rear differential repaired four separate times for the same problem. I have discussed replacing the entire rear differential with the service manager from Absher Motors, but he says it would be impossible to order the parts. They did replace the rear axle housing on the 3rd repair and assured me that this would fix the problem. It did not.

I wrote a letter to Daimler/Chrysler Customer Center explaining my situation and I asked for an entire parts replacement or buy back. Daimler/Chrysler called my and informed me that Chrysler Motors warranted this vehicle for 3 years or 36,000 miles and they would not buy back, since my truck has over 60,000 miles it didn't seem fit to replace the rear axle. They also reminded me that I did purchase a 5 year/ 75,000 mile Chrysler Service Contract. (Reference # [REDACTED])

I spoke to the service manager at the fourth repair, and was denied so I filed a complaint with the Attorney General's Office, with no success. (Illinois does not seem to have very good consumer protection laws.) I sent a letter to the CEO of Daimler/Chrysler, which was handed back down to Customer Center again. Unfortunately during this time the rear axle has begun to fail again. I have been back over to Absher Motors for a test drive. They told me it was my tires that were leading to the noise and vibration. I then sent another letter to the CEO of Daimler/Chrysler, which was sent to the Customer Center again. The Customer Center contacted Absher Motors, who then reported the tire findings. I spoke with the Customer Center after this with no results. (Michael: #800-992-1997, Ext. 4216, Reference # [REDACTED])

The only thing that I wanted anyone to do was to replace the entire rear axle, due to a reoccurring problem that is not being solved by the replacement of the inner parts. Each time the rear end has gone out in the truck I have felt a vibration in the steering and gas pedal. Because this vibration is traveling through the drive train and transmission it is logical to assume that this is causing damage. My main concern is if these bearings come apart and the rear axle locks up while traveling down the road it could cause a serious accident.

I would appreciate any advice on this matter.

Sincerely,
[REDACTED]

On this last service, I asked Absbers to inspect the rear differential. Instead of removing the inspection plate and visually looking at it, they inserted a magnet in through the filler hole. I do not see what good that did. I still hear a slight whining noise beside the tires and at 50 mph I get an extra fine vibration. It seems to be the rear end or the transmission.

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).