



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

DOT Auto Safety Hotline
Vehicle Owner's Questionnaire
To Report Vehicle Safety Defects
1-888-DASH-2-DOT
(1-888-327-4236)
INTERNET: www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 100148

Date Received

2006 JUN 27 11:07:02
12-JUN-2006

Repository

Reference No.
10159597

OWNER INFORMATION (Type or Print)

Name: [REDACTED]
Address: [REDACTED]
City: BUCKEYE State: AZ Zip Code: [REDACTED]

Daytime Telephone Number: [REDACTED] E-mail Address: [REDACTED]
Evening Telephone Number: [REDACTED]

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle?
In the absence of an address to the vehicle manufacturer, Date: 6/27/06
Signature of Owner: [REDACTED] YES NO

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side: 3D3LA38C03G [REDACTED]
Make: DODGE Model: RAM 3500 Model Year: 2003
Date Purchased: 01-AUG-03 Dealer's Name and Telephone Number: AVONDALE DODGE Engine: No. Cylinders: 6 Fuel Type: Diesel
Original Owner: Dealer's City: AVONDALE State: AZ Zip Code: [REDACTED]
Transmission Type: AUTOMATIC Antilock Brakes Cruise Control Powertrain: REAR WHEEL DRIVE Vehicle Component Code: 136300 VISIBILITY:WINDSHIELD WIPER/WASHER:LINKAGES
Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s): 12-JUN-2006 Failure Mileage: 42000 Failure Speed: [REDACTED]

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make: [REDACTED] Tire Model (Name or Number): [REDACTED] Tire Size (Example P215/65R15): [REDACTED]
DOT No. (Example: DOTM4SA8C036): [REDACTED] Original Equipment Prior Repair Failure Location: [REDACTED]
Tire Component Code: [REDACTED] Tire Failure Type: [REDACTED]

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make: [REDACTED] Date Manufactured: [REDACTED] Model No./Name: [REDACTED]
Seat Type: [REDACTED] Installation System: [REDACTED]
Child Seat Component Code: [REDACTED] Failed Part: [REDACTED]

APPLICABLE INCIDENT INFORMATION

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

Crash: Yes No Fire: Yes No
Number of Persons Injured: [REDACTED] Number of Deaths: [REDACTED] Reported to Police: N

Narrative Description of Incident(s), Crash(es), and Injury(ies).
Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure; i.e. parts repaired or replaced (and if old part is available).

DT*: THE CONTACT STATED THE DRIVER SIDE WINDSHIELD WIPER STOPPED WORKING. THE CONTACT STATED UPON INSPECTION OF THE WIPER, THE KEY-WAY WAS MISSING THE KEY THAT KEEPS THE WIPER ARM ON THE SHAFT WHICH ENABLES THE WIPER TO TURN. THIS MISSING PART CAUSED THE GEARS TO BE STRIPPED. THE DEALERSHIP HAS BEEN ALERTED AND INFORMED THE CONTACT THERE WERE NO RECALLS ON THE VEHICLE.

Please See Attached

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 response, or a statistical summary thereof, may be used in support of the agency's action.



Dear Sir,

This is a Scam of the windshield wiper arm from the Drivers side. The passenger side has the same problem, only it hasn't failed yet.

The "Key" is missing from the keyway slot located about "7-oclock" in the picture. The wiper motor shaft also has a matching keyway. If the "Key" had been installed that keyed the Wiper arm to the wiper motor shaft, this failure would not have happened.

The tiny gears (splines) failed (Stripped) and the wiper motor shaft just rotated freely inside the wiper arm cup.

I bought a replacement wiper arm (Copy of the invoice attached) from Avondale Dodge. As soon as I saw the "Replacement" I knew why the factory installed part had failed. The replacement part had the "Key" installed in the slot as part of the assembly.

I brought this up to the Parts department at that time and also talked with the service personnel about the missing key, but neither of them seemed to care one way or another. No report was taken on the problem by either of them.

When I got home I called Customer Service for Dodge and explained the problem. I asked if there were any "Service bulletins" or "recalls" on this problem. I was told there wasn't any, also no report was taken.

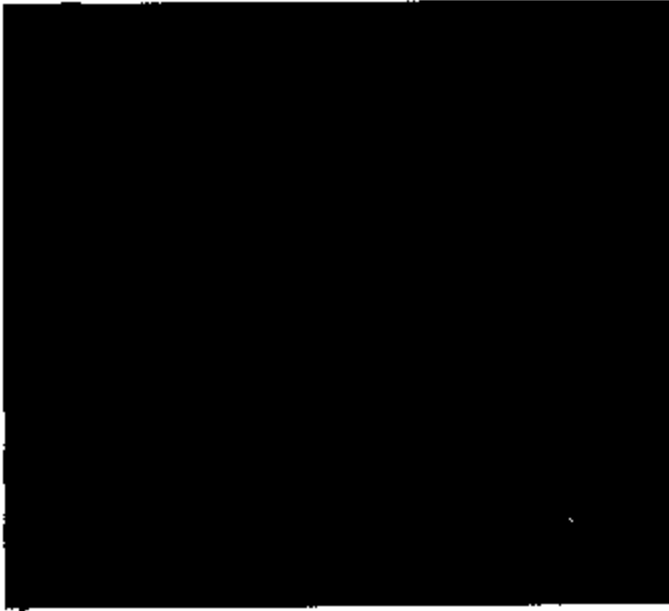
I decided to call you (The Traffic safety Admin) since the Dealership or Chrysler Customer service wasn't interested in this problem. I would have thought they would have shown just a little concern that the Wiper Arm Failed on a relatively new vehicle, for lack of a 10 cent part. I would not have wanted this to fail during a driving rain or snow storm.

Thank you,



Buckeye, AZ





Splines Stripped

Keyway with NO Key

Drivers Side

Old Part }

Cast # - 2 596

Part # D55077131 AB

Arm. Wiper

(New Part # D55077133)
See Invoice

**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).**