



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

Repository ☐

14-APR-2008

2008 JUN -9 AM 7:33

Reference No.

10224512

OWNER INFORMATION (Type or Print)

Name

Address

City

Y RICA

yreka

State CA

Zip Code

Daytime Telephone Number

E-mail Address

Evening Telephone Number

Same

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle? ☐ YES ☒ NO
In the absence of your signature, please print your name or address to the vehicle manufacturer.
Signature of Owner [Signature] Date 5/5/08

VEHICLE INFORMATION

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

1D7HU18N24S

Make

DODGE

Model

1500

Model Year

2004

Date Purchased

18-DEC-03

Dealer's Name and Telephone Number

Lithia Dodge

Engine:

No: Cylinders 8

Fuel Type:

Gas

Original Owner

☒

Dealer's City

Medford

State

OR

Zip Code

Transmission Type

AUTOMATIC

☒ Antilock Brakes

☒ Cruise Control

Powertrain 4.7 Litre

UNKNOWN

Vehicle Component Code

014000 STEERING: RACK AND PINION

Rear Pinion Seal
(3)

Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)

12-APR-2008

Failure Mileage

62989

Failure Speed

0

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: DOTM19ABC036)

☐ 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

☐ Yes ☒ No

Fire

☐ Yes ☒ No

Number of Persons Injured

0

Number of Deaths

0

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).

TL*THE CONTACT OWNS A 2004 DODGE 1500. WHILE THE TIRES WERE BEING ROTATED, THE DEALER NOTICED A LEAK COMING FROM THE RACK AND PINION. THE VEHICLE WAS LEAKING POWER STEERING FLUID. THE POWERTRAIN WAS UNKNOWN. THE CURRENT MILEAGE WAS 63,000 AND FAILURE MILEAGE WAS 62,989.

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.

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

I was Notified by a Mechanic at Lithia Dodge the 2004 Dodge Ram 1500 was a ongoing Leaking Problem (Rack & Pinion) They would Not warranty this part. The rear pinion Seal has been replaced 3-times & is an ongoing problem. The Rack & pinion was Replaced after ongoing Discussions we had to pay for work but they finally Reduced the Cost after being told of us. Contacting Better Business Bureau. We have had Numerous problems w/Lithia Regarding all of our Warranty work. They always want us to pay. Not willing to work

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With Customers. Not honoring Warranty coverage as promised when Purchased such as rentals & I also had to find problems they could not such as a bent Driveline causing vibration they said it was tires. it was a Driveline - they replaced it finally.

U.S. Department
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National Highway
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1200 New Jersey Avenue SE.
Washington, D.C. 20077-9382

Official Business
Penalty for Private Use \$300

REDDING CA 960

31 MAY 2008 PM 2 L

BUSINESS REPLY MAIL

FIRST-CLASS MAIL

PERMIT NO. 1888

WASHINGTON, DC

POSTAGE WILL BE PAID BY ADDRESSEE

US Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NVS-210
1200 New Jersey Ave SE
Washington, DC 20077-9382

NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES



**Think your vehicle
has a safety defect?**



**If so:
Use the enclosed
form to file a report.**

**or visit:
www.safercar.gov**

**or call:
Vehicle Safety Hotline
888-327-4236**



Vehicle Owner's Questionnaire (VOQ)
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