

REC'D SEP 14 2009



OCT - 5 2009

DOT Auto Safety Hotline

U.S. Department
of TransportationNational Highway
Traffic Safety
Administration**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

10-AUG-2009

Repository ☐

Reference No.

10279950

OWNER INFORMATION (Type or Print)

Name

Address

City HICKORY

State NC

Zip Code

Daytime Telephone Number

E-mail Address

Evening Telephone Number

The information you provide will be used to identify potential safety-related defects. We may share your information with the applicable vehicle manufacturer during an investigation or recall in accordance with the routine uses described in the agency's Privacy Act notice. See 49 FR 53971 (Sep. 3, 2004).

VEHICLE INFORMATION

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

3D7KU28D24G

Make

DODGE

Model

RAM 2500

Model Year

2004

Date Purchased

Dec 2006

Dealer's Name and Telephone Number

T2R Mount Kid (928) 328-4012

Engine:

No: Cylinders

8

Fuel Type:

unleaded

Original Owner

Dealer's City

State

Zip Code

Transmission Type

Auto

☒ Antilock Brakes

Powertrain

4X4

Multiple Failure:

Incident Date(s)

22-JUL-2004

☒ Cruise Control**FAILED COMPONENT(S)/PART(S) INFORMATION**

Vehicle Component Codes: 021000 SUSPENSION: FRONT, 190000 TIRES, 021100 SUSPENSION: FRONT: STABILIZER BAR

Failure Mileage

109500

Failure Speed

70

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make

Cooper

Tire Model (Name or Number)

Discover ATR

Tire Size (Example P215/65R15)

265/70R17

DOT No. (Example: DOTM19ABC036)

DOT UT1YCB E2308

☐ 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 RAM 2500 QUAD ST/SLT. THE CONTACT STATED THAT THE FRONT END OF THE VEHICLE SHAKES VIOLENTLY WHILE DRIVING APPROXIMATELY 70 MPH. HE TOOK THE VEHICLE TO THE DEALER AND THEY REPLACED THE FRONT STABILIZER ROD AT THE COST OF \$1,000. THE FAILURE RECURRED AND THE VEHICLE WAS TAKEN BACK TO THE DEALER. THE DEALER STATED THAT THE TIRES NEEDED TO BE REPLACED. THE FAILURE MILEAGE WAS 109,500 AND CURRENT MILEAGE WAS 109,900.

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.

REC'D SEP 14 2009

I contacted Chrysler about the problem with my truck. They contacted STEVE White Motors. They said the problem was resolved and would do nothing else but sale me tires at cost.

Chrysler set-up an appt. with a nother dealership to look at my truck.

They said that the tires were not the problem, that Chrysler recommended to replace what had been replaced.

However, when I showed the service man of this dealership the old parts, he said that the old parts were not that worn. (Didn't need replacing at this point)

My tires were worn out on the outside only. Even when Aligned & Tires rotated had some problems.

I had the tires turned on rims, now have less shake, but still are wearing on outside of tires (Front)

I feel that there is a problem with

something else.

Truck is dangerous to drive.

When I called Chrysler back, they said that if it were a manufacturer problem they would help me, but as of now it was between me and STEVE White Motors.

I feel I paid ~~a~~ a lot of money to STEVE White Motors for nothing.

Thank you



HICKORY

NC



3470 HWY. 70 EAST - P.O. BOX 3385
HICKORY, NORTH CAROLINA 28603
(828) 464-3458 - (828) 324-4410
(800) 779-3634 - FAX (828) 464-0930

CUSTOMER COPY PAGE 1

DATE	YEAR	MAKE	MODEL	VIN	STK/CIS	MILES IN	MILES OUT	TAG
07/28/09	04	DODG	RAM25	3D7KU28D246	46681	109179	109181	
SERVICE DATE	NOTIFIED	SVC ADV	PREPARED DATE/TIME	LABORER	RATE	PAYMENT	VIN	DATE
01/01/01	08/03/09	08	00:00			01		08/03/09
R.O. NUMBER	TAX ID	HOME PHONE	BUSINESS PHONE					
112428				SILVER 2				

===== REPAIR LINE 001 =====

CUSTOMER STATES MALFUNCTION INDICATOR LAMP IS ON, CK&ADV???

CHECK OUT AND REPLACED FUEL PUMP MODULE SEAL. REPAIRED SPLIT CANISTER HOSES. CLEARED FAULT CODES.

Bill Code - C

MIL	CUSTOMER STATE CHE	79 M A	322.00
		Total Labor	322.00
CH	52018808	SEAL	1
		Total Parts	10.60
		Total Line	10.60
			332.60

===== REPAIR LINE 002 =====

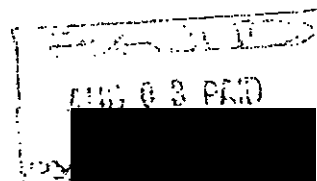
CUSTOMER STATES FRONT END STARTS TO SHIMMY WHEN YOU HIT A ROUGH PLACE IN ROAD

CHECK OUT AND REPLACED CENTER LINK, DRAG LINK & STEERING DAMPER. ALIGNED FRONT END.

Bill Code - C

R	REPL CENTER LINK & DRAG LINK	91.00		
ALIGN	PERFORM FRONT END	58.95		
	Total Labor	149.95		
CH	68039930AA	ARM	1	86.90
CH	65056237AA	NUT	3	5.70
CH	52122370AB	DAMPER	1	145.00
CH	52122362AE	STEERING	1	313.00
	Total Parts	550.60		
	Total Line	700.55		

Parts Discount 56.12 Labor Discount 47.20
Payment Type - 01 CASH 1004.47



ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. 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 NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.	STATEMENT OF DISCLAIMER	LABOR AMOUNT	471.95
	THE FACTORY WARRANTY CONSTITUTES ALL OF THE WARRANTIES WITH RESPECT TO THE SALE 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 ITS ITEM/ITEMS	PARTS AMOUNT	561.20
(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)	CUSTOMER SIGNATURE	MISC. SALES	
		MATERIALS	33.04
		TOTAL CHARGE	1066.19
		DEDUCTIBLE	
		SALES TAX	41.60
		OTHER PAY	
		CUSTOMER PAY	1004.47



HICKORY

NC

CUSTOMER COPY PAGE 1

DATE	YEAR	MAKE	MODEL	VIN	STOCK	MILES IN	MILES OUT	TAG
08/14/09	04	DODGE	RAM 2500	3D7KU28D24G	27391	110097	110097	
SERVICE DATE	NOTIFIED	SVC ADV	PROMISED DATE/TIME	LICENSE	RATE	PAYMENT	INV. DATE	
	08/14/09	16	00:00			01	08/14/09	
R.O. NUMBER	TAX ID	HOME PHONE	BUSINESS PHONE					
117522			000-000-0000					1

===== REPAIR LINE 001 =====

CUSTOMER STATES WHEN DRIVING AT HIGHWAY SPEEDS AND HITS BUMP-FRONT END SHAKES BAD/
 HAS HAD NUMEROUS FRONT END PARTS REPLACED AT ANOTHER DEALERSHIP/WAS NOW TOLD NEEDS
 TIRES TO CORRECT PROBLEM

TEST DRIVE-COULD NOT DUPLICATE CONCERN AT THIS TIME/CHECKED FRONT END SUSPENSION- NO
 LOOSE PARTS FOUND/PERFORMED ALIGNMENT CHECK-SHOWED CASTER AND TOE ALIGNMENT OFF-
 RECOMMEND ALIGNMENT/ALSO RECOMMEND LOAD RANGE E TIRES FOR TRUCK

Bill Code - C

MISC	INSPECT	07 M A	38.00
		Total Labor	38.00
		Total Line	38.00

Payment Type - 01 CASH 38.00

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

CUSTOMER SIGNATURE

LABOR AMOUNT	38.00
PARTS AMOUNT	
MISC. SALES	
MATERIALS	
TOTAL CHARGE	38.00
DEDUCTIBLE	
SALES TAX	
OTHER PAY	
CUSTOMER PAY	38.00