

(First time)

 U.S. Department of Transportation National Highway Traffic Safety Administration		DOT Auto Safety Hotline		FOR AGENCY USE ONLY 100148	
		Vehicle Owner's Questionnaire To Report Vehicle Safety Defects 1-888-DASH-2-DO (1-888-327-4236) INTERNET: www.nhtsa.dot.gov/hotline		Date Received 20 JAN-2010 Repository ☐ Reference No. 10302385	
OWNER INFORMATION (Type or Print)					
Name		Address		Daytime Telephone Number	
City		State		Evening Telephone Number	
TULSA		OK			
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 3D7MX48A98C		Make DODGE		Model RAM 3500	
Model Year 2008		Date Purchased 5/16/08		Dealer's Name and Telephone Number South Point Dodge (918) 584-1481	
Original Owner ☒		Dealer's City Tulsa OK		State OK	
Zip Code 74132		Engine: Cummins No. Cylinders 2		Fuel Type: Diesel	
Transmission Type Automatic		☒ Antilock Brakes ☒ Cruise Control		Powertrain 4x4 Cummings	
Multiple Failure: 2		Incident Date(s) 01-NOV-2008		?	
FAILED COMPONENT(S)/PART(S) INFORMATION					
Vehicle Component Code: 020000 SUSPENSION Tie Rod				Failure Mileage 12000	
				Failure Speed 5	
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	
				Number of Deaths	
				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 2008 DODGE RAM 3500 WHICH WAS PURCHASED IN MAY 2008. WHILE DRIVING AT SPEEDS OF 5 MPH OUT OF HER DRIVEWAY, THE STEERING WHEEL BEGAN TO SHAKE VIOLENTLY AND SHE COULD NOT CONTROL THE VEHICLE. THE DRIVER'S SIDE TIRES TURNED INWARD AND SHE WAS ABLE TO STOP THE VEHICLE. THE VEHICLE WAS TAKEN TO THE DEALER AND REPAIRS WERE MADE TO THE VEHICLE UNDER A RECALL CAMPAIGN (SEE NHTSA CAMPAIGN ID NUMBER:09V005000, STEERING LINKAGES, TIE ROD ASSEMBLY. THE CONTACT WAS NOT SURE OF THE EXACT REPAIRS MADE TO THE VEHICLE. ON A SEPARATE OCCASION, WHILE AT A V-T-M STOP SIGN SHE LOST STEERING CONTROL. THE VEHICLE PULLED TOWARD THE RIGHT AND OFF THE ROAD BARELY MISSING A PARKED VEHICLE. THE VEHICLE WAS TOWED TO THE DEALER WHERE THEY STATED THAT THE LEFT TIE ROD ASSEMBLY FAILED A SECOND TIME. THE LEFT TIE ROD ASSEMBLY WAS REPLACED UNDER HER EXTENDED WARRANTY. THE FAILURE MILEAGE WAS 12,000 AND THE CURRENT MILEAGE WAS 52,000.					
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 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.					

Permission to get any information you might want

(2nd time)

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		Date Received 26-JAN-2010		Repository ☐ Reference No. 10302385	
OWNER INFORMATION (Type or Print)					
Name		Daytime Telephone Number		E-mail Address	
Address		Evening Telephone Number			
City TULSA	State OK	Zip Code			
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 3D7MX48A98G		Make DODGE	Model RAM 3500	Model Year 2008	
Date Purchased 5-16-08	Dealer's Name and Telephone Number South Point Dodge (9240 8. mom road)		Engine: cuming	Fuel Type: DIESEL	
Original Owner [initials]	Dealer's City Tulsa (918) 584-1481	State OK	Zip Code 74132	No: Cylinders 8	
Transmission Type auto 4x4	☒ Antilock Brakes ☒ Cruise Control	Powertrain Cummins Diesel	Multiple Failure: 2 time	Incident Date(s) Jan 14, 2010	
FAILED COMPONENT(S)/PART(S) INFORMATION					
Vehicle Component Code: 020000 SUSPENSION			Failure Mileage 51,000	Failure Speed 5-10	
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: DOTM9ABC036)		☐ 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).					
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RE: VIN 3D7MX48A98G [REDACTED] Dodge Ram 3500, 4 x 4 Quad Cab

Owner(s): [REDACTED] and/or [REDACTED] - Tulsa, OK [REDACTED]

This is to document a second failure of the driver's side tie rod end which occurred on January 14th, 2010 at approx. 52,000 miles. The vehicle is a Dodge Ram 3500 purchased new by the current and original owner in May 2008.

This tie rod was previously replaced by the dealer under warranty prior to and unrelated to the Chrysler factory recall H36 and NHTSA Campaign ID #09V005000. In fact the previous failure caused this vehicle to be in the dealers shop while waiting for the warranty replacement part at the time of the noted H36 recall. The first failure occurred in Nov of 2008 just as the truck started forward upon shifting from reverse after backing out of a residential driveway. Vehicle mileage at that time was only 13824.

In consideration of many other service repairs an effort was made to have the truck replaced as a "lemon". The resulting Chrysler offer under a buy-back arrangement were deemed unreasonable and very cost prohibitive. As a more financially acceptable alternative, an agreement was made with the dealer providing a life-time warranty at no cost as a final settlement.

That "settlement" was expected to provide a comfort level of safety and dependability that is now in question following this second severe failure.

Again, on Jan 14th, 2010, the vehicle was being operated at low speed below 10 MPH while traveling on a well maintained improved rural roadway. Without warning or roadway hazard, the steering suddenly became erratic and steering control was totally lost as the vehicle pulled sharply and violently off of the roadway and came to an uncontrollable stop just short of colliding with the rear of one of several cars parked off of the pavement. On exiting the truck, the drivers side wheel was found turned fully outward, and a deep rut had been plowed in the soft ground off the roadway.

The truck was towed to the dealer for inspection and repair was performed with a replacement of the same tie rod on the driver's side as was performed in Nov 2008. However, this repair was unfairly charged to the extended warranty as the dealer considered it to be out of the factory warranty period, and was repaired at a cost of \$100.

This multiple failure involving one of the most critical operating systems of any vehicle causes great concern for personal and public highway safety. One can never feel adequately safe literally "behind the wheel" of this vehicle.

It is consider ABSOLUTELY necessary for Chrysler Corporation to provide a current year model replacement at minimal or no cost. It is my fear that there are inherent engineering design problems with ALL 2008 Ram 3500 4 x 4 vehicles that may not be resolved with simply replacing the failing tie rods time after time. I no longer have confidence that the manufacturer is able or willing to adequately correct this severe defect. The next failure could result in someone's death.

CUSTOMER #: J8G223264

156986

SOUTH POINTE



INVOICE*

TULSA, OK

HOME:

CONT:N/A

BUS:

CELL:

PAGE 1

9240 S. MEMORIAL · TULSA, OKLAHOMA 74133
(918) 584-1481

SERVICE ADVISOR: 7592 PHILLIP NASH

COLOR	YEAR	MAKE/MODEL		
BRILLIANT	08	DODGE RAM 350		
DEL. DATE	PROD. DATE	WARR. EXP.	PROM.	
16MAY08 DD			10:18	
R.O. OPENED		READY		OPTION

VIN	LICENSE	MILEAGE IN / OUT	TAG
3D7MX48A98G		50921/50921	
TIPO NO.	RATE	PAYMENT	INV. DATE
AN10	0.00	CASH	18JAN10
STK: 8G223264			

07:41 15JAN10 17:35 18JAN10
LINE OPCODE TECH TYPE HOURS
A TRACK BAR IN FRONT BROKE AND LEF
13 SUSPEN & STEERING
2004 JONES, RONNIE LIC# 637
WJ

LIST	NET	TOTAL
FRONT TIRE IS FLAT-ADVISE		
		(N/C)
		(N/C)
PARTS: 0.00	LABOR: 0.00	OTHER: 0.00
TOTAL LINE A:		0.00

1 68038054AC PACKAGE-INNER
PARTS: 0.00 LABOR: 0.00

50921 LEFT FRONT INNER TIE ROD END BROKE 19630111-0.5 FC-11 0.50
....2004-0.5 HRS....INSTALLED NEW LEFT SIDE TIE ROD END TO REPAIR

B FREE 23 POINT INSPECTION
INSP FREE 23 POINT INSPECTION
2004 JONES, RONNIE LIC# 637
CJ

PARTS: 0.00	LABOR: 0.00	OTHER: 0.00	TOTAL LINE B:	0.00
-------------	-------------	-------------	---------------	------

PARTS: 0.00 LABOR: 0.00

50921 COMPLETE

C** CUST STATES WIND NOISE ON FRONT DOORS AT HWY SPEEDS. PRIOR
ADJUSTMENT OF DOORS
50 TRIM/ELEC DEPT
9511 SANDERS, GEORGE LIC# 9511
CJ

PARTS: 0.00	LABOR: 0.00	OTHER: 0.00	TOTAL LINE C:	0.00
-------------	-------------	-------------	---------------	------

PARTS: 0.00 LABOR: 0.00

50921 0.00 WIND TURBULENCE DUE TO FRONT VISORS

D** CUST STATES U CONNECT HAS A HARD TIME HEARING VOICE FOR PHONE
CALLS-ADVISE CSC
50 TRIM/ELEC DEPT
9511 SANDERS, GEORGE LIC# 9511
CJ

PARTS: 0.00	LABOR: 0.00	OTHER: 0.00	TOTAL LINE D:	0.00
-------------	-------------	-------------	---------------	------

PARTS: 0.00 LABOR: 0.00

Service Department Hours:

7:00 A.M. - 6:00 P.M. MON. - FRI., 7:30 A.M. - 3:00 P.M. SAT.

THANK YOU!

CUSTOMER SIGNATURE

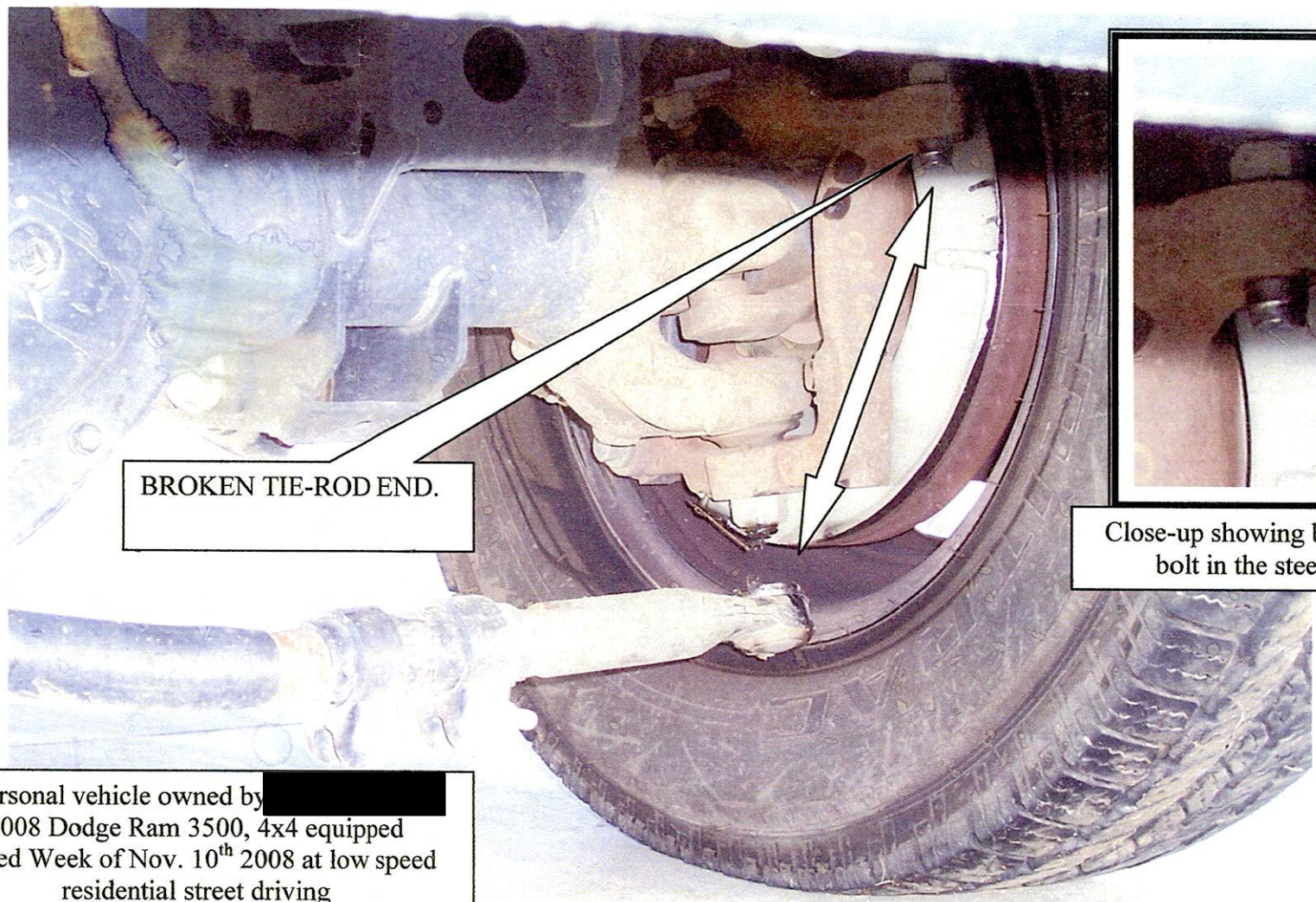
In addition to the charges for parts, labor, tax, etc., South Pointe Chrysler Jeep Dodge also charges a "shop charge" as part of the repair bill. This "shop charge" is to help defray the costs of certain materials that cannot be accurately itemized, but which are generally used in the repair and service of vehicles. These items include, but are not limited to, rags, nuts, bolts, screws, hand cleaner, small amounts of lubricant, etc. This charge is calculated as a percentage of the total labor charge.

LABOR HOURS ARE PUBLISHED IN THE CHILTON LABOR TIME GUIDE, WHICH REFLECTS AN AVERAGE TIME REQUIREMENT FOR THE PERFORMANCE OF SPECIFIC VEHICLE REPAIRS, AND WHICH MAY THEREFORE BE EITHER MORE OR LESS THAN ACTUAL CLOCK TIME IN ANY GIVEN INSTANCE.

STATEMENT OF DISCLAIMER: The factory warranty constitutes all of the warranties with respect to the sale of this item. 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 this item.

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
LESS INSURANCE	
SALES TAX	
PLEASE PAY THIS AMOUNT	

4



BROKEN TIE-ROD END.



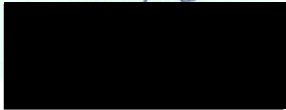
Close-up showing broken tie-rod end bolt in the steering knuckle.

Personal vehicle owned by [REDACTED]
2008 Dodge Ram 3500, 4x4 equipped
Failed Week of Nov. 10th 2008 at low speed
residential street driving

*This was first time
Nov. 08*

After 2 tie Rod fail
ures. Chrysler does
not think there
is a problem. No
help from there
representative.

Thank you



RE: VIN 3D7MX48A98G [REDACTED] Dodge Ram 3500, 4 x 4 Quad Cab
Owner(s) [REDACTED] and/or [REDACTED] - Tulsa, OK [REDACTED]

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2 Second time

SOUTH POINTE



Jeep



CUSTOMER #: J8G [REDACTED]

156986

INVOICE

TULSA, OK [REDACTED]
HOME: [REDACTED] CONT: N/A
BUS: [REDACTED] CELL: [REDACTED]

PAGE 1

9240 S. MEMORIAL - TULSA, OKLAHOMA 74133
(918) 584-1481

SERVICE ADVISOR: 7592 PHILLIP NASH

COLOR	YEAR	MAKE/MODEL
BRILLIANT	08	DODGE RAM 350
DEL. DATE	PROD. DATE	WARR. EXP.
16MAY08 DD		10:18
R.O. OPENED	READY	OPTION

VIN	LICENSE	MILEAGE IN / OUT	TAG
3D7MX48A98G [REDACTED]		50921/50921	[REDACTED]
PO NO.	RATE	PAYMENT	INV. DATE
AN10	0.00	CASH	18JAN10
STK: 8G223264			

07:41 15JAN10 17:35 18JAN10
LINE OPCODE TECH TYPE HOURS
A TRACK BAR IN FRONT BROKE AND LEF
13 SUSPEN & STEERING
2004 JONES, RONNIE LIC# 637
WJ

LIST	NET	TOTAL
FRONT TIRE IS FLAT-ADVISE		
		(N/C)
		(N/C)
PARTS: 0.00	LABOR: 0.00	OTHER: 0.00 TOTAL LINE A: 0.00

1 68038054AC PACKAGE-INNER ROD

50921 LEFT FRONT INNER TIE ROD END BROKE 19630111-0.5 FC-11 0.50
.....2004-0.5 HRS.....INSTALLED NEW LEFT SIDE TIE ROD END TO REPAIR

B FREE 23 POINT INSPECTION
INSP FREE 23 POINT INSPECTION
2004 JONES, RONNIE LIC# 637
CJ

PARTS: 0.00	LABOR: 0.00	OTHER: 0.00	TOTAL LINE B: 0.00
-------------	-------------	-------------	--------------------

50921 COMPLETE

C** CUST STATES WIND NOISE ON FRONT DOORS AT HWY SPEEDS. PRIOR
ADJUSTMENT OF DOORS
50 TRIM/ELEC DEPT
9511 SANDERS, GEORGE LIC# 9511
CJ

PARTS: 0.00	LABOR: 0.00	OTHER: 0.00	TOTAL LINE C: 0.00
-------------	-------------	-------------	--------------------

50921 0.00 WIND TURBULENCE DUE TO MOUNT VISORS

D** CUST STATES U CONNECT HAS A HARD TIME HEARING VOICE FOR PHONE
CALLS-ADVISE CSC
50 TRIM/ELEC DEPT
9511 SANDERS, GEORGE LIC# 9511
CJ

PARTS: 0.00	LABOR: 0.00	OTHER: 0.00	TOTAL LINE D: 0.00
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THANK YOU!

CUSTOMER SIGNATURE _____

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DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
LESS INSURANCE	
SALES TAX	
PLEASE PAY THIS AMOUNT	



Tulsa, OK

TULSA OK 741

11 FEB 2011 PM 6 T



USA 41c

NHTSA

US Dept of Transportation

Nat. Highway Traffic Safety Adm.

Office of Defects Investigation NVS-20
1200 New Jersey Ave. SE
Washington, DC 20427-9382

20077+9382