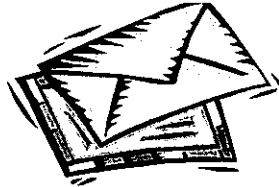


CL-10363320-3249

NHTSA ccmMercury Routing Slip



INFORMATION Redacted PURSUANT TO THE FREEDOM OF INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)

Printed: 4/28/2010

NHTSA #: ES10-003015	Rec'd Date: 4/28/2010	Referred By: NPO-011
XREF #:	Doc Type: S10	Doc Date: 3/12/2010
Delivery: MESSENGER ENV.	Address To: S1	Due Date:
S10 #: 100322-042	DOT/I #:	RMP #:
Subject: S10 APPROPRIATE HANDLING - LETTER FROM [REDACTED] REGARDING DODGE RAM TRUCKS PROBLEMS		
Ack Date:	Ack By:	Signed For:
Sign Office: ENFORCEMENT	Signature: NRN	Cleared For:
Cleared Date:	Cleared By:	Closed Date: April 28, 2010
File Loc:	XREF File:	
Added By: TROGERS x62870	Modified By: TANAE.N.ROGERS	
Most Recent Comment:		

Author:

[REDACTED]
[REDACTED]
LOUISVILLE, KY [REDACTED]
Tel: Fax: E-mail:

Assigned To	Task	Asgn Date	Deadline	Returned Date
NVS-200	APPROPRIATE	4/28/2010		4/28/2010
NVS-010	INFORMATION	4/28/2010		4/28/2010

APR 29 2010

RECEIVED NHTSA
APR 28 P 2:27
EXECUTIVE SECRETARIAT



Office of the Secretary of Transportation
Executive Secretariat

Control number: S10-100322-042

Action office: NHTSA

Document date: 3/12/2010

Due date:

Writer:

[Redacted]
[Redacted]
Louisville, KY [Redacted]

Subject:

Request an Investigation into Dodge Ram Trucks Loosing Their Left Front Wheel due to Wheel Bearing Failure.

Action: Appropriate Handling

Date	Action	Action by
3/23/2010	Folder Processed for Appropriate Handling.	AINGRAM
3/23/2010	Updated Folder Information.	AINGRAM
3/23/2010	Updated Folder Information.	AINGRAM
3/22/2010	Work Folder Assigned to NHTSA.	MPETTIFORD
3/22/2010	Incoming File Uploaded.	MPETTIFORD
3/22/2010	Control Number Created.	MPETTIFORD

Date	Note	Note by
------	------	---------

For more information please contact:
Angela Ingram, angie.ingram@ost.dot.gov

To: RAY LAHOOD
U.S. SECRETARY OF TRANSP.

FROM:

LOUISVILLE, KY

WASHINGTON, DC.

3-12-10

MR. SECRETARY,

WHILE YOUR DEPARTMENT IS INVESTIGATING ACCELERATION PROBLEMS WITH TOYOTA. WOULD YOU LOOK INTO CHRYSLER CORPORATION'S PROBLEM WITH DODGE RAM PICKUPS, LOSING THEIR LEFT FRONT WHEEL, BECAUSE OF WHEEL BEARING FAILURE. I HAVE A 2000 DODGE RAM 3500 4X6 WHEEL DRIVE WITH A CUMMINS DIESEL MOTOR.

I HAVE REPLACED 3 LEFT FRONT WHEEL BEARING THE 1ST ONE DID \$6000 DAMAGE AND IF NOT FOR MY RACING EXPERIENCE, COULD HAVE COST SOMEONE THEIR LIFE. THIS WAS REPAIRED BY WARRANTY AND MY INSURANCE COMPANY. WHEN I REPLACED THE 3RD BEARING MY REPAIR SHOP AND I WROTE TO CHRYSLER, AND THEY DECLINED TO COVER REPLACEMENT.

I WISH YOU WOULD RESEARCH THIS PROBLEM AND SEE IF I WAS THE ONLY COMPLAINT, OR WAS IT LIKE TOYOTA, COVERED UP?

I HAVE ENCLOSED ALL OF MY BILLS AND CORRESPONDENCE. I HAD TO PAY A \$1000.00 DEDUCTABLE FOR THE 1ST OCCURANCE. I THOUGHT THEN CHRYSLER SHOULD HAVE COVERED THE TOTAL BILL.

cc U.S. CONGRESSMAN
JOHN YARMUTH

CONTROL NO.

11754
S10-100322-042

ACTION

TO DAHMER CHRYSLER: 5-11-05

ENCLOSED YOU WILL FIND INVOICES OF REPAIRS, SINCE OCT 15, 2003, WHEN MY LEFT FRONT WHEEL ASSEMBLY FELL OFF OF MY 2000, 3500 RAM EXT CAB 4X4 TRUCK.

THIS TRUCK HAS NOW HAD 2 FAILED LEFT BEARINGS AT A COST OF SEVERAL THOUSAND DOLLARS. NOT TO MENTION THE DANGER TO LIFE. THE 1ST BEARING FAILED AT 107456 MILES. AT 116522 MILES, I TOOK THE TRUCK BACK TO METRO CHRYSLER IN COLUMBIA, IL. AND TOLD THEM TO CHECK FRONT END FOR NOISE AND TIRE WARE. (0302-04) INVOICE # 46428

NOISE #
41599

THIS WAS LOOKED AT 2-23-04 BY TONY'S ALIGNMENT AT 115808^M AND HE FOUND A SLIGHT BIT OF WARE, MOVEMENT OF 1/8" IN BALL JOINTS BUT I WOULD NOT LET HIM REPAIR UNTIL METRO HAD SEEN IT. THIS WAS AFTER I CALLED METRO SERVICE 02-23-04. THEY ADVISED ME TO BRING IT IN AND ON (03-2-04) I DID. THEY SAID IT WAS OK.

ON JUNE 17, 2004 AT 121827 MILES ON INVOICE # 50814 METRO CHRYSLER I TOOK TRUCK IN FOR TIRE WARE ON LEFT FRONT AND ROARING NOISE AND THEY SAID ALL WAS OK.

(OVER)

Now 5-11-05 I took my Truck to Tony's Alignment to REPLACE 2 FRONT TIRES WHICH WERE WORE OUT AND REAR TIRES SHOW VERY LITTLE WARE. TONY'S ALIGNED FRONT AND FOUND THAT LEFT FRONT BEARING WAS ROARING AND SHOULD BE REPLACE MILEAGE AT THIS TIME WAS 135990.

SEE ~~ATTACHED~~ ENCLOSED INVOICE. I STILL HAVE OLD BEARING AND WILL LET CHRYSLER, IN MY PRESENTS INVESTIGATE OR ANALIZE IT. BUT IT CAN NOT LEAVE MY SIGHT.

I HAVE 137000 MILES ON TRUCK AND NO ROARING AND TIRE WARE APPARENT AT THIS TIME, I AM NOW ASKING CHRYSLER DAHLMEID TO MAKE THIS RIGHT. I AM REQUESTING THE COST LISTED BELOW

THE RIGHT SIDE BEARING HAS 137,000 MILES.

THE LEFT SIDE LASTED 28,534 MILES.

COST OF 3 RD BEARING	\$360.00
PRO-RATED TIRE WARE	80.00
COST OF LABOR	160.00
TOTAL	<u>600.00</u>

PLEASE LET ME KNOW YOUR ANSWER AS SOON AS POSSIBLE.

LOUISVILLE, KY

CELL PHONE #

TONY'S BRAKE & ALIGNMENT

4800 POPLAR LEVEL ROAD
 LOUISVILLE, KY. 40213-2904
 PHONE (502) 969-3853

██████████
 Louisville, KY ██████████

Warr	Qty.	PartNo	Description	Each	Total
1			Mount New Tires On Front		.00
1			Balance Front Tires		30.00
4	2	LT23585 B F	Goodrich T/A Tires	134.00	268.00
4	2	TD	Tire Disposal Fee	2.50	5.00
Subtotal for Tire Service					303.00
2			Front End Alignment		59.00
Subtotal for Front End Alignment					59.00
1			Replace left front hub bearing		130.00
1	1	5015282	Hub bearing	360.00	360.00
Subtotal for Suspension Service					490.00

Date 05-11-2005 Mileage 135990 Invoice 93177

Model 2000 Dodge 1 Ton

License

Unit

Vin

Home

Cell

PO #

Work

Pager

Service History	Miles	Date	Next Service Due
OIL LUBE &		No Record Of Service	
		No Record Of Service	
		No Record Of Service	
Fuel Filter		No Record Of Service	
Air Filter		No Record Of Service	
		No Record Of Service	
		No Record Of Service	
ALIGNMENT	135990	5/11/05	147990 05-11-2006
TIRE BALANCE		No Record Of Service	
ROTATE TIRES		No Record Of Service	
SHOCKS /		No Record Of Service	
FRONT BRAKE		No Record Of Service	
REAR BRAKE		No Record Of Service	
TRANSMISSION		No Record Of Service	
		No Record Of Service	
HOSES / BELTS		No Record Of Service	
		No Record Of Service	
BATTERY		No Record Of Service	
OTHER SERVICE		No Record Of Service	

Warranty Information

1 - 1 - 3 Month or 3000 mile warranty. (Labor)

2 - 2 - 6 Month or 6000 mile warranty. (Alignment)

4 - 4 - Warranty as Supplied by Manufacturer.

Note: All warranties exclude towing

Authorization # _____

Print Name _____

Signature _____

Department	Sale
Labor	219.00
Freight	0.00
Road Haz Protection	0.00
Parts	628.00
Outside Labor	0.00
Disposal Fees	5.00
Discount	0.00
Shop Supplies	0.00
Discount	0.00
Enviromental fees	0.00
SUB TOTAL ==>	852.00
Sales Tax	37.68
Sales Tax 2	0.00
TOTAL ==>	889.68

Payment

Cash

Check _____

Credit Card

Open Account

Void

Total Paid: 0.00

Balance Due: 889.68

Thank you for your business.
 We look forward to seeing you
 in the future.

Paul V...

U.S. Postal Service
CERTIFIED MAIL RECEIPT
(Automatic Mail Only; No Insurance Coverage Provided)

7008 1140 0003 3696 0097

For delivery information visit our website at www.usps.com

AUBURN HILLS MI 48321

Postage	\$	\$0.42	01-0021
Certified Fee		\$2.70	10
Return Receipt Fee (Endorsement Required)		\$2.00	Postmark Here
Restricted Delivery Fee (Endorsement Required)		\$0.00	WISVILLE
Total Postage & Fees	\$	\$5.32	03/23/2009

*could not find
 BUT IF PRETAINED
 TO THE 3RD BEARING
 REPURPOSE @ \$1200*

Sent To
UNITED STATES DIAMLER CHRYSLER MTR
 Street, Apt. No.,
 or PO Box No. **CUSTOMER CENTER**
P.O. Box 21-8009
 City, State, ZIP+4
AUBURN HILLS MICHIGAN 48321-8604

PS Form 3800, August 2006 See Reverse for Instructions

Customer Postage				-\$0.42
Subtotal:				\$4.90
Issue PVI:				=====
				\$4.90
\$8.40	1	\$8.40		\$8.40
Forever				
Stamp PSA				
Db1-Sd Bkit				
Total:				\$13.30
Paid by:				
Visa				\$13.30
Account #:		XXXXXXXXXX		
Approval #:		065609		
Transaction #:		693		
		23 903150134		

Order stamps at USPS.com/shop or call 1-800-Stamp24. Go to USPS.com/clicknship to print shipping labels with postage. For other information call 1-800-ASK-USPS.

Bill #: 1000602816265
 Clerk: 10

All sales final on stamps and postage
 Refunds for guaranteed services only
 Thank you for your business

HELP US SERVE YOU BETTER

Go to: <http://gx.gallup.com/pos>

TELL US ABOUT YOUR RECENT
 POSTAL EXPERIENCE

YOUR OPINION COUNTS

Customer Copy

DaimlerChrysler
Customer Service

1ST DRAFT,

05-11-05

Now at 135990 I replaced 2 front
tires and after mechanic drove
Truck to check out road which
I now could not ignore, he
found left front bearing should
be replaced. I have old bearing
in box if Chrysler would care
to see it. But I must be present
and bearing can not get out of my
sight.

I have now 137000 miles
on the Right front bearing. Can
you justify the three replacements

I think I've done all that's
possible to remedy the problem
but I have paid considerably

Metro Replaced bearing at 107456 miles
Tony's Alignment replaced bearing at 135990

Right Bearing was 135990 mi.	135990
Left Bearing and Bearing at 28,534 mi.	- 107456
	<hr/>
	28,534 miles

Does this not look like a bad
run of bearings or what?

Enclosed you will find invoices of repairs since Oct 15, 2003 when my left front tire fell off of my 2000 3500 Ram P.U. Truck.

This truck has been through 2 left bearings which at 300.00 + dollars a piece seems to be in my opinion absurd. When the 1st Bearing failed I had 107456 miles on the truck. At 116522 I took the truck into Metro Chrysler in Columbia, IL. and told them Check ball joints and roaring noise. They said all was OK, Even though left front tire showed cupping. I took truck to Glenn Orliman at Tony's Alignment (02-23-04) in Louisville, Ky. and he found some wear about 1/8" in front Balljoints.

He aligned front and installed 4 new tires and 4 Shocks. Original 17 2004 I took Truck back to Metro Chrysler @ to check out growling noise. Once again they said it was OK, at 121827 miles.

I am requesting that Chrysler/Daimler reimburse me the cost of the bearing. → \$ 360.00
pro-rated on tires → 80.00
and labor → 160.00
\$ 600.00

Please ~~let~~ let me know your answer as soon as possible.

[REDACTED]
[REDACTED]
[REDACTED]
LOUISVILLE, Ky. [REDACTED]

My Cell phone is [REDACTED]

Winkler Chicago 4-15-99 88315 37126188 - 3482 CD

43218

41599

INVOICE



500 Admiral Weinel Boulevard
Route 3 - COLUMBIA, IL 62236
www.metrochryslercentre.com

LOUISVILL, KY

PAGE 1

618-281-3000

314-487-300

HOME: [REDACTED] BUS: [REDACTED]

SERVICE ADVISOR: ILLINOIS 12 TOM WINTERS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
	00	DODGE RAM 350	1B7MF3361YJ [REDACTED]		107456/107456	T333	
DEL DATE	PROD. DATE	WARR EXP.	PROMISED	PO NO	RATE	PAYMENT	INV. DATE
01JAN1999			17:00 15OCT03		0.00	CASH	29OCT2003
R.O. OPENED	READY	OPTIONS: DLR:66040 ENG:5.9 Liter Turbo Diesel					
09:38 15OCT03	13:02 29OCT03						

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A BODY SHOP REPAIR							
BSR REPLACE RT FRT FENDER AND REPAIR LFT DOOR							
				288	CB	1457.05	1457.05
				1	55076537 MOLDING-FRONT DOOR	48.70	48.70
				1	55234709AG FENDER	267.00	267.00
WIP WORK IN PROCESS							
				401	CB	0.00	0.00
WIP WORK IN PROCESS							
				401	CB	0.00	0.00
WIP WORK IN PROCESS							
				401	CB	0.00	0.00
SUBL TOW IN							
				PO#3051	CB	60.00	60.00
FC:							
MISC PAINT							
					CB	250.00	250.00
PARTS:	315.70	LABOR:	1457.05	OTHER:	310.00	TOTAL LINE A:	2082.75

B REPAIR FRT LFT AXEL							
BSR REPAIR FRT SUSPENSION							
				401	CB	387.20	387.20
				1	5015239AA KNUCKLE	494.00	494.00
				1	5015129AA SHIELD	37.00	37.00
				1	5015253AA CALIPER-DISC BRAKE	189.00	189.00
				1	5015319AA ADAPTER-DISC BRAKE CALIPE	68.10	68.10
				1	5015230AA ROTOR	172.00	172.00
				1	5015282AA HUB	327.00	294.30
				1	5015209AB SHAFT	687.00	687.00
				1	5015882AA SENSOR-ANTI-LOCK BRAKES	34.60	34.60
				1	52009689AC LINE	65.00	65.00
				1	52106863AC CAP-WHEEL CENTER	66.00	66.00
				1	52106448AB TRIM RING-WHEEL TRIM	130.00	130.00

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
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 this item/items.

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

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

CUSTOMER COPY

43218

41599

INVOICE



500 Admiral Weinel Boulevard
Route 3 - COLUMBIA, IL 62236
www.metrochryslercentre.com

314-487-3000
MISSOURI

LOUISVILL, KY

PAGE 2

HOME: [REDACTED] BUS: [REDACTED]

618-281-3000
ILLINOIS

SERVICE ADVISOR: 12 TOM WINTERS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
	00	DODGE RAM 350	1B7MF3361YJ [REDACTED]		107456/107456	T333	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN1999			17:00 15OCT03		0.00	CASH	29OCT2003
R.O. OPENED	READY	OPTIONS: DLR:66040 ENG:5.9 Liter Turbo Diesel					
09:38 15OCT03	13:02 29OCT03						

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
1	156191	235/85R16	BRIDGESTONE		142.00	142.00	142.00
1	TD	TIRE DISPOSAL			3.50	3.50	3.50
1	5015114AA	BALLJOINT-FRONT	KNUCKLE		225.00	225.00	225.00
1	4746811	WASHER			6.25	6.25	6.25
1	4746773	NUT			17.60	17.60	17.60
2	5003898AA	PIN			2.35	2.35	4.70
1	V1013254	SHOE KIT-FRONT	DISC BRAKE		49.20	49.20	49.20
2	4318080AB	*FLUID			3.75	3.75	7.50
3	4874468	*LUBRICANT			6.70	6.70	20.10
1	52113283AA	BAR			287.00	258.30	258.30
1	5015282AA	HUB			327.00	327.00	327.00
1	5015255AA	CLAMP-BRAKE ANTI-RATTLE			4.20	4.20	4.20
1	5015256AA	CLAMP-BRAKE ANTI-RATTLE			4.20	3.78	3.78
1	5015252AA	CALIPER-DISC BRAKE			189.00	170.10	170.10
1	52009688AC	LINE			40.45	36.40	36.40
PARTS:	3512.63	LABOR:	387.20	OTHER:	0.00	TOTAL LINE B:	3899.83

*Mastercard
\$2043.45*

*Handwritten notes:
#37126188
for 3,482.00
Chargyok 109620*

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	DESCRIPTION	TOTALS
	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 this item/items.	LABOR AMOUNT	1844.25
		PARTS AMOUNT	3828.33
		GAS, OIL, LUBE	0.00
		SUBLET AMOUNT	60.00
		MISC. CHARGES	250.00
		TOTAL CHARGES	5982.58
		LESS INSURANCE	0.00
		SALES TAX	239.27
		PLEASE PAY THIS AMOUNT	6221.85
(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)	CUSTOMER SIGNATURE		

CUSTOMER COPY

\$2043.45



RAY LAHOOD U.S. SECRETARY
OF TRANSPORTATION
1200 NEW JERSEY AVE. S.E.,
WASHINGTON, DC, 20590

