

 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 JAN 21 2011 05-NOV-2010		Repository ☐ Reference No. 10364160	
OWNER INFORMATION (Type or Print)				Daytime Telephone Number	
Name				E-mail Address	
Address				Evening Telephone Number	
City SOUTH SAN FRANCISCO		State CA	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 3B7KH13Z6Y6 3B7HF1326Y61		Make DODGE	Model RAM 1500	Model Year 2000	
Date Purchased MAY 1, 2003	Dealer's Name and Telephone Number SERRAMONTE DODGE (NO LONGER OPENED)		Engine: No. Cylinders 8	Fuel Type: GAS	
Original Owner ☒	Dealer's City COLMA, CA	State CA	Zip Code 94014		
Transmission Type Auto	☒ Antilock Brakes ☒ Cruise Control	Powertrain 5.9	Multiple Failure:	Incident Date(s) 03-NOV-2010	
FAILED COMPONENT(S)/PART(S) INFORMATION					
Vehicle Component Codes: 022000 SUSPENSION: REAR, 105500 POWER TRAIN: DRIVELINE: DIFFERENTIAL UNIT			Failure Mileage 74200	Failure Speed 15	
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	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 2000 DODGE RAM 1500. THE CONTACT STATED THAT WHILE DRIVING 15 MPH, THERE WAS A SQUEALING NOISE FROM THE REAR OF THE VEHICLE. THE VEHICLE WAS TAKEN TO A LOCAL REPAIR SHOP WHERE THE CONTACT WAS INFORMED THAT THE REAR DIFFERENTIAL HAD FAILED. THE VEHICLE WAS REPAIRED. THE CURRENT AND FAILURE MILEAGES WERE APPROXIMATELY 74,200.					
OVER →					
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)

CLUTCH PACK RETAINER FAILED AND HAD TO REPLACE THE WHOLE REAR DIFFERENTIAL POSI UNIT AND RING AND PINION GEARS. AFTER DOING INTERNET RESEARCH, FOUND OUT ALL 9-25 REAR DIFF. HAVE THIS PROBLEM. I HAVE BROUGHT THIS VEHICLE TO A ~~DEALER~~ DODGE DEALERSHIP FOR EVERY SERVICE PER THE MANUAL. I CONTACTED DODGE CUSTOMER SERVICE AND THEY AGREED TO REIMBURSE THE COST. 9-25 REAR DIFFS. SHOULD BE RECALLED. AN ACCIDENT WAITING TO HAPPEN. I HAVE ALL THE OLD PARTS

ATTACH ADDITIONAL SHEETS IF NECESSARY

U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

1200 New Jersey Avenue SE.
Washington, D.C. 20077-9382

Official Business
Penalty for Private Use \$300

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IF MAILED
IN THE
UNITED STATES

BUSINESS REPLY MAIL

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POSTAGE WILL BE PAID BY ADDRESSEE

US Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NVS-210
1200 New Jersey Avenue SE.
Washington, D.C. 20077-9382



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