

 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 APR 14 2011 10-MAR-2011		Repository ☐ Reference No. 10389762	
OWNER INFORMATION (Type or Print)					
Name		Address		City	
				TOLEDO	
State		Zip Code			
OH					
Daytime Telephone Number Evening Telephone Number				E-mail Address	
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			Make DODGE		Model RAM 1500
					Model Year 2003
Date Purchased		Dealer's Name and Telephone Number		Engine: No: Cylinders	
Original Owner ☐		Dealer's City		Fuel Type:	
		State		Zip Code	
Transmission Type		Powertrain		Incident Date(s)	
☐ Antilock Brakes ☐ Cruise Control				26-JAN-2010	
FAILED COMPONENT(S)/PART(S) INFORMATION					
Vehicle Component Codes: 020000 SUSPENSION, 200000 WHEELS, 350000 EQUIPMENT				Failure Mileage 95000	
				Failure Speed 40	
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: DOTM49ABC036)		☐ 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 2003 DODGE RAM 1500. THE CONTACT STATED HE PURCHASED A SET OF GABRIEL ULTRA SHOCKS (N/A), MODEL NUMBER 1290-0875-40, THAT WERE INSTALLED ON THE VEHICLE. WHILE DRIVING APPROXIMATELY 40 MPH, THE CONTACT DROVE OVER A ROAD BUMP AND THE SHOCK BLEW OUT. THE CONTACT STATED THAT THE BOLTS NEEDED TO BE TIGHTENED YET THE FAILURE RECURRED FOUR TIMES. THE AUTO PARTS RETAILER IN WHICH HE PURCHASED THE SHOCKS WAS CONTACTED AND ADVISED THAT THE INCORRECT BOLTS WERE PLACED IN THE BOX HE PURCHASED. THE CONTACT STATED THE LAST TIME THE FAILURE OCCURRED THE FRONT WHEEL BEARINGS, TIRES AND STABILIZER LINK NEEDED TO BE REPLACED. THE VEHICLE WAS REPAIRED. THE APPROXIMATE FAILURE MILEAGE WAS 95,000. THE VIN WAS NOT AVAILABLE.					
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.					

[REDACTED]
Toledo, OH [REDACTED]

July 12, 2010

Gabriel Ride Control, LLC
950 Maple Lawn
Troy, MI 48084
ATTN: Ted Witman

Dear Sir,

I have experienced a significant quality problem with your shocks for over one (1) year and to date, have been unsuccessful in obtaining an acceptable solution.

I purchased, from Auto Zone, and returned your shocks a total of three (3) times over the past year and while the shocks were replaced, I have not received an explanation as to the cause of the repeated failure. As a result of the failure of your shocks to perform as required, I have incurred significant damage to my truck.

To repair the damage to my truck, Auto Zone offered to supply used parts. They have offered no assistance in determining the cause of the problem. After much deliberation, I was able to determine that the cause of the failure was due to the incorrect size of the associated hardware. Upon this discovery and further discussions with Auto Zone, they gave me a toll-free number to contact Gabriel. Gabriel was contacted and subsequently sent a representative to confirm that in fact the hardware that was included with the replacement shocks was incorrect. The representative's unacceptable solution to the problem was to "rotate the tires". The representative was then told that an estimate to repair my front-end suspension would be obtained and forwarded to Gabriel.

Enclosed is the repair estimate. Please review the estimate and contact me with any questions at [REDACTED]

I am looking forward to hearing from you in the very near future, so that we can solve this problem and have the necessary truck repairs completed.

Sincerely,

[REDACTED]
CC: Auto Zone

FEB 12, 2010 COUNTER SALES

Store 01 PARTS01 PORT 5037 2525

INVOICE#	CUST #	NAME	PHONE	PAY	CTR#	PL
LN#	PART# / DESCRIPTION	QORD	QSH	SALE	CORE	EXTENDED TC PL
	104090			CASH	549	13
11	5073582-AC TIE ROD T 19027003	2	2	161.00		322.00 S 13
12	6506557-AA NUT HEX L 17015030	2	2	3.95		7.90 13
13	52106518-AV RACK STEE 19001017	1	1	754.00		754.00 S 13
14	68081028-AA HUB&BRG	2	2	237.00		474.00 S 13
15	68044700-AB KNUCKLE F 17011024	1	1	312.00		312.00 S 13
16	68060333-AA SENSOR AN 8037155	2	2	153.00		306.00 S 13
17	68044701-AB KNUCKLE F 17011024	1	1	312.00		312.00 S 13

AVAI	LIST	COMP	ASSOC
BN1	TRADE	STS	COMPNT
BN2	COST	GRP	ALTER
NEW#			GP%
REMARKS			OLD#

(A=ADD) (D=DELETE) (E=ENTER) (CR=CONS REACH) (M=MODIFY) (N=NBRS) (TAB)

TOTAL 4474.85

[REDACTED]
Toledo, Ohio
[REDACTED]

TOLEDO OH 436
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US Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NHTSA-210
1200 New Jersey Avenue SE.
Washington, D.C.

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