

INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6) DOT Auto Safety Hotline  U.S. Department of Transportation National Highway Traffic Safety Administration		FOR AGENCY USE ONLY 100148	
Vehicle Owner's Questionnaire To Report Vehicle Safety Defects 1-888-DASH-2-DOT (1-888-327-4236) INTERNET: www.nhtsa.dot.gov/hotline		Date Received OCT 26 2012 28-SEP-2012	Repository ☐ Reference No. 10477384
OWNER INFORMATION (Type or Print)			
Name		Daytime Telephone Number	E-mail Address
Address		Evening Telephone Number	
City	State	Zip Code	
SAINT LOUIS	MO		
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	Model
3D7MX48A88G		DODGE	RAM 3500
Model Year		Engine:	Fuel Type:
2008		No: Cylinders	diesel
Date Purchased	Dealer's Name and Telephone Number	State	Zip Code
6-11-2011	Glendale Chrysler Jeep	MO	63122
Original Owner	Dealer's City		
☐	St. Louis		
Transmission Type	☒ Antilock Brakes	Powertrain	Multiple Failure:
auto	☒ Cruise Control		control arm, steering stabilizer
Incident Date(s)			
30-AUG-2012			
FAILED COMPONENT(S)/PART(S) INFORMATION			
Vehicle Component Code: 020000 SUSPENSION		Failure Mileage	Failure Speed
		58000	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: 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 (Please describe in detail the incident(s), failure(s), crash(es), and injury(ies).)			
Crash	Fire	Number of Persons Injured	Number of Deaths
☐ Yes ☒ No	☐ Yes ☒ No	0	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 2008 DODGE RAM 3500. THE CONTACT STATED THAT WHILE DRIVING 40 MPH, THE VEHICLE BEGAN TO SHAKE VIOLENTLY. THE CONTACT HAD TO DECELERATE IN ORDER TO REGAIN CONTROL. THE CONTACT MOVED THE VEHICLE OVER AND LOOKED UNDER THE VEHICLE WHERE SHE NOTICED THAT THE FRONT PASSENGER SIDE LOWER CONTROL ARM WAS FRACTURED. THE CONTACT DROVE THE VEHICLE TO THE DEALER FOR INSPECTION WHERE THEY STATED THAT BOTH CONTROL ARMS NEEDED TO BE REPLACED. THE VEHICLE WAS REPAIRED BUT THE FAILURE RECURRED. THE MANUFACTURER WAS NOTIFIED AND STATED THAT SHE NEEDED TO PAY FOR THE REPAIR AND THEY WOULD REFUND HER THE MONEY FOR THE PARTS BUT NOT THE LABOR COSTS. THE FAILURE MILEAGE WAS 58,000. After the recurred failure, the dealer found that the steering stabilizer had failed and replaced it w/ no charge. Problem has not recurred since.			
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.			



10070 Manchester Rd. - Glendale, MO 63122
Phone: (314) 965-5100

SERVICE DEPARTMENT HOURS
7:30 a.m. to 6:00 p.m.
Monday - Friday
8:00 a.m. to 4:00 p.m. Saturday

R/O Open Date	R/O Number
8/23/12	6016698/1
R/O Close Date	Status
8/24/12	Pre-Invoice
Mileage In	Mileage Out
59645	59646
Service Advisor / Tag #	
DAVE MURRAY/2848	

[REDACTED]			Work Phone	[REDACTED]	
CADET, MO [REDACTED]			Home Phone	[REDACTED]	
Year	Make	Model	Body	Color	License Number
2008	DODGE	RAM 3500 Q			

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
#1 - SUSPENSION: CUSTOMER REQUESTS CHECK FRONT AND REAR SUSPENSION OPERATION. CHECK & ADVISE. MAKING CLUNKING NOISE AND REVS UP AND DOWN WHEN ID LING- LOWER CONTROL ARM RIGHT SIDE IS CRACKED Caused by FOUND RIGHT FRONT LOWER CONTROL ARM BROKEN IN HALF WILL NEED TO REPLACE BOTH LOWER CONTROL ARMS DUE TO DESIGN CHANGE Work performed by BRIAN GADDIS (A78) Installed 68078374AA :ARM: LOWER CONTROL 2@230.30 REPLACED BOTH FRONT LOWER CONTROL ARMS Sub Total: 764.00	303.40 460.60
#2 - INSP: CUSTOMER REQUESTS: PERFORM MULTI POINT INSPECTION AND ADVISE. Work performed by BRIAN GADDIS (A78) Sub Total: .00	
#3 * ALIGN2W: CUSTOMER REPORTS PERFORM BASE 2 WHEEL ALIGNMENT WITH DIGITAL MEASURING SYSTEM. RESET CLEAR VIEW THEN SUPPLY PRINTED BEFORE AND AFTER SETTINGS. Work performed by BRIAN GADDIS (A78) Work performed by 9931 : 120898 Labor:: Work performed by 9931 : 120898 Parts: Sub Total: Sub-Total: Sublet: 89.15	89.15
#4 * POWERTRAIN: CUSTOMER REQUEST CHECK POWER TRAIN OPERATION AND ADVISE	

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. "I hereby authorize the repair work hereinafter to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in the vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you or your employees permission to operate the vehicle herein described on streets, highways, or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto."

DISCLAIMER OF WARRANTIES. Any warranties on the products sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.

LABOR	
PARTS	
DEDUCTIBLE	
SUBLET	
SHOP SUPPLIES	
HAZARDOUS MATERIALS	
SALES TAX OR TAX I.D.	
SPECIAL ORDER DEPOSIT	
DISCOUNTS	
TOTAL DUE	

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

X



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R/O Open Date	R/O Number
8/23/12	6016698/2
R/O Close Date	Status
8/24/12	Pre-Invoice
Mileage In	Mileage Out
59645	59646
Service Advisor / Tag #	
DAVE MURRAY/2848	
Vehicle Identification Number	
3D7MX48A88G	
Delivery Date	In-Service Date
Color	License Number

[Redacted]			Work Phone	
CADET, MO [Redacted]			Home Phone	
Year	Make	Model	Body	
2008	DODGE	RAM 3500 Q		

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
REPLCE LEAKING FRONT PINION SEAL Caused by FRONT PINION SEAL LEAKING Work performed by BRIAN GADDIS (A78) Installed 5086697AB :SEAL: DRIVE PINION 1@44.50 REPLACED FRONT PINION SEAL Sub Total: 208.30	163.80 44.50
Total Fees Amount	

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. "I hereby authorize the repair work hereinafter to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in the vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you or your employees permission to operate the vehicle herein described on streets, highways, or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto."

DISCLAIMER OF WARRANTIES. Any warranties on the products sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.

LABOR	467.20
PARTS	505.10
DEDUCTIBLE	.00
SUBLET	89.15
SHOP SUPPLIES	.00
HAZARDOUS MATERIALS	.00
SALES TAX OR TAX I.D.	41.29
SPECIAL ORDER DEPOSIT	.00
DISCOUNTS	.00
TOTAL DUE	1102.74

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R/O Open Date	R/O Number
9/04/12	6017257/1
R/O Close Date	Status
9/14/12	Final
Mileage In	Mileage Out
59865	59867
Service Advisor / Tag #	
DAVE MURRAY/2660*W*	

[REDACTED]			Work Phone	[REDACTED]	
CADET, MO			Home Phone	[REDACTED]	
Year	Make	Model	Body	Color	License Number
2008	DODGE	RAM 3500 Q			

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
#1 - BODY SYST: CUSTOMER REQUESTS: CONTROL ARM REPAIRED LAST WEEK AND NOW CAR SHAKES VIOLENTLY Caused by VERIFIED COMPLAINT FOUND STEERING STABILIZER LEAKING AND TIRES WORN. Work performed by BRIAN GADDIS (A78) Work performed by BRIAN GADDIS (A78) Work performed by BRIAN GADDIS (A78) Installed 52106909AE :DAMPER: STEERING Qty: 1 REPLACED STEERING STABILIZER. STILL NEEDS TIRES CAIR WARRANTY NO CHARGE TO CUSTOMER PER ET -225579 96	Warranty Warranty Warranty Warranty
#2 - TIRE2: CUSTOMER REQUESTS: MOUNT AND BALANCE 2 NEW TIRESWITH NON LEAD WEIGHTS. CHECK & ADVISE Work performed by BRIAN GADDIS (A78) 44.00 Work performed by BRIAN GADDIS (A78) Work performed by 9931 : Labor:: 89.10 Work performed by 9931 : Parts: 2@232.81 465.62 Installed Y179136436 :TIRE: NONE 4.00 Hazardous Materials Charge MOUNTED TIRES COULD NOT BALANCE DUE TO NOT HAVING PROPER SETUP- SENT TO FIRESTONE FOR BALANCE Sub Total: 598.72 dot #s MDAB J1HV 2012	

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. I hereby authorize the repair work hereinafter to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in the vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you or your employees permission to operate the vehicle herein described on streets, highways, or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto."

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LABOR	44.00
PARTS	465.62
DEDUCTIBLE	.00
SUBLET	89.10
SHOP SUPPLIES	.00
HAZARDOUS MATERIALS	4.00
SALES TAX OR TAX I.D.	38.39
SPECIAL ORDER DEPOSIT	.00
DISCOUNTS	.00
TOTAL DUE	641.11
Check3990	641.11

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X

Ref. # 104 77384



new control arm (solid cylinder)

Ref. # 10477384



old lower control arm (tack welded)