

JUN 27 2014

INFORMATION Redacted PURSUANT TO THE FREEDOM OF



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

INFORMATION Act (FOIA), 5 U.S.C. 552(B)(6)  
**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 12-NOV-2013	Repository <input type="checkbox"/>
	Reference No. 10551878

Daytime Telephone Number [REDACTED]	E-mail Address [REDACTED]
Evening Telephone Number [REDACTED]	

**OWNER INFORMATION (Type or Print)**

Name: [REDACTED]  
Address: [REDACTED]  
City: LEONIA State: NJ Zip Code: [REDACTED]

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 1D7RV1GT4AS [REDACTED]	Make DODGE	Model RAM 1500	Model Year 2010
Date Purchased 10-19-13	Dealer's Name and Telephone Number Auto LAND (973) 467-6244		Engine: 5.7 Heml No: Cylinders 8
Original Owner <input type="checkbox"/>	Dealer's City Springfield	State NJ	Zip Code 07081
Transmission Type Auto	<input checked="" type="checkbox"/> Antilock Brakes <input checked="" type="checkbox"/> Cruise Control	Powertrain Rear End Failure	Multiple Failure: Incident Date(s) 08-NOV-2013

**FAILED COMPONENT(S)/PART(S) INFORMATION**

Vehicle Component Code: 100000 POWER TRAIN Pinion gear, Ring gear Bearings. Everything in Rear End was Replaced. (EXCEPT AXLES)	Failure Mileage 31600 31,700	Failure Speed 35
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**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)	<input type="checkbox"/> Original Equipment <input type="checkbox"/> 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 <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Number of Persons Injured 0	Number of Deaths 0	Reported to Police N
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**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 2010 DODGE RAM 1500. WHILE DRIVING 35 MPH, THE VEHICLE BEGAN TO SHUTTER IN THE REAR. THE VEHICLE WAS TOWED TO THE DEALER. THE FAILURE WAS NOT INSPECTED NOR WAS THE FAILURE DIAGNOSED. THE VEHICLE WAS PREVIOUSLY REMEDIED FOR NHTSA RECALL CAMPAIGN NUMBER: 13V038000 (POWER TRAIN). THE VEHICLE WAS NOT REPAIRED. THE MANUFACTURER WAS MADE AWARE OF THE FAILURE. THE APPROXIMATE FAILURE MILEAGE WAS 31,600.

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.



**SAFETY RECALL N08 / NHTSA 13V-038  
REAR AXLE PINION NUT**

OCT. 14 Recall WAS Done

Dear: (Name)

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

Chrysler has decided that a defect, which relates to motor vehicle safety, exists in some **2009 through 2012 model year RAM truck (1500 series) and Dodge Dakota; and 2009 Dodge Durango and Chrysler Aspen vehicles.**

**The problem is...** The rear axle pinion nut on your vehicle (VIN: xxxxxxxxxxxxxxxxxxxx) may loosen due to undersized pinion shaft splines. A loose pinion nut could cause the rear axle to seize or cause the driveshaft to separate resulting in a loss of motive power. Either situation could cause a crash without warning.

**What your dealer will do...** Chrysler will repair your vehicle free of charge (parts and labor). To do this, your dealer will inspect the rear axle pinion nut and install a pinion nut retainer ring. The pinion nut inspection and pinion nut retainer ring installation will take about 1/2 hour to complete. If rear axle recondition is required and additional 5 hours will be required. However, additional time may be necessary depending on service schedules.

**What you must do to ensure your safety...** Simply contact your Chrysler, Jeep, or Dodge dealer right away to schedule a service appointment. Ask the dealer to hold the parts for your vehicle or to order them before your appointment. **Please bring this letter with you to your dealer.**

**If you need help...** If you have questions or concerns which your dealer is unable to resolve, please contact the Chrysler Group Recall Assistance Center at 1-800-853-1403.

Please help us update our records by filling out the attached prepaid postcard if any of the conditions listed on the card apply to you or your vehicle. You may also update this information on the web at [www.chryslerrecall.com](http://www.chryslerrecall.com)

If you have already experienced this condition and have paid to have it repaired, please send your original receipts and/or other adequate proof of payment to the following address for reimbursement: Chrysler Customer Assistance, P.O. Box 21-8007, Auburn Hills, MI 48321-8007, Attention: Reimbursement. Once we receive and verify the required documents, reimbursement will be sent to you within 60 days.

If your dealer fails or is unable to remedy this defect without charge and within a reasonable time, you may submit a written complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Ave., S.E., Washington, DC 20590, or call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153), or go to <http://www.safercar.gov>.

We're sorry for any inconvenience, but we are sincerely concerned about your safety. Thank you for your attention to this important matter.

Complaint #  
Confirmation 10551878

Customer Services / Field Operations  
Chrysler Group LLC  
Notification Code N08

Note to lessors receiving this recall: Federal regulation requires that you forward this recall notice to the lessee within 10 days.

2nd Conversation  
582511

PLEASE PRESENT THIS STUB TO CASHIER  
WHEN CALLING FOR YOUR VEHICLE.  
THANK YOU.

0737



136  
How-10

170 ROUTE 22 EAST, SPRINGFIELD, NEW JERSEY 07081  
SERVICE 973-467-6244 SALES 973-467-2900 PARTS 973-467-6111  
1-800-288-6526  
www.1800autoland.com

D/bo

**EXCLUSION OF WARRANTIES**  
Any warranties on the parts and accessories sold hereby are made by the manufacturer. The undersigned purchaser understands and agrees that the dealer makes no warranties of any kind, express or implied, and disclaims all warranties, including warranties of merchantability or fitness for a particular purpose, with regard to the parts and/or accessories purchased, and that in no event shall dealer be liable for incidental or consequential damages or commercial losses arising out of such purchase. The undersigned purchaser further agrees that the warranties excluded by dealer, include, but are not limited to, any warranties that such parts and/or accessories are of merchantable quality or that they will enable any vehicle or any of its systems to perform with reasonable safety, efficiency, or comfort.

I hereby authorize the repair work herein set forth 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 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 and/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 below vehicle to secure the amount of repairs thereto. Not responsible for damage from freezing due to lack of antifreeze.

DATE: \_\_\_\_\_ SIGNED: X \_\_\_\_\_  
I HEREBY WAIVE MY RIGHT TO RECEIVE A WRITTEN ESTIMATE OF THE PRICE TO COMPLETE THE REQUESTED REPAIRS.  
X \_\_\_\_\_  
AUTHORIZED BY: \_\_\_\_\_

RO	Tag	Advisor	Added	License	VIN
52753	0737	259 DANIEL VENTURA - CHRYSLER SEF	11/11/13 13:15		1D7RV1GT4 AS

Customer Information

LEONIA, NJ  
BERGEN  
Email:  
Work:  
Home:  
Reservation: 081 11/11/13 12:00

Vehicle Information

10 DODGE RAM QUAD CAB 1500SLT4X4 BLACK Model#: DS6H41 Odometer: 31723  
ENGINE-5.7L HEMI HEV Stock No: AS  
Dates: Production: Inservice: 06/18/10 Sold: 10/19/13 SLSP: 361  
Last Svc: Client: 290001 Date: 11/05/13 Adv: 259 Odom: 31408 Daily Avg: 24 Month Avg: 720

Ln	Type	Operation	Customer Concern	Hr./Qty
51	W		CUSTOMER STATES THERE IS A HUMMING NOISE COMING FROM REAR OF VEHICLE CK AND ADVISE	

Warranty Parts Return

MFG: 290001 Dist: CMC Fuel: HWI Est. Sign Completion: 11/11/13 18:00  
Name Verify: Color Code: PXR Trim: MJV3  
Comment: Part Rtn'd Ret  
Possible recheck. Last Serviced 11/05/13 Preferred Customer  
SVC Note: PREFERRED TREATMENT  
Method of Payment  
WAR WARRANTY WA - WARRANTY

Operation	Description	Recommended Maintenance	
		Based On	Since Last Service
30K	INTERNET 30K	Mileage	Months Miles
PREPAID	PREPAID MAIN.	Mileage	46 31700

RO	Date	Odom	Adv	Tech	Last Service Performed	
					Hrs Operation	Description
C51926	11/05/13	31408	259	159	PROGRAM	PROGRAMED BRAKE CONTROL
W49214	10/14/13	30994	259	136	03N08182	CHECK PINION NUT FOR LOOSENESS, RECONDITIC

Adv: 259 DANIEL VENTURA -- CHRYSLER SERVIC	Tag: 0737	License: [REDACTED]	1D7RV1GT4 AS [REDACTED]	Page: 1	Invoice: W52753		
Invoice to			Driver/Owner Information				
[REDACTED] LEONIA, NJ Work: [REDACTED] Home: [REDACTED]			[REDACTED] LEONIA, NJ Work: [REDACTED] Home: [REDACTED]				
For Office Use			Vehicle Information				
Odometer in: 31723 Out: 31724		WAR W	Final	10 DODGE RAM 1500SLT4X4 QUAD CAB BLACK			
MFG: 290001				Stock#: AS [REDACTED]			
Begin: 11/11/13	Done: 11/15/13	Invoiced: 11/15/13 17:14 PR		Inservice: 06/18/10	Sold: 10/19/13		
Customer Concern							
Concern 51	CUSTOMER STATES THERE IS A HUMMING NOISE COMING FROM REAR OF VEHICLE CK AND ADVISE UPON PERFORMING RECALL FOUND SPIDER GEARS SHREDDED			Operation	Tech Units	Amount	
Cause	R/R SPIDER GEARS EVERYTHING OK			03404001	136	1.3	
Correction							
Parts	Part Number	PO#	Note	Description	Qty	List	Sell
	CMC 04798912AD		NSTK	GEAR KIT CENTER DIFF	1	455.52	455.52
	Parts: Count	1.00	Allowance:	192.52			
	Tech	136	CHOLLETTE, RICH				
			FAIL CODE : 999				
	FP- CBAKM344AA						
Type: W				Subtotal			
				PARTS		455.52	
				LAB-MECHANICAL		128.22	
				TOTAL CHARGE FOR CONCERN		583.74	
Concern +52	CUSTOMER STATES OPEN RECALL N08			Operation	Tech Units	Amount	
Cause	OPEN RECALL			03N08184	136	4.3	
Correction	REAR AXLE PINION NUT - REPLACE CHECK PINION NUT FOR LOOSENESS AND RECONDITION REAR AXLE (C235 AXLE WITH NEW RING AND PINION ROAD TEST VEHICLE EVERYTHING OK						
Parts	Part Number	PO#	Note	Description	Qty	List	Sell
	SPO CBAKM344AA			*BRG KIT DRIVE PINIO	1	387.97	387.97
	CMC 68218657AA		INSF	LUBE AXEL	2	34.81	34.81
	CMC 05013477AA			SEALANT RTV	1	21.04	21.04
	Parts: Count	4.00	Allowance:	202.28			
	Tech	136	CHOLLETTE, RICH				

\*Note: Dealer stated that Pinion nut Recall was done prior to sale of truck date 10-14-13

Adv: 259 DANIEL VENTURA - CHRYSLER SERVIC	Tag: 0737	License: [REDACTED]	1D7RV1GT4 AS [REDACTED]	Page: 2	Invoice: W52753								
Invoice to: [REDACTED]			Driver/Owner: [REDACTED]										
Invoiced: 11/15/13 17:14:53 PR			10 DODGE RAM 1500SLT4X4 QUAD CAB BLACK										
Type: W	FAIL CODE : 999 Part Auth: VENTURDA 11/15/13 17:02		<table border="0"> <tr> <td colspan="2" style="text-align: right;">Subtotal</td> </tr> <tr> <td>PARTS</td> <td style="text-align: right;">478.63</td> </tr> <tr> <td>LAB-MECHANICAL</td> <td style="text-align: right;">424.11</td> </tr> <tr> <td><b>TOTAL CHARGE FOR CONCERN</b></td> <td style="text-align: right;"><b>902.74</b></td> </tr> </table>			Subtotal		PARTS	478.63	LAB-MECHANICAL	424.11	<b>TOTAL CHARGE FOR CONCERN</b>	<b>902.74</b>
Subtotal													
PARTS	478.63												
LAB-MECHANICAL	424.11												
<b>TOTAL CHARGE FOR CONCERN</b>	<b>902.74</b>												
<b>Summary of Charges for Invoice W52753</b>			<b>Payment Distribution for Invoice W52753</b>										
PARTS	934.15	TOTAL CHARGE	1486.48										
LAB-MECHANICAL	552.33	WARRANTY	<b>1486.48</b>										
TOTAL CHARGE	1486.48												
*** RECOMMENDED MAINTENANCE REQUIRED BUT NOT PERFORMED ***													
Operation	Description	Operation	Description										
30K	INTERNET 30K	PREPAID	PREPAID MAIN.										
*** PROJECTED RECOMMENDED MAINTENANCE DATES ***													
Operation	Description	Due On	Based On										
35K	INTERNET 35K	03/16/14	Based on Last Service Mileage										
40K	INTERNET 40K	09/18/14	Based on Last Service Mileage										
SIGNATURE _____													
<p>PREFERRED TREATMENT</p> <p>If you have any questions - please see DANIEL VENTURA - CHRYSLER SERVICE  IT HAS BEEN OUR PLEASURE AND PRIVILEGE TO SERVE YOU TODAY.  SAVE 10%, MAKE YOUR NEXT APPOINTMENT ONLINE AT <a href="http://www.1800AUTOLAND.COM">www.1800AUTOLAND.COM</a>  REMEMBER ALL REPAIRS ARE GUARANTEED FOR 12 MONTHS OR 12,000 MILES!</p>													
					Last Page								











