

JUN 15 2015

 DOT Auto Safety Hotline U.S. Department of Transportation National Highway Traffic Safety Administration		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	
OWNER INFORMATION (Type or Print)		Date Received 04-MAR-2015		Repository ☐ Reference No. 10692050	
Name [REDACTED]		Daytime Telephone Number [REDACTED]		E-mail Address [REDACTED]	
Address [REDACTED]		Evening Telephone Number [REDACTED]			
City JACKSON		State MS		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 1D7HA18D95J [REDACTED]		Make DODGE		Model RAM 1500	
		Model Year 2005			
Date Purchased 01-08-2005		Dealer's Name and Telephone Number Howard Wilson 601-914-2277		Engine: No. Cylinders 16	
Original Owner ☐		Dealer's City Flowood		State MS Zip Code 39232	
Transmission Type Automatic		☒ Antilock Brakes ☒ Cruise Control		Powertrain P77	
		Multiple Failure: Rear		Incident Date(s) 01-FEB-2012 06-20-2011	
FAILED COMPONENT(S)/PART(S) INFORMATION					
Vehicle Component Codes: 100000 POWER TRAIN, 140000 AIR BAGS				Failure Mileage 68000	
				Failure Speed 50	
ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE					
Tire Make Firestone		Tire Model (Name or Number) 245R70-17		Tire Size (Example P215/65R15) P245/75R17	
DOT No. (Example: DOTM19ABC036)		☐ Original Equipment ☒ Prior Repair		Failure Location: 145 Natchez Trace	
Tire Component Code				Tire Failure Type: Skin out	
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 110	
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 2005 DODGE RAM 1500. THE CONTACT STATED THAT THERE WAS A LOUD NOISE COMING FROM THE REAR OF THE VEHICLE. THE VEHICLE WAS TAKEN TO A DEALER, WHO REPLACED THE DRIVE SHAFT TWICE. ON THE SECOND OCCASION, THE VEHICLE WAS TAKEN TO A DEALER WHERE IT WAS DIAGNOSED THAT THE REAR END NEEDED TO BE REPAIRED. THE VEHICLE WAS REPAIRED BUT THE FAILURE RECURRED. THE CONTACT RECEIVED NHTSA CAMPAIGN NUMBERS: 14V796000 (POWER TRAIN) AND 14V817000 (AIR BAGS) BUT THE PARTS WERE NOT AVAILABLE. THE MANUFACTURER WAS NOTIFIED OF THE FAILURE. THE APPROXIMATE FAILURE MILEAGE WAS 68,000.					
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)

Bidding on Natchez trace and the
rear end locked up. Then there was a
spin out and rolled into a ditch. I Got
a Reckor to tow it back to Howard
Wilson. That was the second time the
rear end failed. The first time the Dry
Shield engine and valves was replaced.
I had just bought 4 new tires they were
not 3 days old.

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



**NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES**



BUSINESS REPLY MAIL

FIRST-CLASS MAIL PERMIT NO. 1888 WASHINGTON, DC

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



Customer Number: [REDACTED]

Invoice No: [REDACTED]

INVOICE
DUPLICATE 1
PAGE 1

**Howard
WILSON**
CHRYSLER JEEP DODGE

4000 LAKELAND DRIVE · FLOWOOD, MS 39232
601-914-CARS · 1-800-530-7129
www.howardwilson.com

JACKSON, MS

Home [REDACTED]

Bus: [REDACTED]

Cell: [REDACTED]

Email: [REDACTED]

SERVICE ADVISOR: 291 JIMMY PATTERSON

COLOR	YEAR	MAKE/MODEL		VIN		LICENSE	MILEAGE IN / OUT		TAG
BLACK	05	DODGE RAM PICKUP		1D7HA18D95J			52319 52319		
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED		PO NO.	RATE	PAYMENT	INV. DATE	
01JAN05			17:00 08JUL11				CASH	08JUL11	
R.O. OPENED		READY		OPTIONS: ENG:5.7_Liter_SMPI					
20JUN11		08JUL11							

SECTION	OPCODE	TECH	TYPE	LIST	NET	TOTAL
A	CHECK REAR END CUSTOMER STATES REAR END LOCKED UP					
	103	REAR AXLE REPAIR				
		652	PITTMAN,JIMMY LIC#: 000003212			
		CFID	hrs.		456.56	456.56
	2	4874468 *LUBRICANT-GEAR		12.58	11.58	23.16
	1	4318060AB *LUBRICANT-AXLE		9.92	7.67	7.67
	SUBL	RENTAL CAR PO#568807				
		CFID			140.00	140.00
	PARTS:	30.83	LABOR: 456.56	OTHER: 140.00	TOTAL LINE A:	\$ 627.39
	52319 REAR DIFF LOCKED UP AND FLAT SPOTED TIRES 6.00 HAD TO PUSH					
	THE TRUCK IN TO THE SHOP TEAR DOWN FOR INSPECTOR TO LOOK AT WARRANTY					
	COMPANY SENT AND REAR DIFF,BACKIN PLATES WERE SO BENT UP I HAD TO USE					
	THE OLD BAKIN PLATES,REMOVED AXLES FROM NEW DIFF AND REMOVED AXLE FROM					
	NEW DIFF AND SWAPED BACKIN PLATES AND E-BRAKE SHOES,REINSTALL AXLES AND					
	COVER AND REFILLED WITH OIL AND ADDITIVE,STILL NEEDS 2 NEW REAR TIRES					

B	CHECK ENGINE LIGHT CONCERN					
	101	CHECK ENGINE LIGHT CONCERN				
		709	CFID	hrs.	0.00	0.00
	PARTS:	0.00	LABOR: 0.00	OTHER: 0.00	TOTAL LINE B:	\$ 0.00

C**	HANDLE CHARGE FOR REAR END					
	99	MISC				
		652	PITTMAN,JIMMY LIC#: 000003212			
		CFID	hrs.		196.19	196.19
	PARTS:	0.00	LABOR: 196.19	OTHER: 0.00	TOTAL LINE C:	\$ 196.19

CUSTOMER HAS 100.00 DOLLAR
DEDUCTABLE FIDELITY F

Customer

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
(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)		CUSTOMER SIGNATURE		LABOR AMOUNT	652.75
				PARTS AMOUNT	30.83
				GAS, OIL, LUBE	0.00
				SUBLET AMOUNT	140.00
				MISC. CHARGES	0.00
				TOTAL CHARGES	823.58
				LESS INSURANCE	0.00
				SALES TAX	47.85
				PLEASE PAY THIS AMOUNT	871.43

Customer Number: [REDACTED]

Invoice No [REDACTED]

INVOICE
DUPLICATE 3
PAGE 2

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Email: [REDACTED]

SERVICE ADVISOR: 291 JIMMY PATTERSON

COLOR		YEAR	MAKE/MODEL		VIN		LICENSE		MILEAGE IN / OUT		TAG
BLACK		05	DODGE RAM PICKUP		1D7HA18D95J [REDACTED]				52233 52233		[REDACTED]
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED		PO NO.		RATE	PAYMENT		INV. DATE	
01JAN05			17:00 03JUN11					EXT		15SEP11	
R.O. OPENED		READY		OPTIONS: ENG:5.7_Liter_SMP1							
03JUN11		15SEP11									

SECTION	OPCODE	TECH	TYPE	LIST	NET	TOTAL
A DRIVE SHAFT CAME OUT OF TRUCK CUSTOMER STATES						
	102	INSTALLED NEW DRIVESHAFT				
	652	PITTMAN, JIMMY LIC#: 000003212				
		CFID hrs.			105.15	105.15
	1	52105924AF SHAFT NO OLD PART TO TURN IN.		619.00	619.00	619.00
		PARTS: 619.00 LABOR: 105.15 OTHER: 0.00				
	52233	DRIVE SHAFT WAS MISSING 1.50 PUSHED TRUCK IN AND INSTALL NEW				
		DRIVE SHAFT				
						\$ 724.15
B CHECK ENGINE LIGHT CONCERN						
	101	REPLACED ALL VALVE SPRINGS AND PLUGS				
	709	CFID hrs.			455.65	455.65
	16	53021580AE SPRING		3.60	3.60	57.60
	16	SPRE14MCC4 PLUG		4.25	4.25	68.00
	4	53010515AA RETAINER-VALVE SPRING RET		3.25	3.25	13.00
		SUBL RENTAL PO#568515				
		CP			90.09	90.09
		PARTS: 138.60 LABOR: 455.65 OTHER: 90.09				
	52233	6.50 REPLACED ALL VALVE SPRINGS. REPLACED SPARK PLUGS:				
						\$ 684.34
C \$29.95 LUBE OIL AND FILTER						
	02	\$29.95 LUBE OIL AND FILTER				
	703	CP				
	485	SPANN, NEAL LIC#: 000002149				
		9.49 hrs.			9.49	9.49
	1	5281090 FILTER-ENGINE OIL		6.00	6.00	6.00
	7	68055890AA *OIL		2.50	2.50	17.50
	1	6506100AA SCREW-OIL DRAIN		4.75	4.75	4.75
		PARTS: 28.25 LABOR: 9.49 OTHER: 0.00				
	52233	NEEDED 0.30 COMPLETE				
						\$ 37.74

AUTH.DRIVESHAFT-28453106A

AUTH.VALVESPRINGS-28400628A

AUTH.RENTAL-28453106B 90.00

RENTAL 100.00 DEDUCTABLE

FIDELITY

Customer

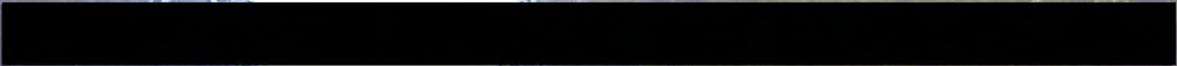
ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM 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.

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DESCRIPTION	TOTALS
LABOR AMOUNT	570.29
PARTS AMOUNT	785.85
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	90.09
MISC. CHARGES	0.00
TOTAL CHARGES	1446.23
LESS INSURANCE	1407.08
SALES TAX	101.24
PLEASE PAY THIS AMOUNT	140.39

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

CUSTOMER SIGNATURE

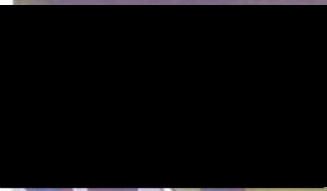




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6/4/2015



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