

MAY 01 2015

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 05-MAR-2015	Repository ☐ Reference No. 10692324
OWNER INFORMATION (Type or Print)					
Name		Daytime Telephone Number		E-mail Address	
Address					
City	State	Zip Code	Evening Telephone Number		
STATHAM	GA				
<i>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).</i>					
VEHICLE INFORMATION					
17 digit Vehicle Identification Number located at bottom of windshield on driver's side		Make	Model	Model Year	
3D7HU18Z62G		DODGE	RAM 1500	2002	
Date Purchased	Dealer's Name and Telephone Number		Engine:	Fuel Type:	
3-7-2013	Schomp BMW		No: Cylinders	GAS	
Original Owner	Dealer's City	State	Zip Code		
☐	Denver	CO	80201		
Transmission Type	☐ Antilock Brakes	Powertrain	Multiple Failure:	Incident Date(s)	
Auto	☒ Cruise Control	5.9v8 4x4		03-MAR-2015	
FAILED COMPONENT(S)/PART(S) INFORMATION					
Vehicle Component Code: 100000 POWER TRAIN			Failure Mileage	Failure Speed	
			150000	30 mph	
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 INCIDENT INFORMATION					
<i>(Please describe in detail the incident(s), failure(s), crash(es), and injury(ies).)</i>					
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 2002 DODGE RAM 1500. THE CONTACT STATED THAT WHILE TRAVELING APPROXIMATELY 30 MPH, THE REAR DIFFERENTIAL FRACTURED IMPACTING THE DRIVE SHAFT WHICH THEN FRACTURED THE TRANSFER CASE AND CAUSED DAMAGE TO THE TRANSMISSION. THE CONTACT INDICATED THAT THE BOLT FRACTURED WHILE THE VEHICLE WAS IN MOTION. THE CONTACT WAS ABLE TO PULL THE VEHICLE OVER. THE VEHICLE WAS TOWED AND PARKED TO BE FURTHER TAKEN TO AN AUTHORIZED DEALER FOR INSPECTION AND DIAGNOSIS. THE MANUFACTURER WAS NOTIFIED OF THE FAILURE. THE CONTACT WAS NOT INCLUDED IN NHTSA CAMPAIGN ID NUMBER: 14V796000 (POWER TRAIN). THE APPROXIMATE FAILURE MILEAGE WAS 150,000.					
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.					

Email

Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies)

The Rear AXLE pinion nut came loose and backed out
causing the Rear end to lockup and throw the Drive shaft out.
The Drive Shaft also broke the Transfer Case off the Transmission.

The Dealer was able to fix the Truck with used parts and
was also able to Save the Transmission and Transfer Case.

The Rear End and Driveshaft had to be replaced.

The total to fix the Truck was \$ 3024 03

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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**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 Owners Questionnaire (VOQ)
U.S. Department of Transportation
National Highway Traffic Safety Administration



CUSTOMER #: [REDACTED]



INVOICE

FAX (770) 867-3159 P.O. BOX 280
WINDER (770) 867-9136 220 WEST MAY STREET
TOLL FREE 1(800) 282-7872 WINDER, GA 30680

DUPLICATE 1
PAGE 1

P & A CODE: 00402
DEALER CODE: 21E480

STATHAM, GA

HOME:

CONT:

BUS:

CELL:

SERVICE ADVISOR: 245 THOMAS CRONIN

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
BLUE	02	DODGE RAM 1500	3D7HU18Z62G		151211/151244	

DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO.	RATE	PAYMENT	INV DATE
01JAN13 DD			17:00 16MAR15		0.00	CASH	25MAR15

R.O. OPENED	READY	OPTIONS:
16:27 06MAR15	16:50 25MAR15	ENG:5.9_Liter_SMPI_Light_Duty

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
------	--------	------	------	-------	------	-----	-------

A MULTI POINT INSPECTION							
SERVICE CK & INSTALL NEW CARRIER BEARINGS & NEW OUTPUT SHAFT SEAL & TOPPED FLUID OFF							
		179	CG			296.00	296.00
1	4333N	OUTPUT SEAL			20.32	13.45	13.45
O'REILLY							
1	5072506AA	BRG KIT-DIFFERENTIAL SIDE			117.00	86.37	86.37
1	5017438AA	BEARING-DRIVE PINION			88.60	65.91	65.91
1	3507678	SPACER-DRIVE PINION BEARING			8.70	6.45	6.45
1	5072498AA	BRG KIT-DRIVE PINION			25.35	18.85	18.85
1	68056356AA	SEAL-DRIVE PINION			16.60	12.34	12.34
2	52070427AB	SEAL-AXLE DRIVE SHAFT			16.60	12.34	24.68
2	3507898AB	BEARING-AXLE SHAFT			51.45	38.25	76.50

B CUSTOMER STATES DRIVE SHAFT FELL OUT PINION NUT STILL IN DRIVE SHAFT							
ADVISE TOWED IN							
SERVICE DIAG & RECOMMENDED TRANS. TRANSFER CASE ASSY. & REAR DIFF. OVER HAUL & NOT DONE & ADVISED TIM TALKED TO CUST & ---							
		179	CG			592.00	592.00
1	4797342	EXTENSION-TRANSFER CASE			584.00	434.00	434.00
1	4471565	GASKET-OVERDRIVE PISTON RETAINER			4.20	3.10	3.10
2	4269956AB	SEAL-ADAPTER			24.70	18.35	36.70
3	68218657AA	*LUBE-AXLE			33.50	24.92	74.76
1	431-04982	DRIVE SHAFT			180.00	180.00	180.00
LANCIE 30 DAY PARTS ONLY WARRANTY							
1	435-02112A	AXLE ASY			1400.00	850.00	850.00
LANCIE 30 DAY PARTS ONLY							
SERVICE CK & SWAPPED CLUTCHES & GEARS FROM OLD & TO USED REAR DIFF.							
		920	CG			89.00	89.00
151211 -- 179 -- INSTALLED USED DIFF. ASSY. & OVER DIVE COVER & USED DRIVE SHAFT ASSY. & TOPPED OFF FLUIDS ---							

DISCLAIMER OF WARRANTIES		DESCRIPTION	TOTALS
AKINS FORD CHRYSLER DODGE JEEP HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESSED OR IMPLIED INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND AKINS FORD CHRYSLER DODGE JEEP NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF PARTS AND/OR SERVICE. BUYER SHALL NOT BE ENTITLED TO RECOVER FROM NELSON MAZDA ANY CONSEQUENTIAL DAMAGES, DAMAGES TO PROPERTY, DAMAGES FOR LOSS OF USE, LOSS OF TIME, LOSS OF PROFITS OR INCOME, OR ANY OTHER INCIDENTAL DAMAGES.		LABOR AMOUNT	
		PARTS AMOUNT	
		GAS, OIL, LUBE	
		SUBLET AMOUNT	
		MISC. CHARGES	
		TOTAL CHARGES	
		LESS DISCOUNTS	
		SALES TAX	
		PLEASE PAY THIS AMOUNT	

TERMS CASH: UNLESS ARRANGEMENTS MADE

The only warranties applicable to parts and supplies are warranties made by the manufacturer. Your rights under any manufacturer's warranty shall not be implied hereunder and you will only look to the manufacturer for such warranties.

I hereby authorize the repair work hereinafter set forth to be done along with the necessary material and agree that Akins Ford Chrysler Dodge Jeep is not responsible for loss or damage to vehicle or articles left in vehicle in case of acts of nature, flood, fire, theft or any other cause beyond akins's Ford Chrysler Dodge Jeep control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant Akins Ford Chrysler Dodge Jeep and/or the employees permission to operate the vehicle herein describe don 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. The undersigned agrees to pay all costs and expenses including attorney's for any amounts due herein, including any storage charges or any amounts due to any denial of warranty claim.

CUSTOMER SIGNATURE X _____ DATE _____

CUSTOMER #:



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 DUPLICATE 1
 PAGE 2

 P & A CODE: 00402
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BLUE	02	DODGE RAM 1500	3D7HU18Z62G		151211/151244	

DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT	INV DATE
01JAN13 DD			17:00 16MAR15		0.00	CASH	25MAR15

 R.O. OPENED: 16:27 06MAR15
 READY: 16:50 25MAR15
 OPTIONS: ENG:5.9_Liter_SMPI_Light_Duty

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
COMPLIANCE							30.00



CHRYSLER



RAM

1000.00
 is coming
 from deal
 225336

DISCLAIMER OF WARRANTIES

AKINS FORD CHRYSLER DODGE JEEP HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESSED OR IMPLIED INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND AKINS FORD CHRYSLER DODGE JEEP NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF PART(S) AND/OR SERVICE. BUYER SHALL NOT BE ENTITLED TO RECOVER FROM NELSON MAZDA ANY CONSEQUENTIAL DAMAGES, DAMAGES TO PROPERTY, DAMAGES FOR LOSS OF USE, LOSS OF TIME, LOSS OF PROFITS OR INCOME, OR ANY OTHER INCIDENTAL DAMAGES.

TERMS CASH: UNLESS ARRANGEMENTS MADE

The only warranties applicable to parts and supplies are warranties made by the manufacturer. Your rights under any manufacturer's warranty shall not be implied hereunder and you will only look to the manufacturer for such warranties.

I hereby authorize the repair work hereinafter set forth to be done along with the necessary material and agree that Akins Ford Chrysler Dodge Jeep is not responsible for loss or damage to vehicle or articles left in vehicle in case of acts of nature, flood, fire, theft or any other cause beyond akins's Ford Chrysler Dodge Jeep control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant Akins Ford Chrysler Dodge Jeep and/or the employees permission to operate the vehicle herein describe on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledge on above vehicle to secure the amount of repairs thereto. The undersigned agrees to pay all costs and expenses including attorney's fees for any amounts due herein, including any storage charges or any amounts due to any denial of warranty claim.

CUSTOMER SIGNATURE X

DATE

DESCRIPTION	TOTALS
LABOR AMOUNT	977.00
PARTS AMOUNT	1883.11
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	30.00
TOTAL CHARGES	2890.11
LESS DISCOUNTS	0.00
SALES TAX	133.92
PLEASE PAY THIS AMOUNT	3024.03



Defects - Search Results

1 Record(s) Displayed.

Report Date : March 5, 2015 at 11:22 AM

NHTSA Action Number : PE02096

NHTSA Action Number : PE02096

NHTSA Recall Campaign Number : N/A

Vehicle Make / Model:

DODGE / RAM
DODGE / RAM 1500
DODGE / RAM CLUB CAB
DODGE / RAM PICKUP
DODGE / RAM QUAD CAB

Model Year(s):

2002
2002
2002
2002
2002

Manufacturer(s):

Chrysler (FCA US LLC)

Component(s):

POWER TRAIN:AXLE ASSEMBLY
POWER TRAIN:DRIVELINE:DIFFERENTIAL UNIT

Date Investigation Opened : December 26, 2002

Date Investigation Closed : May 15, 2003

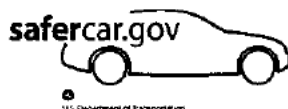
Summary:

SEE ATTACHED REPORT.

1200 New Jersey Avenue, SE, West Building Washington DC 20590 USA
1.888.327.4236 TTY 1.800.424.9153

USA.gov
Don't make us make you

2002 Dodge Ram 1500
had same issue as
2005 Dodge Ram 1500
but did not get recalled



Recalls - Search Results

1 Record(s) Displayed.

Report Date: March 5, 2015 at 11:25 AM

NHTSA CAMPAIGN ID Number: 14V796000

Vehicle Make / Model:

DODGE / RAM 1500

Manufacturer: Chrysler Group LLC

NHTSA CAMPAIGN ID Number: 14V796000

Model Year(s):

2005

Report Receipt Date: DEC 16, 2014

NHTSA Action Number: PE14019

Component: POWER TRAIN:DRIVELINE:DIFFERENTIAL UNIT

Potential Number of Units Affected: 256,956

Summary:

Chrysler Group LLC (Chrysler) is recalling certain model year 2005 Dodge Ram 1500 trucks manufactured January 28, 2004, to August 3, 2005. In the affected vehicles, the rear axle pinion nut may loosen due to an undersized spline on the pinion gear.

Consequence:

If the pinion nut loosens, the rear axle may seize, and/or the driveshaft may detach resulting in a loss of vehicle control, increasing the risk of a crash.

Remedy:

Chrysler will notify owners, and dealers will install a retention feature to the pinion nut, free of charge. The recall is expected to begin February 13, 2015. Owners may contact Chrysler customer service at 1-800-853-1403. Chrysler's number for this recall is P77.

Notes:

Owners may also contact the National Highway Traffic Safety Administration Vehicle Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153), or go to www.safercar.gov.

Document Search

☐ Check to Request Research. Submit below.

1200 New Jersey Avenue, SE, West Building Washington DC 20590 USA
1.888.327.4236 TTY 1.800.424.9153



Current Recall
on 2005 Dodge Ram
1500