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CL-10714473-1933

Date Complaint Filed: 05/04/2015
Component(s): AIR BAGS , ENGINE , POWER TRAIN
Date of Incident: 04/10/2014
NHTSA ID Number: 10714473

All Products Associated with this Complaint

Vehicle MakeModelModel Year(s)

- DODGERAM 15002005

Details

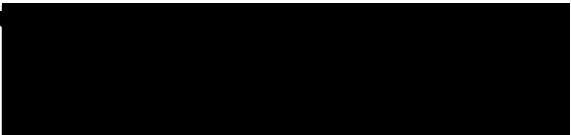
0 Associated Documents

- Crash:No
- Fire:No
- Number of Injuries:0
- Number of Deaths:0

Manufacturer: Chrysler (FCA US LLC)
Vehicle Identification No. (VIN): Not Available

SUMMARY:

CONTACT OWNS A 2005 RAM 1500 SLT 4.7L. CONTACT STATES THIS HAS HAPPEND SEVERAL TIMES RANDOMLY. TRUCK WILL DIE WHILE DRIVING DOWN THE ROAD OR MANUVERING AT LOW SPEEDS. TRUCK HAS HAD ONE RANDOM INCIDENT OF OVER HEATING AND HAD TO PULL OVER AND SHUT TRUCK OFF TO COOL DOWN. RESTARTED JUST FINE! PLASTIC SEATBELT BUCKLES HAVE BROKEN AND SEATBELTS DONT RETRACT FULLY. THEN AROUND APRIL 2014 STARTED HEARING A WHINING GRINDING,HOWLING NOISE THOUGHT IT WAS THE TIRES OR THE ROAD. AFTER A FEW MONTHS THE NOISE WAS STILL THERE SO CALLED A REPAIR SHOP TOOK IT IN. HAD IT LOOKED AT.THE REPAIR SHOP DIAGNOSED IT TO BE THE REAR DIFFERENTIAL PINION NUT BACKING OFF. REPAIR SHOP SAID THE TRUCK NEEDS THE DIFFERENTIAL REPAIRED OR REPLACED. A SHORT TIME LATER, I RECIEVED A RECALL NOTICE AROUND FEBUARY ON THE TRUCK FOR P77 & P81. HAVE CONTACTED DEALER VIA PHONE ON SEVERAL OCCASIONS. DEALER SAYS PARTS ARE NOT AVAILABLE AT THIS TIME, AND DONT KNOW WHEN THE PARTS WILL BE AVAILABLE TO REMEDY THE SITUATION. IT HAS BEEN ALMOST 3 MONTHS SINCE I RECIEVED THE NOTICE. I AM CONCERNED ABOUT THE SAFETY OF THE VEHICLE OCCUPANTS AND/OR OTHER'S SAFETY.*(SINCE THE PROBLEM IS, THE REAR AXLE PINION NUT ON YOUR TRUCK MAY HAVE BEEN BUILT WITHOUT AN ADHESIVE PATCH ON THE PINION NUT THREADS.THE LACK OF THIS ADHESIVE PATCH COULD ALLOW THE REAR AXLE PINION NUT TO LOOSEN AND/OR THE REAR DRIVE SHAFT TO SEPERATE FROM THE REAR AXLE. A LOOSE PINION NUT COULD CAUSE THE REAR AXLE TO SEIZE ANS A SEPERATED DRIVESHAFT COULD CAUSE LOSS OF MOTIVE POWER. EITHER SITUATION COULD CAUSE A CRASH WITH OUT WARNING! AND THE AIRBAG INFLATOR COULD RUPTURE WITH METAL FRAGMENTS STRIKING AND POTENTIALY INJURING THE VEHICLE OCCUPANTS).DEALERSHIP SAYS SHOULD BE OKAY TO DRIVE!! I DONT SEE HOW DODGE CHRYSLER! CAN KEEP PRODUCTION/SALES OF THESE UNSAFE VEHICLES. WHEN SO MANY VEHICLES ARE BEING RECALLED. THANK YOU FOR YOUR ATTENTION OF THIS MATTER.

Request 

We bought this truck New in 2005. it's 11 years old & has 84,577 miles. I can't sell, trade in or even drive this vehicle that isn't safe - my Tags + Smog are due in July 2015. and will have to put on a NonOp. because it has a recall. Truck was paid in full approx 5 years after we bought it and 11 years later it has 2 Recalls (2) (P77/NHTSA 14V-796) (P81) I need a dependable vehicle.

NHTSA

JUN 11 2015

- May 30, 2015

NAM
6/15/15
SMD

Copy

CHRYSLER GROUP LLC

CIMS 482-00-85
PO Box 218008
Auburn Hills MI USA 48321-8008

PRESORTED
FIRST CLASS MAIL
U.S. POSTAGE
PAID
PERMIT #2655
DETROIT, MI

IMPORTANT!

Electronic Service Requested

SAFETY RECALL NOTICE

*My registration and
Smog is due in July 2015 -
at this time i will have it
changed in my Name only.
at DMV. [redacted] passed away
in April 2014.*

IMPORTANT SAFETY RECALL INFORMATION



Issued in Accordance
With Federal Law



*Front Cover
of Recall Notice*

SJ

P77

234109

TULARE, CA

Tulare Calif



234109/#69628/P77

FRANK'S AUTOMOTIVE
1459 SOUTH K STREET
TULARE, CA 93274
559-688-7384

Merchant ID: 420109548
Term ID: 0219

Sale



Entry Method: Swiped

Apprvd: Online Batch#: 000009

11/20/14 11:53:17

Inv#: [redacted]

Total: \$ 213.18

Customer Copy

THANK YOU
FOR VISITING

*Receipt of what I had to
pay Frank's Automotive
to inspect my truck to
diagnose the problem on
November 20, 2014.*

Copy



IMPORTANT SAFETY RECALL

P77 / NHTSA 14V-796

This notice applies to your vehicle (VIN: 1D7HA18N45J [REDACTED]).

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

Dear [REDACTED]

FCA US LLC has decided that a defect, which relates to motor vehicle safety, exists in certain **2005 model year Dodge RAM trucks equipped with a 9.25 rear axle.**

The problem is... The rear axle pinion nut on your truck may have been built without an adhesive patch on the pinion nut threads. The lack of this adhesive patch could allow the rear axle pinion nut to loosen and/or the rear driveshaft to separate from the rear axle. A loose pinion nut could cause the rear axle to seize and a separated driveshaft could cause a loss of motive power. Either situation could cause a crash without warning.

What your dealer will do... FCA intends to repair your vehicle free of charge (parts and labor). However, the parts required to provide a permanent remedy for this condition are currently not available. FCA is making every effort to obtain these parts as quickly as possible. FCA will contact you again by mail, with a follow-up recall notice, when the remedy parts are available.

What you must do to ensure your safety... Once you receive your follow-up notice in the mail, simply contact your Chrysler, Jeep or Dodge dealer right away to schedule a service appointment.

If you need help... If you have questions or concerns which your dealer is unable to resolve, please contact the FCA 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.dodge.com/ownersreg.

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: FCA 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.

Ask your dealer about the following notification(s). Our records indicate that your vehicle also requires repair for notification(s): **P81**

Customer Services / Field Operations
FCA US LLC

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



DODGE



Jeep

SRT



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FRANK'S AUTOMOTIVE INC.

1520 SO. J ST.

TULARE, CA. 93274

Phone - 559-688-7384 Fax - 559-688-1820

THANK YOU FOR YOUR TRUST!

Sub Estimate For Order #



BAR # ARD00251537

EPA # CAL000282143

Estimate Date : 11/20/2014

ESTIMATE FOR SERVICES

Cust ID: [REDACTED]

2005 Dodge - Pickup R1500 - 4.7L V8 (287CI)

Lic # : [REDACTED]

Odometer In: 84405

Unit # :

VIN # : 1D7HA18N45J [REDACTED]

Tulare, CA

Home [REDACTED]

Part Description / Number	Qty	Sale	Extended	Labor Description	Extended
75W140 Synthetic gear oil #982				AXLE ASSEMBLY - Remove & Replace - Full	600.00
75W140SYN	2.30	29.15	67.05	Floating Rear Axle, Rear Axle	
VERSACHEM GREY					
99939	0.50	12.79	6.40		
GOOD USED REAR DIFF					
USED	1.00	1,799.99	1,799.99		
MISC SEALS, FLUID ETC					
NEW	1.00	60.00	60.00		

I am on a fixed income and didn't have the repairs done - then 3mo's later I received the Recall Notice. Feb 2014.

Rev Amnt: 2,564.27 Parts: 1,933.43 Labor: 600.00 Tax: 164.34 **Total: \$ 2,697.77**

THANK YOU FOR YOUR TRUST!

I acknowledge notice and oral approval of an increase in the original estimated price. All parts listed are New unless otherwise noted. An express mechanic's lien is hereby acknowledged on above car or truck to secure the amount of repairs thereto. Warranty is 12 MONTHS OR 12,000 MILES valid only if vehicle is returned to our facility for repair. Excluding towing.

Signature _____ Date _____ Time _____

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FRANK'S AUTOMOTIVE INC.
1520 SO. J ST.
TULARE, CA. 93274
Phone - 559-688-7384 Fax - 559-688-1820
THANK YOU FOR YOUR TRUST!

INVOICE
[Redacted]
Org. Est. # [Redacted]
BAR # ARD00251537
EPA # CAL000282143

INVOICE

Work Completed Date : 11/20/2014 Print Date : 11/20/2014

[Redacted]
Tulare, CA [Redacted]
Home [Redacted]
Cust ID : [Redacted]

2005 Dodge - Pickup R1500 - 4.7L, V8 (287CI)
Lic # : [Redacted] Odometer In : 84405
Unit # :
Vin # : 1D7HA18N45J [Redacted]
Hat # : Ref # :

Part Description / Number	Qty	Sale	Extended	Labor Description	Extended
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Org. Estimate \$44.50	Revisions \$168.68	Current Estimate \$213.18	Labor: 133.50
Revision # 1, Previous Estimate Amount: 44.50, Additional Cost: 89.00, Revised Estimate: 133.50, Parts: \$0.00 Labor: \$89.00 Sublet: \$0.00 Taxes & Fees: \$0.00 Authorized by [Redacted] Date - 11/20/2014, Time - 8:38 AM, Initiated By - Shop, Written By - MELTON, RICHARD, Reason - CUST APRVD ADDITIONAL TIME, Phone Number - In Person			Parts: 73.44
Revision # 2, Previous Estimate Amount: 133.50, Additional Cost: 79.68, Revised Estimate: 213.18, Parts: \$73.44 Labor: \$0.00 Sublet: \$0.00 Taxes & Fees: \$6.24 Authorized by [Redacted] Date - 11/20/2014, Time - 10:43 AM, Initiated By - Shop, Written By - MELTON, RICHARD, Reason - CUST APRVD FLUID, Phone Number - In Person			Sublet: \$0.00
			Sub: 206.94
			Tax: 6.24
			Total: 213.18
			Bal Due: \$213.18

[Payments -]

THANK YOU FOR YOUR TRUST!

I acknowledge notice and oral approval of an increase in the original estimated price. All parts listed are New unless otherwise noted. An express mechanic's lien is hereby acknowledged on above car or truck to secure the amount of repairs thereto. Warranty is 12 MONTHS OR 12,000 MILES valid only if vehicle is returned to our facility for repair. Excluding towing.

Signature _____ Date _____ Time _____

5

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FRANK'S AUTOMOTIVE INC.

1520 SO. J ST.

TULARE, CA. 93274

Phone - 559-688-7384 Fax - 559-688-1820

THANK YOU FOR YOUR TRUST!

INVOICE

Org. Est. # [REDACTED]
BAR # ARD00251537
EPA # CAL000282143

INVOICE

Work Completed Date : 11/20/2014

Print Date : 11/20/2014

[REDACTED]

Tulare, CA [REDACTED]

Home [REDACTED]

Cust ID : [REDACTED]

2005 Dodge - Pickup R1500 - 4.7L, V8 (287CI)

Lic # : [REDACTED]

Odometer In : 84405

Unit # :

Vin # : 1D7HA18N45J [REDACTED]

Hat # :

Ref # :

Part Description / Number	Qty	Sale	Extended	Labor Description	Extended
75W140 Synthetic gear oil #982				CHECK AND ADJUST AIR PRESSURE IN TIRES.	0.00
75W140SYN	2.30	29.15	67.05	FRONT TIRES @35	
VERSACHEM GREY				REAR TIRES @35	
99939	0.50	12.79	6.40	COURTESY VEHICLE INSPECTION. SEE ATTACHED INSPECTION SHEET. CUSTOMER HEARS A NOISE.	0.00
				FRONT BRAKES @60%	
				REAR BRAKES @80%	
				ESTIMATE TO PERFORM TESTING FOR STORED FAULT CODE:	44.50
				ESTIMATE \$44.50	
				The Check Engine light	0.00
				More formally known as the Malfunction Indicator Lamp (MIL) - is a signal from the car's engine computer that something is wrong. The Check Engine light can come on for almost 100 reasons. So instead of the vehicle manufactures putting 100 extra lights on your dash board they just put 1.	
				When your Check engine light comes on again (and it will at some point) don't panic, we are here for you. Just bring your vehicle back to Frank's Automotive and we will retrieve the code at No Charge Most of our repairs carry a 2 year or 24,000 mile warranty. If it is the same code as previously repaired we'll recheck our work at no charge and repair it at no charge if it is found to be the same problem.	
				You have my word on it!	
				Andy Daniels	
				ADDITIONAL DIFFERENTIAL HOUSING	89.00
				COVER REMOVE & INSPECT	
				PERFORMED INSPECTION- FOUND PLAY IN BEARINGS & ASSEMBLY- RECOMMEND TO REPLACE OR REBUILD.	
				CUSTOMER DECLINED REPAIRS @ THIS TIME.	

[REDACTED]
[REDACTED]
ulare, California

SANTA CLARITA
CA 913
01 JUN '15
PM 5 L



Docket Management Facility, m-30
U.S. Department of Transportation,
West Building, Ground Floor, RM W-12-140
1200 New Jersey Ave
S.E. Washington, D.C. 20590

ncyXlocket No-NHTSA
[REDACTED]

20590

