



U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

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

Repository ☐

05-MAY-2015

JUL 15 2015

Reference No.

10714643

OWNER INFORMATION (Type or Print)

Name

Address

City

BILLINGS

State

MT

Zip Code

Daytime Telephone Number

E-mail Address

Evening Telephone Number

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

1D7HU18N555

Make

DODGE

Model

RAM 1500

Model Year

2005

Date Purchased

5-14-2014

Dealer's Name and Telephone Number

AUTO RESOURCE 256-7971

Engine:

No: Cylinders

8

Fuel Type:

GAS

Original Owner

☐

Dealer's City

Billings

State

MT

Zip Code

59101

Transmission Type

☐ Antilock Brakes

Powertrain

☐ Cruise Control

Multiple Failure:

Incident Date(s) Feb 8, 2015
26-FEB-2015

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 100000 POWER TRAIN

Failure Mileage

194562

Failure Speed

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

(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

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 RECEIVED NOTIFICATION OF NHTSA CAMPAIGN NUMBER: 14V796000 (POWER TRAIN); HOWEVER, THE PART TO DO THE REPAIR WAS UNAVAILABLE. THE CONTACT STATED THAT THE MANUFACTURER EXCEEDED A REASONABLE AMOUNT OF TIME FOR THE RECALL REPAIR. THE MANUFACTURER WAS MADE AWARE OF THE ISSUE. THE CONTACT HAD NOT EXPERIENCED A FAILURE.

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.



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

1200 New Jersey Avenue SE
Washington, DC 20590

Dear Consumer:

NVS-216rr

As a follow-up to your report to the Vehicle Safety Hotline (VSH), we have recorded your information on the enclosed Vehicle Owner's Questionnaire (VOQ) form. Please review the form and make changes, additions and corrections as necessary. Additionally, please provide a more detailed description of the failure(s) you reported that you believe relevant to safety. Also, if available, include copies of repair invoices, letters to the manufacturer, or any other document related to the problem(s) you reported. If a crash or fire occurred, include a copy of the police or fire department report.

It is helpful to be as thorough as possible in your report so that our ability to use your report will be maximized. If you do not have the information, it is not necessary to complete all the boxes. However, it is very difficult to identify the scope of a vehicle problem unless the vehicle identification number (VIN) is known. The VIN is located inside the vehicle on the dashboard adjacent to the left (driver's side) of the windshield pillar and on the drivers' door or the driver's door jam. It may also be listed on a dealer repair invoice or your insurance or registration cards. When reporting a tire problem, the brand name, tire line and complete tire size should be included. Be certain to provide the DOT tire identification number. It is usually located near the rim flange of the tire on either side of the tire.

We do not make your personal information (name, address, phone numbers, etc.) available to the general public. However, if we open an investigation that involves your vehicle, we will provide the manufacturer of your vehicle with a complete copy of your report. The information you provide may assist the manufacturer and NHTSA in determining if a safety-related defect exists.

Any information provided is entirely voluntary. There is no consequence or penalty of any kind if you do not wish to provide it. We seek this information to develop both statistical and investigative evidence that will help identify potential safety related problems in vehicles or vehicle equipment, e.g., tires, child safety seats, jacks, etc.

When completed, please fold and staple or tape the form so that the pre-addressed portion of the form is on the outside. If a larger envelope is used, tape the VOQ form to the larger envelope so that the pre-addressed portion of the form is showing.

If further assistance is needed, please contact the VSH at their toll-free number, 1-888-327-4236.

Thank you for your cooperation.

Sincerely,

Randy Reid Chief
Correspondence Research Division
Office of Defects Investigation
Enforcement

Enclosure: VOQ



CUSTOMER #:

INVOICE

DENNY MENHOLT

FORD

BILLINGS, MT

PAGE 1

50 Ford Lane • P.O. Box 3045 • Butte, MT 59702
(406) 494-6333 • Fax (406) 494-7544HOME: CONT
BUS: CELL

SERVICE ADVISOR: 368 KAYLA REED

SERVICE ADVISOR: 368 KATHA REED							
COLOR	YEAR	MAKE/MODEL		VIN	LICENSE	MILEAGE IN / OUT	TAG
	05	DAIMLER DODGE RAM 15		1D7HU18N55S		194562/194562	
DEL. DATE	PROD. DATE	WARR. EXP	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
09FEB15 DD			17:00 09FEB15		0.00	CASH	12FEB15

R.O. OPENED

READY

OPTIONS: ENG:4.7 Liter SMPI

08:21 09FEB15 11:46 12FEB15

LINE OPCODE TECH TYPE HOURS

LIST

NET

TOTAL

A CST REAR DIFF LOCKED UP

47 AXLE/DIFFERENTIAL

403 SEYMOUR, JAMES LIC#: 403

CS

570.00 570.00

1 710660 SEAL

53.12 49.95 49.95

1 4010 AXLE ASSEMBLY

1595.00 1395.00 1395.00

1 4602 USED SHAFT

200.00 150.00 150.00

1 MISC FRT

200.00 100.00 100.00

2 XY*75W140*OL OIL - REAR AXLE

22.03 22.03 44.06

1 XL*3* ADDITIVE - OIL - FRICTION MODI

4.99 4.99 4.99

SUBL TOW PO#90685

CS

75.00 75.00

PARTS: 1744.00 LABOR: 570.00 OTHER: 75.00 TOTAL LINE A: 2389.00

B MULTI-POINT INSPECTION

99P MULTI-POINT INSPECTION

403 SEYMOUR, JAMES LIC#: 403

CS

0.00 0.00

GBK Over 5mm Disk - Over 2mm Drum, Green

403 SEYMOUR, JAMES LIC#: 403

CS

0.00 0.00

GTIRE 7/32 or Greater, Green

403 SEYMOUR, JAMES LIC#: 403

CS

0.00 0.00

GBATT Battery Pass Test - Green

403 SEYMOUR, JAMES LIC#: 403

CS

0.00 0.00

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00

SHOP SUPPLIES AND HAZARDOUS WASTE FEE EXPLANATION

SHOP SUPPLIES ARE NON-ITEMIZED MATERIALS REQUIRED IN SERVICING CUSTOMER VEHICLES, INCLUDING BUT NOT LIMITED TO SUCH ITEMS AS CLEANING SOLVENTS, LUBRICANTS, SEALERS, ADHESIVES, SPECIAL TOOLS, SHOP RAGS AND TOWELS, NUTS, BOLTS, WASHERS, WIRES, ETC. THIS ALSO INCLUDES THE SPECIAL COSTS INCURRED TO COMPLY WITH THE ENVIRONMENTAL PROTECTION AGENCY (EPA) REQUIREMENTS FOR THE STORAGE, USE, AND DISPOSAL OF CERTAIN HAZARDOUS MATERIALS SUCH AS USED MOTOR OIL, USED TRANSMISSION FLUID, USED ANTI-FREEZE, ETC.

WARRANTY INFORMATION ONLY

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 REPRESENTATIVES OF FORD.

DISCLAIMER OF WARRANTY

It is understood and agreed by the undersigned purchaser that the product described hereon is sold by the dealer "AS IS" and that the dealer makes no warranty of merchantability of the product and makes no warranty that such product is fit for any particular purpose and that any express written warranty relating to the product is a contract solely between the factory and the purchaser. NOTICE: in the event this invoice must be collected by Denny Menholt Ford, Inc. any attorney fees are costs of collection shall be imposed upon the signer of invoice.

X

DEALER, GENERAL MANAGER, OR AUTHORIZED PERSON

(DATE)

The information contained on the estimate, worksheet, and/or repair order is incorporated herein by reference.

DESCRIPTION	TOTALS
LABOR AMOUNT	570.00
PARTS AMOUNT	1744.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	75.00
MISC. CHARGES	0.00
TOTAL CHARGES	2389.00
LESS INSURANCE	64.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	2325.00

TO WHOM IT MAY CONCERN:

I AM WRITING THIS LETTER IN AN EFFORT TO GAIN REIMBURSEMENT FOR MY EXPENSES FOR A REAR END THAT WENT OUT ON MY PICKUP, THAT WAS UNDER RECALL.

ON FEBRUARY 8, 2015 I AND MY WIFE WERE DRIVING HOME IN BILLINGS, MONTANA FROM POLSON MONTANA. WE STOPPED IN BUTTE, MONTANA TO FUEL UP AND THEN WENT TO LOOK FOR A PLACE WHERE WE COULD FIND A MEAL. WE DROVE A COUPLE OF BLOCKS WHEN ALL OF A SUDDEN A VERY LOUD AND STRANGE NOISE CAME FROM SOMEWHERE UNDERNEATH THE TRUCK.

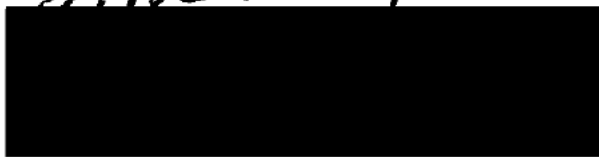
UPON STOPPING AND EXAMINING THE SITUATION WE FOUND THE DRIVE LINE LOOSE FROM THE REAR END. FURTHER CHECKS FOUND THAT THE REAR END WAS NON FUNCTIONAL. WE FOUND A SHOP THAT WOULD TAKE OUR TRUCK AND LOCK IT UP INSIDE THE SHOP AS WE HAD A LOAD ON THE TRUCK. DENNY MENHOLT FORD WAS THE SHOP WHERE THE TRUCK WAS TAKEN AND REPAIRS WERE DONE, BUT IT TOOK ALL WEEK TO GET THAT DONE. THE NEXT DAY, MONDAY, I RENTED A VEHICLE TO DRIVE US HOME SO MY WIFE COULD GO TO WORK. I RETURNED TO BUTTE ON TUESDAY, RETURNED HOME

PAGE
2

ON Wednesday, Came BACK TO Butte
ON SATURDAY, AND Came Home WITH
The Pickup.

NOW we ARE very THANKFUL THAT The
REAR END didn't go OUT ON The Highway,
AS THAT COULD HAVE CAUSED MANY OTHER
PROBLEMS FOR US AND ANYONE WHO WOULD
HAVE BEEN NEAR US. WE ARE ALSO
VERY THANKFUL TO The DENNY menholt
FORD FOLKS FOR THEIR EFFORTS TO
GET US BACK ON The ROAD AS QUICKLY
AS POSSIBLE.

NOW we HAVEN'T BEEN ABLE TO get
The RECALL item CORRECTED AS YET DUE
TO The PARTS NOT BEING AVAILABLE, SO
we DON'T KNOW IF The PICKUP IS SAFE
TO DRIVE, IF we'll HAVE ANOTHER PROBLEM
LIKE THIS ONE OR IF we're TO EXPECT
ANYTHING ELSE. PLEASE give DUE
CONSIDERATION TO OUR REQUEST NOW SO
we CAN DO WITH/USE THAT MONEY FOR
A PROJECT THAT IT WAS ORIGINALLY
DESIGNATED FOR

THANK YOU
Sincerely


**IMPORTANT SAFETY RECALL**

P77 / NHTSA 14V-796

This notice applies to your vehicle (VIN: 1D7HU18N55S [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**

ATT: Randy Reid
U.S. DEPARTMENT OF TRANSPORTATION
NATIONAL HIGHWAY TRAFFIC
SAFETY ADMINISTRATION
1200 NEW JERSEY AVENUE SE
WASHINGTON, D.C. 20590

PRESS FIRMLY TO SEAL

PRIORITY[®] ★ MAIL ★



DATE OF DELIVERY SPECIFIED*



USPS TRACKING[™] INCLUDED*



INSURANCE INCLUDED*



PICKUP AVAILABLE

* Domestic only

WHEN USED INTERNATIONALLY,
A CUSTOMS DECLARATION
LABEL MAY BE REQUIRED.

W48-226



FROM:

PRIORITY[®]

Billings, Montana



UNITED STATES
POSTAL SERVICE[®]

VISIT US AT USPS.COM[®]
ORDER FREE SUPPLIES ONLINE

TO: ATT. RANDY REID
U.S. DEPARTMENT OF TRANSPORTATION
NATIONAL HIGHWAY TRAFFIC SAFETY
ADMINISTRATION
1200 NEW JERSEY AVENUE S.E.
WASHINGTON, D.C. 20590

Label 228, July 2013

FOR DOMESTIC AND INTERNATIONAL USE

Expected Delivery Day: 05/30/15

USPS TRACKING NUMBER



9505 5111 1895 5148 3485 19

VISIT US AT USPS.COM[®]
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UNITED STATES
POSTAL SERVICE



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