

INFORMATION Redacted PURSUANT TO THE FREEDOM OF



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

Date Received

Repository ☐

25-JUN-2015

SEP 02 2015

Reference No.

10730392

OWNER INFORMATION (Type or Print)

Name

Address

City KREBS

State OK

Zip Code

Daytime Telephone Number

E-mail Address

Evening Telephone Number

None

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

3D6WH46A68G

Bottom of windshield Drivers Side

Make

DODGE

Model

RAM 3500

Model Year

2008

3D6W846A68G

Drivers side Door Jam

Date Purchased

11-24-2008

Dealer's Name and Telephone Number

Central OKla. DCJLLC 405-258-1616

Engine:

No: Cylinders

Fuel Type:

Diesel

Original Owner

☒

Dealer's City

Chandler 1113N. HW

State

OK

Zip Code

74834

6

Transmission Type

Manual
6 speed

☒ Antilock Brakes

☒ Cruise Control

Powertrain

6.7L Cummins Diesel

Multiple Failure:

Yes

Incident Date(s)

25-DEC-2014
5-22-2015 + More

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Codes: 162000 STRUCTURE: BODY, 100000 POWER TRAIN, 017500 STEERING:
LINKAGES: TIE ROD ASSEMBLY

Failure Mileage

115000

Failure Speed

70

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 2008 DODGE RAM 3500. WHILE DRIVING OVER ROUGH TERRAIN AT APPROXIMATELY 70 MPH, THE STEERING WHEEL FELT LOOSE AND THERE WAS A LOSS OF STEERING IN THE FRONT END OF THE VEHICLE. THERE WERE NO WARNING INDICATORS ILLUMINATED. THE VEHICLE WAS TAKEN TO A DEALER WHERE IT WAS DIAGNOSED THAT THE TIE ROD WAS FAULTY AND THE FRONT END TIE ROD NEEDED TO BE REPLACED. THE VEHICLE WAS NOT REPAIRED. THE MANUFACTURER WAS NOT NOTIFIED. THE APPROXIMATE FAILURE MILEAGE WAS 115,000.

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 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.

After putting up with ^{Bumps}steer for quite a long time, on 10-29-2014 I bought a new stabilizer shock. When I took the original off and checked it, it may have been a little weak but ^{not}wore out, so I put it back on. Checking the tie rod ends, they all seemed to be tight, except the main one that connects to the pitman arm on the steering box. I had several people check out the tie rod ends, my tractor Mach. said they seemed OK but change the stabilizer shock, my X Dodge Mach. said everything seemed OK, my main Mach. that does most of my work said all seemed OK, but he was talking to our buddy who works for the dealership at Chris Nickel + said Dodge has a complete tie rod assembly kit called problem solver + I bought one. Prior to buying the complete tie rod kit, on 5-4-15 I bought a new tie rod to put on the pitman arm which was a little bit loose + put the new stabilizer shock on, it didn't fix the problem, but did improve it. Talked to my main Mach. 8-21-15 who is going to install the tie rod kit soon as possible. I received two recall letters on tie rod ends on this truck, but when I went to the dealership in Checotah Ok., the service manager said my

truck wasn't intended for the recall.

[REDACTED]

8-22-2015

[REDACTED]



OFFICE P.O. BOX 1156, SPRINGFIELD, MO. 65801
PHONE (417) 862-3333



STORE PHONE # 918 423-3245
ADDRESS: 502 E CARL ALBERT PARKWAY
MCALISTER OK 74501-5048
REMIT TO: PO BOX 9464
SPRINGFIELD MO 65801-9464

LL TO

999990

SHIP TO

INVOICE
NUMBER

INVOICE
TYPE

INVOICE
DATE

CHECK SALE

10/23/14

DOMINIC
THANKS FOR YOUR BUSINESS
AND FOR BEING AN
OREWARDS MEMBER

COUNTER NO.	SPECIAL INSTRUCTIONS	SHIP VIA	CUSTOMER ORDER NO.	TIME OF ORDER	FILLED BY	CHECKED BY							
				16:10:31									
AX	R	QTY.	LINE	ITEM NUMBER	UNIT MEAS.	CD.	DESCRIPTION	LIST PRICE	NET PRICE	DISC %	CORE PRICE	EXTENDED PRICE	
				WE VALUE YOUR OPINION! ENTER TO WIN \$5000 CASH @OREILLYCARES.COM OR 800-300-5904									
				ENTER [REDACTED] RULES AT OREILLYCARES.COM. DISPONIBLE EN ESPANOL.									
N		1		RAM RS5412	EA		RS5000 STBLZ	106.76	62.99			62.99	
				LIMITED LIFETIME WARRANTY									
TOTALS				CUSTOMER COPY "We appreciate your business"				106.76	62.99		SUB-TOTAL	62.99	
								CHECK #			MISC.		
								CASH TEND.			TAX/FEES	.00	
								CHANGE			TOTAL	62.99	
CUSTOMER SIGNATURE				[REDACTED]									
"ALL MERCHANDISE RETURNED MUST BE ACCOMPANIED BY THIS INVOICE"													

Visit Us At: www.oreillyauto.com

2008 Dodge



KIAMATI AUTOMOTIVE
101 N. MAIN ST
MCALISTER OK 74501
918-423-3030

STORE 10118
CASHIER: LP

5-4-15
09/24/15
02:34 PM

KREBS, OK

REF#

1 MOB RS3624
TIE ROD END

28.99 N

SUBTOTAL 28.99

TOTAL DUE 28.99

CHECK 28.99

OK #

THANK YOU FOR SHOPPING
AT CARQUEST
AUTO PARTS!!



Chris Nickel



2920 N Aspen Ave
Broken Arrow, OK 74012

Phone: 918-355-5000

Fax: 918-806-4191

Invoice: [REDACTED]
Salesman: 007969
Printed: 07/24/2015
Page: 1 16:25
Account: [REDACTED]

Cust #: N/A
CASH SALE

CK # [REDACTED]

Qty	Part Number	Description	Bin1	Bin2	List	Price	Total
1	52122362AL	STEERING-STEERING	425B		385.00	288.75	288.75
1	5154661AC	DAMPER-STEERING	424B		125.00	93.75	93.75
1	68039930AA	ARM-PITMAN	204A		45.20	33.90	33.90
3	6505623AA	NUT-HEX LOCK	500E		2.45	1.84	5.52
1	68061634AA	ELEMENT-FUEL FILTER	154E		67.65	50.74	50.74
2	5083285AA	FILTER-ENGINE OIL	154C		17.20	12.90	25.80

Any warranties on the products sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties, either express or implied, including any warranty of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the said sale of said products.

ALL RETURNS MUST BE MADE WITHIN 10 DAYS AND SUBJECT TO 20% HANDLING CHARGE. NO REFUNDS ON ELECTRICAL PARTS OR SPECIAL ORDER PARTS.

ALL RETURNED PARTS MUST BE IN ORIGINAL SALEABLE PACKAGING.

Thank you for allowing us to serve you!

Signature: _____

Total Parts: 498.46
Tax: 41.62
Invoice Total: 540.08