



U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

INFORMATION Redacted PURSUANT TO THE FREEDOM OF

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-AUG-2015

Repository ☐

Reference No.
10746593

OWNER INFORMATION (Type or Print)

Name [REDACTED]
Address [REDACTED]
City SEWAREN State NJ Zip Code [REDACTED]

Daytime Telephone Number [REDACTED]

E-mail Address [REDACTED]

Evening Telephone Number [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
3D7KS28D75G [REDACTED] Make DODGE Model RAM 2500 Model Year 2005

Date Purchased 9/2007 Dealer's Name and Telephone Number Land Rover Woodbridge 732-634-8200 Engine: 5.7 No: Cylinders 8 Fuel Type: gas
Original Owner ☐ Dealer's City Woodbridge State NJ Zip Code 07095

Transmission Type Auto ☒ Antilock Brakes ☒ Cruise Control Powertrain Multiple Failure: Incident Date(s) 01-AUG-2013

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 010000 STEERING Failure Mileage 100000 Failure Speed 45

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).

AT SPEEDS ABOVE 45MPH THE VEHICLE VIOLENTLY WOBBLER AND RENDERS THE STEERING ALMOST UNCONTROLLABLE. THIS IS COMMONLY REFERRED TO AS THE "DEATH WOBBLER". I UNDERSTAND THIS PROBLEM HAS BEEN ADDRESSED WITH THIS "BUY BACK" PROGRAM BUT IT IS ONLY FOR 2008 AND NEWER MODEL YEARS. I'M NOT LOOKING TO HAVE MY VEHICLE BOUGHT BACK BUT I DO WANT THIS PROBLEM CORRECTED. I HAVE BEEN TO THE DEALER AS WELL AS NUMEROUS REPAIR SHOPS TO HAVE THIS CORRECTED AND AFTER THOUSANDS OF DOLLARS SPENT AND MULTIPLE PARTS REPLACED THE PROBLEM STILL PERSISTS

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.



July 24, 2013

eBay - World Suspension
Payment

- \$96.76

\$5.00 was refunded on July 30, 2013 to MCARD x- [REDACTED]

Paid with

MCARD x [REDACTED]

You'll see "PAYPAL *WORLDSPUSPEN" on your card statement.

Seller info

World Suspension (worldsuspension)
(305) 887-7020
[REDACTED]

Shipped to

[REDACTED]
Sewaren, NJ [REDACTED]
United States

Your purchase

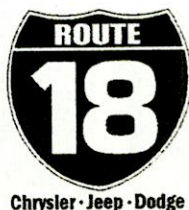
2 DRAG LINK 2 TIE ROD RAM 2500 \$96.76
3500 PICKUP 4WD 03-06
Item # [REDACTED]

Track your shipment

[REDACTED]
July 25, 2013, Sent by FEDEX
Status: Shipped

Transaction ID

Shipping	\$0.00
Tax	\$0.00
Purchase total	\$96.76
Fee	\$0.00
Total	\$96.76



400 Route 18 North
East Brunswick, NJ 08816
(732) 387-2600
route18parts@hotmail.com

SOLD TO		SHIPPED TO
[REDACTED]		
[REDACTED]		

RETURN POLICY: No returns on electrical or special order items. All claims and returned goods must be accompanied by this invoice. A restocking charge will be applied on all merchandise returned for credit. No returns after 30 days.

DISCLAIMER OF WARRANTIES: All warranties on the products sold hereby are those made by the manufacturer. The seller, ROUTE 18, hereby expressly disclaims all warranties, either expressed or implied, including any implied warranty of merchantability or fitness for a particular purpose, and ROUTE 18, neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.

YOUR PURCHASE ORDER		TERMS		INVOICE DATE		INVOICE NUMBER / PG.			
Verbal		Payment Due Upon Receipt		7/20/13		1			
SHIP VIA				SALESPERSONS NAME					
Will Call				JIM VAN DYK					
QTY.	DESCRIPTION	SOURCE	LIST	NET	AMOUNT				
1	52106795AE : BAR: FRONT *****	306/C	282.00	282.00	282.00				
	* Thank you for taking a *								
	* minute to post your review *								
	* about your experience at *								
	* Route 18 CJD *								
	* DealerRater.com/rateus *								

DATE PRINTED		7/20/13		TIME		9:39:31			
PARTS DEPARTMENT HOURS 7:30 a.m. to 6:00 p.m. Mon - Fri Thank You!				SERVICES OR EQUIPMENT			282.00		
				SHIPPING					
				C.O.D. CHARGE					
				SALES TAX OR TAX I.D.			19.74		
				DEPOSIT ON CONTRACT					
				TOTAL			301.74		
				Visa/MC/Disc			301.74		
NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.									

#1053
EVELT AVE
SPRINGFIELD, NJ 07008
(732) 969-0921
EPA# NJX000342238

Service Manager : NICOLO TODARO

TRACKING ID# *	
Store ID #	Service Work Order #
1053	
Date :	2013-08-03
Entered By:	SEAN OBRIEN
Time In:	19:22:40
Date/Time Promised:	2013-08-03 20:00:00
Old Parts Returned:	yes
Customer Waiting	

Name:		Year:	2005
Address:		Make:	DODGE-RAM TRUCK
City:	sewaren	Model:	RAM 2500 PICKUP
State:	NJ	Engine:	V8-345 5.7L
Zip:		Vin No.:	
Home Phone:		License No:	
Contact Phone:		Mileage In / Out:	1 / 91865
		Color:	
Storage Charges: If your car remains in our premises longer than 3 days after notification that repairs are completed, storage charges will begin at the rate of \$10.00 per day.			

I HEREBY AUTHORIZE PEP BOYS TO PERFORM THE REPAIRS ON THIS WORK ORDER AND TO FURNISH THE NECESSARY MATERIALS AND ITS EMPLOYEES TO OPERATE THE VEHICLE FOR PURPOSES OF INSPECTION, TESTING AND DELIVERY. I UNDERSTAND THAT ANY COST QUOTED IS AN ESTIMATE. I UNDERSTAND THAT UNLESS DIRECTLY CAUSED BY PEP BOYS, IT IS NOT RESPONSIBLE FOR ANY LOSS OR DAMAGE TO THE VEHICLE OR ITS CONTENTS, THAT THE VEHICLE MAY BE PARKED IN THE PEP BOYS' PARKING LOT AND THAT VEHICLES ARE LEFT OVERNIGHT AT OWNER'S RISK.

X

Initial Estimate	Parts \$:	Labor \$:	Total \$:	Date and Time:
	0.00	79.99	85.59	2013-08-03 19:23:07

CUSTOMER NOTIFIED OF AND APPROVED INCREASE(S) IN THE ORIGINAL ESTIMATED PRICE

(_) IN PERSON () PHONE

SIGNED _____ DATE _____

TYPE	PART	DESCRIPTION	CODE	MECHANIC	HRLY RATE	HRS	QTY	SOURCE	EACH	TOTAL
LB		COMPUTERIZED WHEEL ALIGNMENT	N	BRANDON BRYER			1		79.99	79.99

Parts: 0.00 Labor: 79.99 Other: 0.00 Tax: 5.60 Total: 85.59

Tender Date : 08/03/2013
POS Trans # :
Tender Register : 101
Tender Cashier : 356471

Tender Time : 7:58 PM
Store : 1053
Tender Till # : 101

Code Descriptions

N:New

Invoice History

REVISION #	CONTACT	TYPE	AMOUNT	PHONE	DATE	TIME	WRITER
Initial		In person	79.99		2013-08-03	19:23:07	SEAN OBRIEN
authorize		COMPUTERIZED WHEEL ALIGNMENT			1	79.99	79.99

#2

GLASSON S AUTO REPAIR
 759 RAHWAY AVE.
 WOODBRIDGE, NEW JERSEY. 07095
 Phone - 732-855-9696 Fax - 732-855-2943
 FIX IT RIGHT THE FIRST TIME

INVOICE

INVOICE

Work Completed Date : 08/06/2013

Print Date : 08/07/2013

2005 Dodge - Pickup R2500

5.7L, V8, VIN (D), AUTO, 4WHL DISK/ 4WHL ABS

Lic # : [REDACTED]

Odometer In :

Unit # :

Odometer Out : 91986

Vin # : 3DSKS28D75C [REDACTED]

Hat # :

Cellular [REDACTED]
 Cust ID : [REDACTED]

Ref # :

Part Description / Number	Qty	Sale	Extended	Labor Description	Extended
UPPER BALL JOINT 260-1289	2.00	119.95	239.90	CST STS BAD WOBBLE AT 60-80 MPH, CST CHANGED LOT OF FRONT END PARTS	425.00
LOWER BALL JOINT 260-1295	2.00	142.45	284.90	T/S FOUND UPPER AND LOWER BALL JOINTS DFECTIVE REPLACE AS NEEDED	
Shop Supplies		10.30	10.30	ALIGN FRONT END ALIGN FRONT END	
				Front wheel alignment	79.95
				Road test vehicle. Check all suspension and steering parts for wear. Check tire pressure and condition. Check riding height. Check caster and camber angles and adjust as required. Check and set toe-in as required. Center steering wheel.	
				Hazardous Materials	10.30
				**** Recommendations ****	
				CUST NOTIFIED TRUCK NEEDS BATT SERV,INSP,WIPERS,L/S LIC PLATE LIGHT BULB,3RD BRAKE LIGHT 1/2 OUT	

[Technicians : GAREY, MERTON MG]

Org. Estimate \$2.14 Revisions \$0.00 Current Estimate \$ 2.14 Additional Cost Revised Estimate

Labor:	515.25
Parts:	535.10
Sublet:	0.00

Sub:	1,050.35
Tax:	73.53
Total:	1,123.88
Bal Due:	\$1,123.88

[Payments -]

I hereby authorize the above repair work to be done along with the necessary material and hereby grant you and/or your employees permission to operate the car or truck herein described on street, highways or elsewhere for the purpose to testing and/or inspection. An express mechanic's lien is hereby acknowledged on above car or truck to secure the amount of repairs thereto. Warranty on parts and labor is one years or 12,000 miles whichever comes first. Warranty work has to be performed in our shop & cannot exceed the original cost of repair.

SIGNATURE..... Date..... Time.....

TOYOTA
(732) 815-2350

SCION
(732) 815-2350

MAZDA
(732) 815-2550

KIA
(888) 595-3286



90-100 ROUTE 1 NORTH
AVENEL, NEW JERSEY 07001
MAIN: (732) 815-0500
www.rt1automall.com

Jeep

(732) 815-2450

HYUNDAI
(732) 815-2250



(732) 815-2650

CUSTOMER NO.	ADVISOR RAYMOND DIMPERIO	204271	TAG NO. 2656	INVOICE DATE 04/02/14	INVOICE NO.
	LABOR RATE 115.00	LICENSE NO.	MILEAGE 98,342	COLOR GREY/	STOCK NO.
	YEAR / MAKE / MODEL 05/DODGE TRUCK/RAM 2500/QUAD 140.5WB			DELIVERY DATE	DELIVERY MILES
SEWAREN, NJ	VEHICLE I.D. NO. 3 D 7 K S 2 8 D 7 5 G			SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.		P.O. NO.	R.O. DATE 03/29/14	
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS			

MO: 98342

JOB# 1 CHARGES-----

LABOR-----

CUSTOMER STATES VEHICLE SHAKES AT SPEEDS ABOVE 60MPH
DAIG CUSTOMER CONCERN.FOUND VEHICLE NEEDS BOTH FRONT
TIRES AND FACTORY STEERING DAMPNER TO START
CUSTOMER DECLINED REPAIRS

JOB# 1 TOTALS-----

JOB# 1 JOURNAL PREFIX JECS JOB# 1 TOTAL 0.00

JOB# 2 CHARGES-----

LABOR-----

PERFORM EXPRESS WORLD CLASS INSPECTION
INSPECTION
COMPLETED EXPRESS WORLD CLASS INSPECTION

JOB# 2 TOTALS-----

JOB# 2 JOURNAL PREFIX JECS JOB# 2 TOTAL 0.00

TOTALS-----

* [] CASH [] CHECK CK NO. [] *
* [] VISA [] MASTERCARD [] DISCOVER *
* [] AMER XPRESS [] OTHER [] CHARGE *

TOTAL LABOR.... 0.00
TOTAL PARTS.... 0.00
TOTAL SUBLET... 0.00
TOTAL G.O.G.... 0.00
TOTAL MISC CHG. 0.00
TOTAL MISC DISC 0.00
TOTAL TAX..... 0.00

TOTAL INVOICE \$ 0.00

THANK YOU FOR YOUR BUSINESS!!

CUSTOMER SIGNATURE

DUPLICATE INVOICE

The Repair Facility guarantees the labor used in performing the repairs listed on the front of the Repair Order for a period of 12 mos or 12,000 miles (whichever comes first) from the date such repairs were completed. This Limited Warranty specifically excludes: front end alignments, electrical wiring and shorts, and fuel system--when due to contamination. This Limited Warranty is extended to the vehicle owner/customer and is not transferable to, nor enforceable by, any other person.

During the duration period of this Limited Warranty, the Repair Facility will provide additional labor, at no expense to customer, for any additional repairs that are necessitated as a result of any defect in labor performed while completing the repairs listed on the front of the Repair Order.

To obtain repairs under this Limited Warranty, customer must: (a) notify the Repair Facility at the address shown on the front of the Repair Order of any defect in labor within a reasonable time after customer discovers or should have discovered any such defect. Such notice, however, must be given to the Repair Facility before the end of the duration period of this Limited Warranty, as specified above; (b) deliver the vehicle to the Repair Facility at the address shown on the front of the Repair Order within five (5) days of notice of such defect in labor; (c) authorize the Repair Facility to make the repairs required; and (d) pay the charges for any additional parts required together with applicable sales tax upon completion of such repair.

All implied warranties, including the implied warranties of merchantability and fitness for a particular purpose, are limited to the duration period of this Limited Warranty. Under no circumstances will the Repair Facility be liable to customer for any incidental or consequential damages including, but not limited to, damages for loss of property, loss of vehicle use, loss of time, loss of income and profits, inconvenience or commercial loss.

This part(s) is sold "as is." The only warranties applying to this part(s) are those which may be offered by the manufacturer(s). The selling dealer hereby expressly disclaims all warranties, either express or implied, including any implied warranties 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 sale of this part(s) and/or service. Buyer shall not be entitled to recover from the selling dealer any consequential damages, damages to property, damages for loss of use, loss of time, loss of profits, or income, or any other incidental damages. In addition, expressly excluded is any dealer liability for defects pertaining to safety or performance, by way of "strict liability", negligence or otherwise.

#5

From: service <service@paypal.com>

To: [REDACTED]

Subject: Receipt for Your Payment to Big D Off Road, LLC

Date: Thu, Apr 3, 2014 7:08 pm

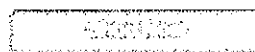
Apr 3, 2014 16:08:04 PDT
Transaction ID: 1234567890123456

Hello [REDACTED]

You sent a payment of \$120.00 USD to Big D Off Road, LLC

([REDACTED])

It may take a few moments for this transaction to appear in your account.

Merchant
Big D Off Road, LLC
616-299-0261**Instructions to merchant**
You haven't entered any instructions.**Shipping address - confirmed**[REDACTED]
Sewaren, NJ [REDACTED]
United States**Shipping details**
The seller hasn't provided any shipping details yet.Look for merchants who accept PayPal
and shop securely!

Description	Unit price	Qty	Amount
4WD 2003-2008 , 4WD 2003-2008:	\$120.00 USD	1	\$120.00 USD
Subtotal			\$120.00 USD
Total			\$120.00 USD
Payment			\$120.00 USD

Payment sent to [REDACTED]

Issues with this transaction?

You have 45 days from the date of the transaction to open a dispute in the Resolution Center.

➤ Questions? Go to the Help Center at:

Please do not reply to this email. This mailbox is not monitored and you will not receive a response. For assistance, log in to your PayPal account and click **Help** in the top right corner of any PayPal page.

4/3/2014

ReadyLift 67-1090 Steering Box Stabilizer Ba



#6
From: service <service@paypal.com>

To: [REDACTED]

Subject: Receipt for Your Payment to Revel Enterprises, Inc.

Date: Thu, Apr 3, 2014 7:00 pm



Apr 3, 2014 16:00:16 PDT

Transaction ID: [REDACTED]

Hello [REDACTED]

You sent a payment of \$102.90 USD to Revel Enterprises, Inc.

([REDACTED])

It may take a few moments for this transaction to appear in your account.

Merchant

Revel Enterprises, Inc.

800-544-6194

Instructions to merchant

You haven't entered any instructions.

Shipping address - confirmed

[REDACTED]
Sewaren, NJ [REDACTED]

United States

Shipping details

The seller hasn't provided any shipping details yet.



Look for merchants who accept PayPal
and shop securely!



Description	Unit price	Qty	Amount
Rough Country Dodge Ram Dual Steering Stabilizer Kit - Dual Steering Stabilizer Kit Item# 0	\$89.95 USD	1	\$89.95 USD
	Subtotal		\$89.95 USD
	Shipping and handling		\$12.95 USD
	Total		\$102.90 USD
	Payment		\$102.90 USD

Payment sent to [REDACTED]

Issues with this transaction?

You have 45 days from the date of the transaction to open a dispute in the Resolution Center.

Questions? Go to the Help Center at: [REDACTED]

Please do not reply to this email. This mailbox is not monitored and you will not receive a response. For assistance, log in

[REDACTED]
4/3/2014

Dear Randy Reid,

Thank you for your correspondence in addressing my concerns with the dodge death wobble. I have been dealing with this problem for numerous years now with no resolve. First and foremost let me state that the majority of repairs I have completed myself. I am a graduate from Lincoln Technical Institute and have worked in the automotive repair industry for a number of years. I have included copies of all parts and repair receipts I have for this vehicle concerning this issue. They are as follows:

Item #7 parts ordered on 7/30/2013. This included drag links, tie rods, and new steering damper. All OEM quality parts. I installed these myself.

Item # 3 new track bar ordered from dodge dealer and installed myself

Item #4 receipt for alignment performed at Pep Boys after completion of installing all of the above parts

This did not solve the "death wobble" problem, so I brought my truck to a local repair facility.

Item #2 receipt for repairs performed.

Problem disappeared for about a month and then the "death wobble" returned. At this point I brought my vehicle to the dealer in hope they would be more knowledgeable about this specific issue.

Item# 4 receipt from dealer.

Dealer refused to do any work and could not diagnose the problem without replacing all the parts I had previously replaced. I refused to allow them to charge me for parts that were not worn out because they were recently replaced. They refused to do anymore diagnosis on the issue. After researching this topic further I learned of 2 more possible remedies. Which were a steering box stabilizer and a dual stabilizer kit.

Item #5 receipt and picture of the steering box stabilizer I purchased and installed.

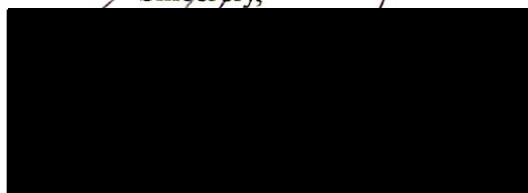
This did not solve the issue

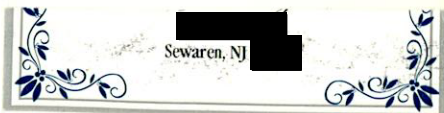
Item #6 receipt for the dual stabilizer kit I purchased and installed.

This has calmed the issue down but it still occurs from time to time.

Any further assistance with this would be greatly appreciated.

Sincerely,





Sewaren, NJ

DV DANIELS NJ 070

07 DEC 2015 PM 9 L



USDOT NHTSA
1200 New Jersey Ave. SE
Washington, DC
20590

20590

