

 U.S. Department of Transportation National Highway Traffic Safety Administration		DOT Auto Safety Hotline		FOR AGENCY USE ONLY 100148	
		Vehicle Owner's Questionnaire To Report Vehicle Safety Defects 1-888-DASH-2-DOT (1-888-327-4236) INTERNET: www.nhtsa.dot.gov/hotline		Date Received 15-OCT-2015 FEB 12 2016	
				Repository ☐	
				Reference No. 10782316	
OWNER INFORMATION (Type or Print)					
Name		Daytime Telephone Number		E-mail Address	
Address		Evening Telephone Number			
City WEST ALEXANDRIA		State OH	Zip Code		
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 3D7DX38C76G		Make DODGE	Model RAM 3500	Model Year 2006	
Date Purchased 6/10/2006	Dealer's Name and Telephone Number Batesville CPD, Inc. 812-934-4300		Engine: Cummins No: Cylinders 6	Fuel Type: Diesel	
Original Owner ☒	Dealer's City Batesville	State IN	Zip Code 47006		
Transmission Type Manual	☒ Antilock Brakes ☒ Cruise Control	Powertrain 1 Ton Heavy Duty 4x4	Multiple Failure: yes	Incident Date(s) 01-MAR-2015	
FAILED COMPONENT(S)/PART(S) INFORMATION					
Vehicle Component Codes: 020000 SUSPENSION, 010000 STEERING			Failure Mileage 176500	Failure Speed 65	
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	Number of Deaths	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 2006 DODGE RAM 3500. WHILE DRIVING APPROXIMATELY 65 MPH, PULLING A FIFTH WHEEL CAMPER, THE VEHICLE BEGAN TO SWAY LEFT AND RIGHT WITHOUT WARNING. THE FAILURE RECURRED ON SEVERAL OCCASIONS WHILE PULLING THE FIFTH WHEEL AND WITHOUT PULLING ANYTHING. THE VEHICLE WAS TAKEN TO THE DEALER WHERE IT WAS DIAGNOSED THAT ALL FOUR BALL JOINTS, THE UNIVERSAL JOINTS ON THE FRONT AXLE, AND THE STEERING GEAR BOX ASSEMBLY WERE FAULTY AND NEEDED TO BE REPLACED. THE VEHICLE WAS REPAIRED; HOWEVER, THE FAILURE PERSISTED. THE VEHICLE WAS TAKEN BACK TO THE DEALER WHERE IT WAS DIAGNOSED THAT THE STEERING GEAR BOX ASSEMBLY WAS FAULTY AND NEEDED TO BE REPLACED. THE VEHICLE WAS REPAIRED; HOWEVER, THE FAILURE PERSISTED. THE STEERING GEAR BOX ASSEMBLY WAS REPLACED A TOTAL OF FOUR TIMES, BUT THE FAILURE PERSISTED EACH TIME. THE MANUFACTURER WAS NOTIFIED. THE APPROXIMATE FAILURE MILEAGE WAS 176,500. 1/12/16 - Vehicle Problem still persists. Don't know what to do!					
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.					

R/O		VIN		DATE IN	
3 D 7 L X 3 8 C 7 6 G				07/30/15	
YEAR	MAKE	MODEL	COLOR	TIME IN	
2006	DODGE	RAM 3500 Q	O	07:26	
MILES IN	MILES OUT	FIRST USE	DISC	CLOSED	
177131	177131	00/00/00	OH	12:04	
SEE ALSO			WEST ALEXANDRIA OH		07/31/15
			H: () W: ()		WRITER 76
					KEVIN\76

CUSTOMER IS WAITING

- (1) REPLACE UPPER AND LOWER BALL JOINTS
PER TECH CHECK AND ADVISE
TECH REPLACED BOTH DRIVERS AND PASSENGER
SIDE UPPER AND LOWER BALL JOINTS
(Tech:76) C
- | | | | |
|-------------------------|-----|----|---------|
| DAIG | T76 | 60 | 515.28 |
| K7460 (BALL JOINT) | 2 | | 266.56 |
| K7467 (BALL JOINT) | 2 | | 288.26 |
| Total Labor | | | 515.28 |
| Total Parts | | | 554.82 |
| Total Repair (Customer) | | | 1070.10 |
- (2) REPLACE STEERING GEAR BOX ASSEMBLY
PER TECH CHECK AND ADVISE
TECH REPLACED STEERING GEAR BOX ASSEMBLY
(Tech:76) A
- | | | | |
|-------------------------|-----|----|--------|
| Labor | T76 | 16 | 137.41 |
| 277616 (GEAR BOX) | 1 | | 229.55 |
| Total Labor | | | 137.41 |
| Total Parts | | | 229.55 |
| Total Repair (Customer) | | | 366.96 |
- (3) MULTIPOINT INSPECTION. INCLUDES FLUID
LEVEL AND TIRE PRESSURE.
(Tech:76) A
- | | | | |
|-------------------------|-----|--|-------|
| Labor | T76 | | .00 |
| 454 (U-JOINT) | 2 | | 97.10 |
| Total Parts | | | 97.10 |
| Total Repair (Customer) | | | 97.10 |
- (4) REPLACE FRONT WHEEL U-JOINTS
TECH REPLACED BOTH DRIVERS AND PASSENGER
SIDE FRONT WHEEL U-JOINTS
(Tech:76) B
- | | | | |
|-------------------------|-----|----|-------|
| Labor | T76 | 10 | 85.88 |
| Total Labor | | | 85.88 |
| Total Repair (Customer) | | | 85.88 |
- (5) R25 OPEN RECALL
TECH PERFORMED AND COMPLETED R25 OPEN RECALL
(Tech:76) B
- | | | | |
|-------------------------|-----|---|-------|
| Warranty Claim | | | |
| 08R25182 | T76 | 7 | 57.93 |
| (F)CBXZP811AA (AIR BAG) | 1 | | 9.80 |
| Total Labor | | | 57.93 |
| Total Parts | | | 9.80 |
| Total Repair (Warranty) | | | 67.73 |
- (6) **** TECH IS ADVISING THAT IT IS VERY
IMPORTANT TO GET TRUCK ALIGNED ASAP ****
(Tech:76) B
- | | | | |
|-------------------------|-----|--|-----|
| Labor | T76 | | .00 |
| Total Repair (Customer) | | | .00 |

SENIOR CITIZEN
SENIOR CITIZEN

738.57 Labor Charges Discounted 10% 73.86
881.47 Parts Charges Discounted 10% 88.15

[] CASH [] CREDIT CARD
[] CHECK [] CHARGE ON ACCOUNT

Next Service OCT '15 Lube-Oil-Filter

DISCLAIMER OF WARRANTIES

Any warranties on the product sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties either expressed or implied, including any implied warranty of merchantability of fitness for a particular purpose, and neither assumes nor authorizes any 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.

CUSTOMER SIGNATURE

Page 1 of 1

Job

Customer Copy
Labor Rate 85.88

W.C	INT.	CUSTOMER
57.93		Labor 738.57
9.80		Parts 881.47
.00		Sublet .00
.00		Shop/enviro .00
.00		Oil/Grease .00
		Less Disc. -162.01
67.73		Sub Total 1458.03
.00	.00	Tax 105.70
67.73		Total (Cash) 1563.73

R/O		VIN		DATE IN	
3 D 7 L X 3 8 C 7 6 G				09/15/15	
YEAR	MAKE	MODEL	COLOR	TIME IN	
2006	DODGE	RAM 3500 Q	O	15:07	
MILES IN	MILES OUT	FIRST USE	LOC.	CLOSED	
179285	179288	00/00/00	OH	15:30	
SEE ALSO			H: [REDACTED] W: ([REDACTED]) -		09/15/15
			WRITER		76
			KEVIN\76		

CUSTOMER IS WAITING

- (1) INSTALL NEW STEERING DAMPNER
TECH INSTALLED NEW STEERING DAMPNER
TECH VARIFIED PROPER OPERATION

(Tech:76) B

Labor	T76	2	19.00
RS5412 (DAMPNER)		1	89.99
Total Labor			19.00
Total Parts			89.99
Less Special Discount			-10.90
Total Repair (Customer)			98.09

☐ CASH ☐ CREDIT CARD
☐ CHECK ☐ CHARGE ON ACCOUNT

	W.C	INT.	CUSTOMER
Next Service DEC '15 Lube-Oil-Filter	.00		Labor 19.00
	.00		Parts 89.99
	.00		Sublet .00
	.00		Shop/environ .00
	.00		Oil/Grease .00
	.00		Less Disc. -10.90
	.00		Sub Total 98.09
	.00	.00	Tax 7.11
	.00		Total (Cash) 105.20
DISCLAIMER OF WARRANTIES Any warranties on the product sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties either expressed or implied, including any implied warranty of merchantability of fitness for a particular purpose, and neither assumes nor authorizes any 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.			
X CUSTOMER SIGNATURE			
Page 1 of 1	Job	Customer Copy Labor Rate 95.00	

3 D 7 L X 3 8 C 7 6 G

09/15/15

2006 DODGE

RAM 3500 Q

03:00

00/00/00

WEST ALEXANDRIA OH

(1) 00

INSTALL NEW STEERING DAMPNER

70539A	09/02/2015	178033	74 W	REPLACE WARRANTY STEERING GEAR BOX	206.85	260.14
70399F	07/31/2015	177131	76 C	**** TECH IS ADVISING THAT IT IS VERY	.00	.00
70399E	07/31/2015	177131	76 W	R25 OPEN RECALL	57.93	9.80
70399D	07/31/2015	177131	76 C	REPLACE FRONT WHEEL U-JOINTS	85.88	.00
70399C	07/31/2015	177131	76 C	MULTIPOINT INSPECTION. INCLUDES FLUID	.00	97.10
70399B	07/31/2015	177131	76 C	REPLACE STEERING GEAR BOX ASSEMBLY	137.41	229.55
70399A	07/31/2015	177131	76 C	REPLACE UPPER AND LOWER BALL JOINTS	515.28	554.82
67324A	01/30/2014	145506	01 W	N62 RECALL OUTER LEFT TIE ROD ASSEMBLY	5.00	.00

REPAIR ORDER WITH REMINDER CARD

WHITE'S ALIGNMENT, INC.
1201 E. Main Street
EATON, OHIO 45320
(937) 456-4854

YEAR 06	MAKE Dodge	MODEL Truck	LIC. NO. [REDACTED]
VEHICLE I.D. NO.		MILEAGE 172518	DATE 4-15
SERVICES PERFORMED			
DUE BACK FOR SERVICE			
DATE		OR MILEAGE	

NAME [REDACTED]
ADDRESS [REDACTED]
CITY [REDACTED] STATE [REDACTED] ZIP [REDACTED]
PHONE (HOME) [REDACTED] (WORK) [REDACTED]

- A SIMPLE TUNE-UP, DONE ON TIME, KEEPS AN ENGINE OPERATING EFFICIENTLY.
- TYPICAL CITY DRIVING REQUIRES AN OIL CHANGE EVERY 3000 MILES.
- TIRE ROTATION TIME IS AN EXCELLENT REMINDER THAT IT'S TIME FOR A BRAKE INSPECTION.

DESCRIPTION OF WORK		AMOUNT
☐ CHANGE OIL	☐ OIL FILTER	☐ TUNE-UP
☐ LUBE		
<i>Alignment</i>		70.00
QTY. PART NO. AND DESCRIPTION		PRICE
<i>Paid</i>		
ORDER WRITTEN BY		☐ CASH ☐ MC
		☐ CHECK ☐ VISA
I hereby authorize the above repair work to be done along with the necessary materials. You and your employees may operate above vehicle for purposes of testing, inspection, or delivery at my risk. An express mechanics lien is acknowledged on above vehicle to secure the amount of repairs thereto. It is also understood that you will not be held responsible for loss or damage to cars or articles left in cars in case of fire, theft or any other cause beyond your control.		TOTAL PARTS
SIGNATURE		TOTAL LABOR
X		EPA / WASTE DISPOSAL
		SUB-TOTAL
		TAX
		TOTAL

WHITE'S ALIGNMENT
1201 E. Main Street
Eaton, Ohio 45320
(937) 456-4854

Safe

VISA
[REDACTED]
Enter Method: Carded
Approved: Online
03-04-15
Invoice: [REDACTED]
Batch: 000002
14:00:43
Order Code: 059756
Total: \$ 75.07

Printed Name
Driver Name

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Batesville

CHRYSLER DODGE JEEP
1320 State Road 46 East • Batesville, IN 47006
812-934-4300



R/O		VIN		DATE IN	
3D7LX38C76G				07/20/15	
YEAR	MAKE	MODEL	COLOR	TIME IN	
2006	DODGE	RAM 3500 0	MINERAL GR N	10:15	
MILES IN	MILES OUT	FIRST USE	DISC.	CLOSED	
176594	176594	06/10/06	OH	11:05	
SEE ALSO				07/20/15	
H: [REDACTED] W: (1)				WRITER 1311	
				MO\07	

1) STEERING CONCERN WANDERS ALL OVER. CHECK OUT AND ADVISE. CHECKED OUT STEERING CONCERN. TEST DROVE AND VEHICLE WANDERED A LITTLE BIT. COULD NOT GET VEHICLE TO CONSTANTLY WANDER. WILL NEED STEERING GEAR BOX TO FIX ISSUE. NO REPAIRS PERFORMED AT THIS TIME. (Tech:12) A		CUSTOMER IS WAITING	
		Labor	T12 4 30.00
		Total Labor	30.00
		Total Repair (Customer)	30.00
2) (90) GENERAL INSPECTION		Labor	T12 .00
(Tech:12) A		Total Repair (Customer)	.00
3) WAITING		Labor	T12 .00
(Tech:12) A		Total Repair (Customer)	.00

pd. VISA 7/20 EA

Next Service JAN '16 Lube-Oil-Filter

DISCLAIMER OF WARRANTIES

Any warranties on the product sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties either expressed or implied, including any implied warranty of merchantability of fitness for a particular purpose, and neither assumes nor authorizes any 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.

X CUSTOMER SIGNATURE

Page 1 of 1

Job [REDACTED]

Customer Copy

W/C	INT.	CUSTOMER
		Labor 30.00
		Parts .00
		Sublet .00
		1100waste Di 1.50
		Oil/Grease .00
		Sub Total 31.50
	.00	Tax .11
		Total (Cash) 31.61

1. ☐ [English](#)
 2. ☐ [Spanish](#)
 3. ☐ [French](#)
 4. ☐ [German](#)
 5. ☐ [Italian](#)
 6. ☐ [Portuguese](#)
 7. ☐ [Russian](#)
 8. ☐ [Chinese](#)
 9. ☐ [Japanese](#)
 10. ☐ [Korean](#)
 11. ☐ [Hindi](#)
 12. ☐ [Arabic](#)
 13. ☐ [Hebrew](#)
 14. ☐ [Yiddish](#)
 15. ☐ [Persian](#)
 16. ☐ [Urdu](#)
 17. ☐ [Bengali](#)
 18. ☐ [Tamil](#)
 19. ☐ [Telugu](#)
 20. ☐ [Marathi](#)
 21. ☐ [Gujarati](#)
 22. ☐ [Punjabi](#)
 23. ☐ [Sinhala](#)
 24. ☐ [Burmese](#)
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 30. ☐ [Malay](#)
 31. ☐ [Filipino](#)
 32. ☐ [Tagalog](#)
 33. ☐ [Cebuano](#)
 34. ☐ [Ilocano](#)
 35. ☐ [Hiligaynon](#)
 36. ☐ [Bisaya](#)
 37. ☐ [Waray](#)
 38. ☐ [Cebu](#)
 39. ☐ [Davao](#)
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 98. ☐ [Cebu](#)
 99. ☐ [Davao](#)
 100. ☐ [Manila](#)

CUSTOMER'S
CONTACT _____

NAME _____

ADDRESS

CITY/STATE

ZIP

WORK ☐		OR DAYTIME ☐		PHONE		EVENING ☐		OR HOME ☐		PHONE		REPAIR ORDER			
()						()									
ORDER DATE / /				ESTIMATED ARRIVAL / /				URGENCY DESCRIPTION							
VEHICLE ID NUMBER								PRODUCTION DATE / /				COLOR		TRIM	
QTY.		PART NUMBER				DESCRIPTION						NOTES			
STEER SHOCK															
															
\$ 100 ⁰⁰ + Tax															
9102 or TAXI															
- \$500 / 50															
1ST NOTIFICATION DATE				BY:		2ND NOTIFICATION DATE:				BY:		BY:			

SPO-115-4NC 612