



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

23-FEB-2016
MAY 31 2016

Repository ☐

Reference No.
10837764

OWNER INFORMATION (Type or Print)

Name [REDACTED]
Address [REDACTED]
City HUNTSVILLE State AL Zip Code [REDACTED]

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
1D7HA18D35J [REDACTED] Make DODGE Model RAM 1500 Model Year 2005
Date Purchased NOV 2006 Dealer's Name and Telephone Number LANDERS MCCARTY
Original Owner ☐ Dealer's City HUNTSVILLE State AL Zip Code [REDACTED] Engine: No: Cylinders 5 Fuel Type: GAS
Transmission Type AUTO ☐ Antilock Brakes ☐ Cruise Control Powertrain Multiple Failure: Incident Date(s) 22-FEB-2016

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 020000 SUSPENSION Failure Mileage 145912 Failure Speed

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. WHILE DRIVING VARIOUS SPEEDS, THERE WAS A LOUD NOISE AND THE DRIVER SIDE TIE ROD FRACTURED. THERE WERE NO WARNING INDICATORS ILLUMINATED. THE VEHICLE WAS TAKEN TO AN INDEPENDENT MECHANIC WHERE IT WAS DIAGNOSED THAT THE DRIVER SIDE TIE ROD NEEDED TO BE REPLACED. THE VEHICLE WAS REPAIRED. THE MANUFACTURER WAS NOT NOTIFIED OF THE FAILURE. THE APPROXIMATE FAILURE MILEAGE WAS 145,912.

SEE ATTACHED: 1 PHOTO
1 REPAIR ORDER

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 to 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.

Customer Invoice

FIRESTONE COMPLETE AUTO CARE

Service Advisor:

01/21/2012

BOB WALLACE

03 FERNANDO

2010 BOB WALLACE AVE SW

256.539.4118

HUNTSVILLE, AL. 35805-4709

2005 DODGE PICKUP R1500 [BLUE]

V8-345 5.7L

Lic #: [REDACTED] Vin #: 1D7HA18035J [REDACTED]

In: 01/21/12 2:29PM Mileage: 101,652

Out: 01/21/12 4:58PM

Store # 018929

RETAIL SALE

Description	Rev Hist /Article # ID	Qty	Unit Price	Extended Price	Joi Total
FIRESTONE TIRES WITH UNI-T, PACKAGE	03				684.61
191316 TRANSFORCE HT BL LT245/70R17 E119R No	191316 91TN	4	186.99	747.96	
Mileage Warranty					
DOT# VNP8TH04911					
DOT# VNP8TH04911					
DOT# VNP8TH04911					
DOT# VNP8TH04911					
TIRE-DISC DISCOUNT	7014016 91TN	-1	129.68	-129.68	
ALABAMA SCRAP TIRE FEE	7005114 91NN	4	1.00	4.00	
NEW TIRE WHEEL BALANCE PARTS	7018708 91TN	4	2.99	11.96	
PRT-DISC YOU PAY 15% OFF SERVICE DISCOUNT	7006063 91TN	-1	1.79	-1.79	
NEW TIRE WHEEL BALANCE LABOR	7018716 91NS	4	9.00	36.00	
LBR-DISC YOU PAY 15% OFF SERVICE DISCOUNT	7006016 91NS	-1	5.40	-5.40	
RUBBER VALVE STEM	7015040 91TN	4	3.99	15.96	
PRT-DISC YOU PAY 15% OFF SERVICE DISCOUNT	7001665 91TN	-1	2.39	-2.39	
SCRAP TIRE RECYCLING CHARGE	7075078 91TN	4	2.00	8.00	
TIRE INSTALLATION	7015016 91NS	4	N/C	N/C	
ALIGNMENT CHECK - LIFETIME	03				
Symptom:-					
LIFETIME ALIGNMENT RECHECK	7022837 91NS	1	N/C	N/C	
COURTESY CHECK	03				
COURTESY CHECK	7046930 91NS	1	N/C	N/C	
TIE ROD ENDS (Both Left and Right Outer)	1,2 03				395.39
EV407 IN. TIE ROD END	7038881 91TN	1	141.23	141.23	
REMOVE & REPLACE TIE ROD &/OR ENDS- EACH	7023000 91NS	1	28.50	28.50	
ADDITIONAL					
REMOVE & REPLACE TIE ROD &/OR ENDS- ONE	7023000 91NS	1	85.50	85.50	
7038881 ES3538 OUTER TIE ROD END	7038881 91TN	2	104.97	209.94	
PRT-DISC YOU PAY 15% OFF SERVICE DISCOUNT	7001639 91T	-1	52.68	-52.68	
LBR-DISC YOU PAY 15% OFF SERVICE DISCOUNT	7001639 91N	-1	17.10	-17.10	
ROAD HAZARD	3 03				112.20
7097782 ROAD HAZARD PROTECTION	7097782 91NN	4	28.05	112.20	

Technician(s):

91 ALEXANDER SCHOOLEY

Payment History:

CFNA 2263 1,276.36 09175
Total Tendered 1,276.36

Summary:

Parts 1,052.71
Labor 139.50
Shop Supplies 7.65
Sub-Total 1,199.86
Tax (8.00%) 76.50

Total \$1,276.36

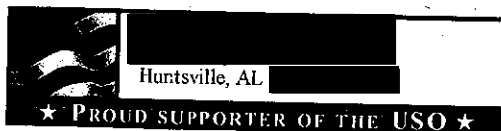
All CFNA purchase(s) through June 30, 2012 of \$249 or more receive 6 month deferred interest, see www.CFNA.com for more details.

I have received the above goods and/or services. If this is a credit card purchase, I agree to pay and comply with my cardholder agreement with the issuer.

NHTSA ID NO 10837764
VIN 1D7HU16N75J [REDACTED]

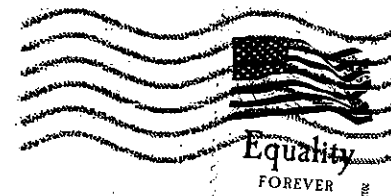


THE BALL FROM TIE ROD END BROKE OFF -
TIE ROD END WAS INSTALLED BY FIRESTONE
01-21-12 / 101652mi PARTS FROM ORILEY AUTOPARTS
"MASTER PRO" PARTS ARE AVAILIABLE - FIRSTONE
HAS REPLACE ALL PARTS WHICH WERE INSTALLED
ON 01/21/12 WITH CHRYSLER PARTS - [REDACTED]



BIRMINGHAM AL 350

09 MAY 2016 PM 2 1



US DEPT OF TRANSPORTATION
NATIONAL HIGHWAY TRAFFIC SAFETY ADMINISTRATION
OFFICE OF DEFECTS INVESTIGATION (NVS-210)
NHTSA ID NO 10837764
1200 NEW JERSEY AVE SE
WASHINGTON DC 20590

20590

