


INFORMATION Redacted PURSUANT TO THE FREEDOM OF

INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6) ONLY 100148

 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	Date Received	Repository <input type="checkbox"/>
		06-APR-2016	Reference No. 10853774

OWNER INFORMATION (Type or Print)			
Name	[REDACTED]		
Address	[REDACTED]		
City	State	Zip Code	
OWEGO	NY	[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 3D73Y3CL5AG [REDACTED]	Make RAM	Model 3500	Model Year 2010
Date Purchased 3/10/2010	Dealer's Name and Telephone Number ROYAL AUTOMOTIVE GROUP	Engine: No: Cylinders 6	Fuel Type: Diesel
Original Owner <input type="checkbox"/>	Dealer's City	State	Zip Code
Transmission Type 6 SP. STANDARD	<input checked="" type="checkbox"/> Antilock Brakes <input checked="" type="checkbox"/> Cruise Control	Powertrain 6.7 TURBO DIESEL 4X4	Multiple Failure: BALL JOINTS 2014
		Incident Date(s) 15-MAY-2014	

FAILED COMPONENT(S)/PART(S) INFORMATION		
Vehicle Component Codes: 020000 SUSPENSION, 010000 STEERING	Failure Mileage 49500	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)	<input type="checkbox"/> Original Equipment <input type="checkbox"/> 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 <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> 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 2010 RAM 3500. WHILE DRIVING AT VARIOUS SPEEDS, THE VEHICLE VEERED FROM LEFT TO RIGHT WITHOUT WARNING AND SHOOK CONTINUOUSLY. THE FAILURE RECCURED NUMEROUS TIMES. THE VEHICLE WAS TAKEN TO A DEALER WHERE IT WAS REPAIRED UNDER NHTSA CAMPAIGN NUMBER: 13V529000 (STEERING); HOWEVER, THE REMEDY FAILED TO REPAIR THE VEHICLE. THE FAILURE RECCURED NUMEROUS TIMES. THE DEALER ALSO REPLACED THE DRIVER SIDE BALL JOINT UNDER THE MANUFACTURER WARRANTY. THE VEHICLE WAS TAKEN TO AN INDEPENDENT MECHANIC WHERE IT WAS DIAGNOSED THAT THE BALL JOINTS FAILED AND NEEDED TO BE REPLACED. THE VEHICLE WAS NOT REPAIRED. THE MANUFACTURER WAS NOT MADE AWARE OF THE FAILURE. THE FAILURE MILEAGE WAS APPROXIMATELY 49,500.

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.

Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies)

ON JUNE 24, 2014 BOTH FRONT (LEFT + RIGHT) BALL JOINTS WERE INSPECTED + REPLACED. LEFT BALL JOINT WAS REPLACED UNDER WARRANTY AND I PAID 338.⁰⁰ ON 6/25/14 FOR RIGHT BALL JOINT TO BE REPLACED.

AS OF APRIL 2016 BOTH BALL JOINTS HAVE TO BE REPLACED AGAIN AFTER 12,000 MILES.

ATTACH ADDITIONAL SHEETS IF NECESSARY

U.S. Department of Transportation

National Highway Traffic Safety Administration

1200 New Jersey Avenue SE.
Washington, D.C. 20077-9382

Official Business
Penalty for Private Use \$300



NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES



BUSINESS REPLY MAIL
FIRST CLASS MAIL PERMIT NO. 1888 WASHINGTON, DC

POSTAGE WILL BE PAID BY ADDRESSEE

**US Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NEF-100
1200 New Jersey Avenue SE.
Washington, D.C. 20077-9382**



Think your vehicle has a safety defect?



**If so:
Use the enclosed form to file a report.**

**or visit:
www.safercar.gov**

**or call:
Vehicle Safety Hotline
888-327-4236**



Vehicle Owner's Questionnaire (VOQ)
U.S. Department of Transportation
National Highway Traffic Safety Administration

BINGHAMTON CHRYSLER JEEP DODGE

1279 UPPER FRONT STREET

BINGHAMTON NY 13901

607-771-7100

THANK YOU FOR YOUR BUSINESS

NYS DMV REPAIR SHOP # 7109033

6/25/2014 4:33 PM

page 1

Repair Order # [REDACTED]

Day Phone : [REDACTED]

OWEGO NY [REDACTED]

Vehicle : 2010 Dodge Truck Ram 3500 Mega Cab 1 Ton - Pickup

VIN : 3D73Y3CL5AG [REDACTED]

Created : 6/24/2014 11:15:09 AM

Complete : 6/25/2014 3:30:17 PM

Srv Writer : JD96

Last Mileage : 0

Odometer In : 50206

Odometer Out : 50217

Labor/Notes

Code/Tech*	Reference	Description	Price
TW*	MISC SUSPENSION		\$121.72
OWNER STATES BALL JOINTS ARE LOOSE , DIAGNOSE AND FOUND LEFT SIDE UPPER AND LOWER BALL JOINTS OUT OF SPEC RIGHT SIDE IN SPEC			
REPLACED LEFT UPPER AND LOWER BALL JOINTS AND CHECKS OK , ALSO REPLACED LEFT AXLE U JOINT DUE TO BINDING			
TW*	MISC DRIVE LINE		\$115.63
OWNER STATES RIGHT AXLE U JOINT IS LOOSE , VERIFIED RIGHT AXLE U JOINT IS LOOSE , REPLACED RIGHT SIDE AXLE U JOINT AND CHECKS OK			
TW*	MISC SUSPENSION		\$135.00
CUSTOMER PAID LABOR FOR THE OTHER SIDE AXLE U JOINT AND BALL JOINTS			

Parts

Qty	Code/Tech*	Reference	Description	Condition	Unit Price	Price
1	-	[REDACTED]	BALL JOINT		\$104.30	\$104.30
1	-	[REDACTED]	BALL JOINT		\$43.82	\$43.82
1	-	[REDACTED]	JOINT KIT		\$97.44	\$97.44
1	-	[REDACTED]	BALL JOINT		\$52.20	\$52.20
1	-	[REDACTED]	BALL JOINT		\$125.00	\$125.00
1	-	[REDACTED]	JOINT KIT		\$97.44	\$97.44

Sublet/Misc.

Qty	Code/Tech*	Reference	Description	Unit Price	Price
-1	-	WARRANTY CH	CHRYSLER WARRANTY	\$580.35	(\$580.35)
ONE TIME GOODWILL REPAIR FOR CUSTOMER SATISFACTION					

Labor	\$372.35
Parts	\$520.20
Sublet/Misc.	\$0.00
Other Charges	\$0.00
Charges	(\$580.35)
Sales Tax	Tax @ \$312.20 * 8.0000% \$24.98
Repair Total	\$337.18

Tech TW Certification # [REDACTED]

*Discover 6/25/14
Pd Discover CARD
6/25/2014*

BINGHAMTON CHRYSLER JEEP DODGE

1279 UPPER FRONT STREET

BINGHAMTON NY 13901

607-771-7100

THANK YOU FOR YOUR BUSINESS

NYS DMV REPAIR SHOP # 7109033

5/22/2014 10:43 AM

page 1

Repair Order # [REDACTED]

Day Phone [REDACTED]

OWEGO NY [REDACTED]

Vehicle : 2010 Dodge Truck Ram 3500 Mega Cab 1 Ton - Pickup

VIN : 3D73Y3CL5AG [REDACTED]

Last Mileage : 0

Created : 5/22/2014 9:47:11 AM

Odometer In : 49526

Complete : 5/22/2014 10:43:30 AM

Odometer Out : 49526

Srv Writer: JD96

Labor/Notes

Code/Tech*	Reference	Description	Price
TW*	MISC SUSPENSION		\$69.95
OWNER STATES BALL JOINTS ARE LOOSE AND FRONT END IS BINDING , DIAGNOSE AND FOUND LEFT UPPER AND LOWER BALL JOINTS HAVE EXCESSIVE PLAY , ALSO RIGHT AXLE U JOINT IS BINDING , COVERED UNDER WARRANTY ONE TIME GOODWILL GESTURE FOR CUSTOMER SATISFACTION . ORDERED PARTS WILL CALL WHEN THEY COME IN			

Sublet/Misc.

Qty	Code/Tech*	Reference	Description	Unit Price	Price
-1	-	INTERNAL	GOODWILL	\$69.95	(\$69.95)

Labor	\$69.95
Parts	\$0.00
Sublet/Misc.	\$0.00
Other Charges	\$0.00
Charges	(\$69.95)
Sales Tax	Tax @ \$0.00 * 8.0000% \$0.00
Repair Total	\$0.00

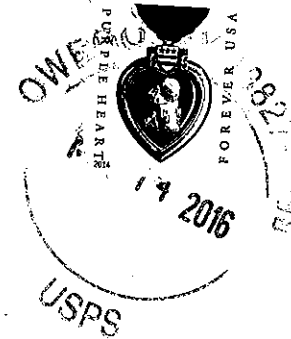
Tech TW Certification # [REDACTED]

I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express garagekeeper's lien is hereby acknowledged on above vehicle to secure the amount or repairs thereto. All Vehicles left over 20 Days after repairs are completed WILL INCUR A \$5.00 PER DAY STORAGE FEE. 12 Month or 12,000 Mile Warranty On Repairs. 60 DAY WARRANTY ON ALL USED PARTS WITH NO LABOR. THERE IS NO RETURN OF SPECIAL ORDER PARTS.

Customer Signature _____

RIGHT Side BALL JOINTS 313. + TAX (25.04) = 338.04
6/24/14 RE: RECALL N49 (12/2013)

Owego; NY



USDOT
NAT'L HIGHWAY TRAFFIC SAFETY ADM.
130 New Jersey Ave SE
WASHINGTON, DC 20590-0001

2059030001 0000

