

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		502 (USE ONLY) 100148 552(B)(6)	
		Date Received: 20 APR 2016 2016 JUN 29		Repository ☐ Reference No. 10860581	
OWNER INFORMATION (Type or Print)					
Name		Address		Daytime Telephone Number	
City		State		Zip Code	
VULCAN		MI			
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		Make		Model	
1D7HU18D035		DODGE		RAM 1500	
Date Purchased		Dealer's Name and Telephone Number		Engine:	
		M & D Motors		No: Cylinders 8	
Original Owner		Dealer's City		State	
☐		Vulcan		MI	
Transmission Type		Powertrain		Multiple Failure:	
☐ Antilock Brakes ☐ Cruise Control				Incident Date(s) 04-APR-2016	
FAILED COMPONENT(S)/PART(S) INFORMATION					
Vehicle Component Codes: BRAKES (PWS), 020000 SUSPENSION, LIGHTING (PWS)		Failure Mileage		Failure Speed	
Brakes, Rotors, Calipers, Rear axle shaft, turn signals		201,281		Various	
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 2003 DODGE RAM 1500. WHILE DRIVING AT AN UNKNOWN SPEED, BLACK SMOKE EMITTED FROM THE REAR OF THE VEHICLE WITHOUT WARNING. IN ADDITION, WHEN THE BRAKE PEDAL WAS DEPRESSED, AN ABNORMAL SOUND EMITTED FROM THE VEHICLE. THE VEHICLE WAS TAKEN TO THE DEALER WHERE IT WAS DIAGNOSED THAT THE BRAKES, CALIPERS, AND ROTORS NEEDED TO BE REPLACED. THE VEHICLE WAS REPAIRED, BUT THE FAILURE RECURRED. THE VEHICLE WAS TAKEN TO AN INDEPENDENT MECHANIC WHERE IT WAS DIAGNOSED THAT THE HUB BEARING, WHEEL HUB, AXLE SHAFT ASSEMBLY, AND DRIVESHAFT NEEDED TO BE REPLACED. THE VEHICLE WAS REPAIRED. LASTLY, THE FRONT DRIVER SIDE HEADLIGHT FAILED TO OPERATE. THE HEAD LAMP WAS REPLACED. THE MANUFACTURER WAS NOT NOTIFIED OF THE FAILURE. THE FAILURE MILEAGE WAS 201,281. <i>the cost was over what you should be paying for a truck when you first buy it.</i>					
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)

*I believe this guy Ryan Wender where
I bought this truck should of
stood up for his sales. none of
these problems were disclosed to
me. I feel I should be
reimbursed for my problems. I
could of been killed if those brakes
letting loose. I still don't trust
this truck very much yet the
check engine light on & now
the nappa store checked it & found out
the engine doesn't match
the truck but can't tell
if it was replaced.
also headlight switch
went out and
had to be
replaced.
I need
some Reimburse
ment
costs Back*

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

safercar.gov

IRON MTN. AUTOMOTIVE
BRAKES, EXHAUST, TIRES & MORE
 407 N. STEPHENSON AVE
 IRON MOUNTAIN MI 49801
 906-774-1040

5/31/2016 4:46 PM

page 1

Invoice #

Day Phone

VULCAN MI

Vehicle : 2003 Dodge Truck Ram 1500 1/2 Ton - Pickup 5.7 L 345

Tag/State : BLUE RAM / WI

VIN : 1D7HU18D03S

Color : Gray

Created : 4/12/2016 2:28:13 PM

Odometer In : 205079

Complete : 5/31/2016 4:46:01 PM

Odometer Out : 205079

Invoiced : 5/31/2016 4:46:01 PM

Srv Writer : KR

Labor/Notes

Code/Tech*	Reference	Description		Price
JJ*	ProDemand	WHEEL HUB Remove & Replace	M	\$109.85
Serviced as Wheel Hub Assembly.				
JJ*	ProDemand	AXLE SHAFT ASSEMBLY Remove & Replace	M	\$101.40

Parts

Qty	Code/Tech*	Reference	Description	Condition	Unit Price	Price
1	NMD	958400	REMAN/CV DRIVE AXLE		\$105.81	\$105.81
			LEFT FRONT			
1	-	CORE	Core Charge		\$50.00	\$50.00
1	-	CORECREDIT	Core Credit		(\$50.00)	(\$50.00)
1	PGB	PBR930285	HUB BEARING	New	\$239.95	\$239.95
			RIGHT FRONT			

Note: M - Labor Database, Copyright, Mitchell International, All Rights Reserved

Labor	\$211.25
Parts	\$345.76
Sublet/Misc.	\$0.00
Shop Supplies/EPA	\$9.95
Charges	\$0.00
Sales Tax	Tax @ \$355.71 * 6.0000%
	\$21.34
HOLD CHECKS	Paid
	\$588.30

Tech Certification #

JJ

Recommended Service

Service / Notes	Due	Interval
COMPLETE LUBE, OIL AND FILTER SERVICE	on 4/7/2016	(Every 3000 miles or 3 months)

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. 12 Month or 12,000 Mile Warranty On Repairs.

Customer Signature _____

IRON MTN. AUTOMOTIVE
BRAKES, EXHAUST, TIRES & MORE
 407 N. STEPHENSON AVE
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Invoice # [REDACTED]

Day Phone : [REDACTED]

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Vehicle : 2003 Dodge Truck Ram 1500 1/2 Ton - Pickup 5.7 L 345

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1	PGB	PBR930285	HUB BEARING	New	\$239.95	\$239.95
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Labor	\$211.25
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VULCAN MI

Vehicle : 2003 Dodge Truck Ram 1500 1/2 Ton - Pickup 5.7 L 345

VIN : 1D7HU18D03S

Created : 4/7/2016 2:41:51 PM

Complete : 4/8/2016 4:40:50 PM

Invoiced : 4/8/2016 4:40:50 PM

Srv Writer: KR

Tag/State : BLUE RAM / WI

Color : Gray

Odometer In : 201281

Odometer Out : 201281

Labor/Notes

Code/Tech*	Reference	Description		Price
JJ*	ProDemand	BRAKE SHOES &/OR PADS Remove & Replace	M	\$84.50
JJ*	NOTES	NOTES		\$0.00
LEFT FRONT AXLE SEAL IS STARTING TO LEAK ALSO.				
JJ*	ProDemand	BRAKE SHOES &/OR PADS Remove & Replace	M	\$84.50
JJ*	PRODEMAND	WHEEL SEAL Remove & Replace	M	\$126.75
JJ*	NOTES	NOTES		\$0.00
AXLE SEALS ARE LEAKING ALOT,, MAY NEED NEW AXLES TO CURE PERMANENTLY				

Parts

Qty	Code/Tech*	Reference	Description	Condition	Unit Price	Price
1	CAL	SE5383A	Brake Caliper w/ Hardware - Right Front (Eclipse S		\$89.95	\$89.95
RIGHT FRONT IF NEEDED						
1	-	CORE	Core Charge		\$25.29	\$25.29
1	-	CORECREDIT	Core Credit		(\$25.29)	(\$25.29)
1	SS	SS7868M	DISC BRAKE PADS		\$59.95	\$59.95
FRONT PADS						
2	NB	48880073	BRAKE ROTOR ONLY		\$64.95	\$129.90
FRONT ROTORS						
1	SS	SS7775M	DISC BRAKE PADS		\$63.84	\$63.84
REAR PADS						
2	NB	48880082	DISC BRAKE ROTOR ONLY		\$60.64	\$121.28
REAR ROTORS						
2	NOS	16139	8.25IN RING R WH SEAL		\$22.14	\$44.28
3	--	HYPOID	75W140 SYNPOWER	New	\$28.73	\$86.19
REAR DIFF--LIST \$28.73 QUART						
1	--	RTV	GASKET	New	\$10.39	\$10.39
#7651944 GEAR OIL RTV						

Note: M - Labor Database, Copyright, Mitchell International, All Rights Reserved

Labor	\$295.75
Parts	\$605.78
Sublet/Misc.	\$0.00
Shop Supplies/EPA	\$9.95
Charges	\$0.00
Sales Tax	\$36.94
Tax @ \$615.73 * 6.0000%	

CHECK \$500.00 \$448.42 CK HOLD

Paid

\$948.42

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Tag/State : BLUE RAM / WI

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Odometer In : 201281

Odometer Out : 201281

Labor/Notes

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JJ*	ProDemand	BRAKE SHOES &/OR PADS Remove & Replace	M	\$84.50
JJ*	NOTES	NOTES		\$0.00
LEFT FRONT AXLE SEAL IS STARTING TO LEAK ALSO.				
JJ*	ProDemand	BRAKE SHOES &/OR PADS Remove & Replace	M	\$84.50
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3	-	HYPOID	75W140 SYNPOWER	New	\$28.73	\$86.19
REAR DIFF--LIST \$28.73 QUART						
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#7651944 GEAR OIL RTV						

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Tax @ \$615.73 * 6.0000%	
CHECK \$500.00 \$448.42 CK HOLD	
Paid	\$948.42