



U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

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

18-OCT-2016

Repository ☐Reference No.
10916786

OWNER INFORMATION (Type or Print)

Name [REDACTED]

Address [REDACTED]

City PIQUA

State OH

Zip Code [REDACTED]

Daytime Telephone Number

[REDACTED]

E-mail Address

[REDACTED]

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

2B7HB11Y4TK [REDACTED]

Make

DODGE

Model

MINI RAM VAN

Model Year

1996

Date Purchased

Dealer's Name and Telephone Number

Engine:

No: Cylinders

Fuel Type:

Original Owner



Dealer's City

State

Zip Code

Transmission Type

☐ Antilock Brakes

Powertrain

Multiple Failure:

Incident Date(s)

04-JAN-2016

☐ Cruise Control

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 010000 STEERING

Failure Mileage
37000

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

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 1996 DODGE MINI RAM VAN. THE CONTACT STATED THAT THE STEERING SHAFT FAILED CAUSING THE VEHICLE TO VEER TO THE SIDES. AN INDEPENDENT MECHANIC DIAGNOSED THE VEHICLE AND INFORMED THAT THE STEERING SHAFT NEEDED TO BE REPLACED, HOWEVER THE PARTS WERE UNAVAILABLE. THE VEHICLE WAS NOT REPAIRED. THE MANUFACTURER WAS MADE AWARE OF THE FAILURE AND STATED THAT THE PART WAS DISCONTINUED. THE FAILURE MILEAGE WAS 37,000.

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.

From: [Abbew, Margaret CTR \(NHTSA\)](#)
To: [Fogle, Brenda CTR \(NHTSA\)](#)
Subject: FW: Emailing: 96 Dodge Ram 1500 Van Steering Issue
Date: Wednesday, November 16, 2016 6:40:31 AM
Attachments: [10916786 Van Steering Issue.pdf](#)
[You have authorized a payment to The Ujoint Store.msg](#)

Questionnaire.

-----Original Message-----

From: [REDACTED]
Sent: Thursday, November 10, 2016 3:52 PM
To: DataQuality, DataQuality (NHTSA)
Subject: Emailing: 96 Dodge Ram 1500 Van Steering Issue

10916786 Van Steering Issue (see attached.)

I have repaired the steering myself as Dodge discontinued the steering shaft replacement "which is inexcusable manufacturing of a vehicle".

I had to remove steering shaft and measure the universal joint that was faulty and found a replacement ujoint that would fit. I had to remove and replace The ujoint manually from the shaft. For your information the Ujoint needed is a 14mm x 40mm.

I find it interesting no Dealer I talked with or Dodge customer service directly knew anyway to fix this issue.

I believe there are many Dodge vehicles that are on the road with this issue with a potential accident waiting to happen, faulty steering is a serious issue.

Thanks for following up on my issue

Sincerely,

[REDACTED]

This email has been checked for viruses by Avast antivirus software.

[REDACTED]

From: service@paypal.com
To: [REDACTED]
Subject: You have authorized a payment to The Ujoint Store
Date: Wednesday, November 02, 2016 4:55:10 PM



Nov 2, 2016 13:54:44 PDT
Transaction ID: [4340237738462742X](#)

Hello [REDACTED],

You authorized a transaction to The Ujoint Store. Money won't leave your account until The Ujoint Store processes your order.

Thanks for using PayPal. To see the full transaction details, log in to your PayPal account. Keep in mind, it may take a few moments for this transaction to appear.

Merchant
The Ujoint Store
jsnhickman@yahoo.com
614-279-7734

Instructions to merchant
You haven't entered any instructions.

Shipping address

[REDACTED]
Piqua, OH [REDACTED]
United States



Description	Unit price	Qty	Amount
	\$33.00 USD	1	\$33.00 USD
Subtotal			\$33.00 USD
Total			\$33.00 USD
Payment			\$33.00 USD

The final payment amount may change when the merchant completes the order.

Issues with this transaction?

You have 180 days from the date of the transaction to open a dispute in the Resolution Center.



Questions? Go to the Help Center at www.paypal.com/help.

Get verified - Pay from your bank account and you're 100% protected against unauthorized payments sent from your PayPal account. Log in and click the **Get verified** link below your name.

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.

You can receive plain text emails instead of HTML emails. To change your Notifications preferences, log in to your account, go to your Profile, and click **My settings**.

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PayPal Email ID PP120 - 63e61a19d16b0