

 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 11 SEP 2018 FEB 06 2019		Repository ☐ Reference No. 11128779	
OWNER INFORMATION (Type or Print)					
Name		Address		Daytime Telephone Number	
City		State		Zip Code	
CORNELIA		GA			
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	
1D7HU18DX4J		DODGE		RAM 1500	
Date Purchased		Dealer's Name and Telephone Number		Engine:	
		Bill Ekholm Family Dodge Jeep Chrysler		No. Cylinders	
Original Owner		Dealer's City		State	
☒		Cleveland		GA	
Transmission Type		Antilock Brakes		Multiple Failure:	
5 SPEED Automatic		☒		Rear Driveline	
Powertrain		Cruise Control		Incident Date(s)	
4WD 3.92 Ratio		☐		MAY 5, 2018	
FAILED COMPONENT(S)/PART(S) INFORMATION					
Vehicle Component Code: 100000 POWER TRAIN. When Pinion Nut Backed off The Yoke WAS released From the Axle Resulting in Drive Shaft came out Striken H.WAY. Damages in all Gears in Axle.				Failure Mileage	
				240075	
				Failure Speed	
				55	
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		Failure Location:	
		☐ Prior Repair			
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		Fire		Number of Persons Injured	
☐ Yes ☒ No		☐ Yes ☒ No		None	
				Number of Deaths	
				None	
Reported to Police					
No I was able to pull off road. Had it pulled in to outback Dealer					
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 2004 DODGE RAM 1500. WHILE DRIVING 55 MPH, THE DRIVESHAFT DETACHED FROM THE VEHICLE. THERE WERE NO WARNING INDICATORS ILLUMINATED. THE VEHICLE WAS TOWED TO HAYES CHRYSLER GAINESVILLE (3115 FRONTAGE ROAD, GAINESVILLE, GA 30504, 855-439-2860) WHERE IT WAS DIAGNOSED THAT THE REAR END NEEDED TO BE REPLACED. THE VEHICLE WAS NOT REPAIRED. THE MANUFACTURER WAS NOT CONTACTED. THE FAILURE MILEAGE WAS 240,075. I was told no Recall on 2004 Truck. It was gonna cost me out of pocket \$2800.00 for new Rear Axle housing and gears along with Rods. But would not be covered by Dodge Dealership. So I had to let it set at a friend shop till I could get up enough money to fix it.					
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.					

I Need Reimbursement for what I put into the Repair and there are 1000's more on Rd with same issue, this is very dangerous.

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

once pinion Nut Back off Threads 8ft Driveshaft came
base striking the Pavement where vehicle came loose Bounced
up in air 5-6 Feet in Air Almost striking a Family
of 5 people in VAN, lucky it went a few feet back
further or it would have went through wind shield hitting
the Family or 5 a Devasted injury

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



HAYES CHRYSLER-DODGE-DODGE TRUCK-JEEP
3115 FRONTAGE ROAD
GAINESVILLE, GEORGIA 30501
(770) 535-2835
(800) 464-2937



CELL: [REDACTED]

NICK COLBURN 107224 2843 05/12/18 [REDACTED]
238,383 /

04/DODGE TRUCK/RAM 1500/QUAD 140.5WB
1 D 7 H U 1 8 D X 4 J [REDACTED]

DAHLONGEA, GA [REDACTED]

05/02/18

MO: 238383

LABOR & PARTS
JOB # 1-03CHZ DRIVE LINE TECH(S): 96764 0.00

CUSTOMER STATES REAR END DRIVE SHAFT FELL OUT AFTER THE NUT
BACKED OFF IN THE DIFF CASE. CHECK AND ADVISE.
REMOVED REAR DIFF COVER FOR INSPECTION. DIFF NEEDS
COMPLETE OVERHAUL. ESTIMATE GIVEN, CUSTOMER DECLINED
1.0 DIAG



JOB # 1 TOTAL LABOR & PARTS 0.00

TECHNICIAN CERTIFICATION-----
96764 ED LUTHER 222233433323

TOTALS-----

* NEXT RECOMMENDED SERVICE: *
* 05/02/2018 / 238383 MI 10CHZROT OPEN *

HAYES CHRYSLER DODGE JEEP
3115 Frontage Road
Gainesville, Georgia 30504
770-535-2835 FAX 770-535-6819

Thank you for your business.
4 OIL CHANGES FOR \$75.00 5 QUARTS, NON SYNTHETIC OIL, ALL
MAKES AND MODELS.

Paid by: Cash Check MC Visa Amex Disc AR

WE SERVICE FORD, CHEVROLET, TOYOTA, HONDA, NISSAN, GMC,
BUICK, KIA, HYUNDAI, BMW, TRUCKS UP TO 5500 SERIES.

Open from 7:30 to 6:00 M-F 7:30 to 3:00 on Saturday.

TOTAL LABOR.... 0.00
TOTAL PARTS.... 0.00
TOTAL SUBLET... 0.00
TOTAL G.O.G.... 0.00
TOTAL MISC CHG. 0.00
TOTAL MISC DISC 0.00
TOTAL TAX..... 0.00

TOTAL INVOICE \$ 0.00

CUSTOMER SIGNATURE

(*) I was Quoted
\$2800.00
To Replace rear
Drive line with
my ~~parts~~
I Didn't Have
Just Best Center
Truck was Hauled
2 times By
Teri Kempel's Towing
At \$125.00 Both
times 125.00
\$250.00
Once from Oakwood
GA. to Cleveland
GA. Then from
Cleveland GA to
Murrelle GA.
There it was
Repaired By
Sammy Flanagan

Towing
2-X's

\$275.⁰⁰

RECEIPT		No.	[REDACTED]
DATE	Aug 2 2018		
FROM	[REDACTED]	\$	125 ⁰⁰
04 Dodge Ram 4wd			DOLLARS
☐ FOR RENT			
☒ FOR towing			
ACCT.	125 ⁰⁰	☐ CASH	FROM _____ TO _____
PAID	125 ⁰⁰	☐ CHECK	
DUE	[REDACTED]	☐ MONEY ORDER	
		☐ CREDIT CARD	
		BY	Kurtall Towing
		A-2501 T-46820	

RECEIPT		No.	[REDACTED]
DATE	Mar 12 2018		
FROM	[REDACTED]	\$	150. ⁰⁰
			DOLLARS
☐ FOR RENT			
☒ FOR 04 Dodge Ram towing			
ACCT.		☒ CASH	FROM _____ TO _____
PAID		☐ CHECK	
DUE		☐ MONEY ORDER	
		☐ CREDIT CARD	
		BY	Kurtall Towing
		A-2501 T-46820	

Customer's
Order No.

NAME
SOLD TO

ADDRESS

SALESMAN

TERMS

CASH ☒ CHARGE ☐ C. O. D. ☐ PAID OUT ☐ RETD. MDSE. ☐ RECD. ON ACCT. ☐

QUAN.	DESCRIPTION	PRICE	AMOUNT
1	Complete Rear End Differential Case	1899.00	
	1 labor	500.00	
	SUBTOTAL	2399.00	
	TAX	191.92	
		2590.92	
	Pd CASH	2590.92	

All claims and returned goods MUST be accompanied by this bill.

SIGNATURE

Repair Bill

I paid in full in Cash

\$ 2,590.92