

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

From: [DataQuality, DataQuality \(NHTSA\)](#)
To: [EVOQ \(NHTSA\)](#)
Subject: FW: Follow up to ODI Complaint -----11383064 -----
Date: Monday, January 25, 2021 4:55:57 PM
Attachments: [REDACTED]

From: [REDACTED]
Sent: Monday, January 25, 2021 4:45 PM
To: DataQuality, DataQuality (NHTSA) <DataQuality@dot.gov>
Subject: Fw: Follow up to ODI Complaint -----11383064 -----

CAUTION: This email originated from outside of the Department of Transportation (DOT). Do not click on links or open attachments unless you recognize the sender and know the content is safe.

hi , wrong spelling of my name correct is [REDACTED]

CORRECT MILAGE 163793

POSSIBLE TRANSMITION DAMAGE DUE TO TRANSFER CASE FAILER,

I'M ORGINAL OWNER

POWERTRAIN 4 WHEEL DRIVE

THANK YOU

From: EVOQ (NHTSA) <EVOQ@dot.gov>
Sent: Friday, January 22, 2021 5:54 PM
To: [REDACTED]
Subject: FW: Follow up to ODI Complaint -----11383064 -----

Please see the attached copy of your recent complaint and instructions. Please make any necessary edits and return via email to dataquality@dot.gov or fax to (202) 366-1767. Due to the volume of complaints we receive and our limited resources, we cannot respond to every complaint.
NHTSA/Office of Defects Investigation



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	Repository <input type="checkbox"/>
11-DEC-2020	Reference No. 11383064

OWNER INFORMATION (Type or Print)

Name	Daytime Telephone Number	E-mail Address
Address		
City MYRTLE BEACH	State SC	Zip Code
	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 3C7WRNFL3JG	Make RAM	Model 5500	Model Year 2018
Date Purchased	Dealer's Name and Telephone Number	Engine: No: Cylinders 6	Fuel Type: Diesel
Original Owner <input type="checkbox"/>	Dealer's City	State	Zip Code
Transmission Type <input type="checkbox"/> Antilock Brakes <input type="checkbox"/> Cruise Control	Powertrain REAR WHEEL DRIVE	Multiple Failure: 1	Incident Date(s) 02-OCT-2020

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Codes: 020000 SUSPENSION, 104000 POWER TRAIN: TRANSFER CASE (4-WHEEL DRIVE)	Failure Mileage 160000	Failure Speed 45
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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: DOTMAL9ABC036)	<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
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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 2018 RAM 5500. THE CONTACT STATED THAT WHILE DRIVING ON THE HIGHWAY AT 45 MPH, THE TRANSFER CASE EXPLODED. THE FRONT DRIVE SHAFT FRACTURED IN HALF AND PUNCHED A HOLE IN THE FLOORBOARD OF THE CABIN OF THE VEHICLE. THE CONTACT PULLED OFF THE HIGHWAY SAFELY. THE VEHICLE WAS TOWED TO AN INDEPENDENT MECHANIC WHO DIAGNOSED THE FAILURE WITH THE TRANSFER CASE. THE VEHICLE WAS TOWED TO ANOTHER INDEPENDENT MECHANIC CLOSER TO THE CONTACT'S RESIDENCE. THE VEHICLE WAS NOT REPAIRED DUE TO PARTS NOT BEING AVAILABLE FOR THE REPAIRS. CONWAY CHRYSLER DODGE JEEP RAM (2385 CHURCH STREET, CONWAY, SC 29526, (843) 438-4363) WAS CONTACTED AND REFERRED THE CONTACT TO THE MANUFACTURER. THE MANUFACTURER WAS MADE AWARE OF THE FAILURE AND PROVIDED A CASE NUMBER. THE FAILURE MILEAGE WAS 160,000. *DT*DT *TR

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.