

April 17, 2023

Banner Elk, NC

TO: National Highway Traffic Safety Administration
(submitted with Form 2127-0008, reference number 11506425)

To Whom it May Concern:

Please find enclosed the following documents for my claim relating to the rear differential on my Dodge Ram.

1. Your vehicle owner's questionnaire (form O.M.B. 2127-0008)
2. Invoice from the Maryland shop that repaired the vehicle
3. Invoice from the North Carolina shop that sold me a remanufactured axle
4. Photo taken immediately after the incident, showing the drive shaft disconnected from the differential
5. Photo showing the missing pinion nut, which was lost during the incident, presumably thrown into the road
6. Photo showing the intact pinion to demonstrate that it was not the failure point

This incident matches *exactly* the defect for which NHTSA Campaign 12V474000 was issued. My vehicle was manufactured just a month or so after the window of time to which the recall applied. It seems clear that the problem pinion nut continued to be installed in new vehicles after the recall ended.

Please advise me on any further steps I should take to recover from Fiat Chrysler the money I spent on these repairs. I thank you in advance for your assistance.

Yours truly,

[Redacted Signature]

62

U.S. Department
of TransportationNational 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

09-FEB-2023

Repository ☐Reference No.
11506425**OWNER INFORMATION (Type or Print)**

Name

Address

City

Banner Elk

State

NC

ZIP Code

Daytime Telephone Number

E-mail Address

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

1D7RVLCF2A

MAKE

DODGE

Model

RAM

Model Year

2010

Date Purchased

Dealer's Name and Telephone Number 423-282-2493

BMW of Manhattan 212-5862269

Engine

No. Cylinders

8

Fuel Type

GAS

Original Owner

☐

Dealer's City New York City

STATE

NY

ZIP Code

10019

Transmission Type

Auto

☒ Anti-lock Brakes☒ Cruise Control

Powertrain

Multiple Failure

Incident Date(s)

01-FEB-2023

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Components Codes: 100000 POWER TRAIN

Failure Mileage
130000.0Failure Speed
30

PINION NUT @ REAR DIFFERENTIAL

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 Requirement☐ 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), injury(ies).)

Crash

☐ Yes☒ No

Fire

☐ Yes☒ No

Number of Persons Injured

0

Number of Deaths

0

Reported to Police

N

Narrative Description of Incident(s), Crash(es), 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).

The contact owns a 2010 Ram 1500. The contact stated that while driving approximately 30 MPH, there was a loud bang underneath the vehicle. The contact stated that the rear axle was completely locked in position, causing the rear wheels to start dragging while the contact was pulling to the side of the road. The vehicle was towed to a certified mechanic who diagnosed that the drive shaft had disconnected from the rear differential. The contact related the failure to NHTSA Campaign Number: 12V474000 (Power Train) however, the VIN was not included. The vehicle was ~~not~~ repaired. The manufacturer was not made aware of the failure. The approximate failure mileage was 130,000.

PINION NUT CAME LOOSE

PIC SHOWS INTACT PINION - NUT LOST IN INCIDENT

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.



Speedy Lube

12300 Conway Rd. unit 7

Beltsville, MD 20705

Tel. 301-672-1376

Date	Invoice #
2/04/23	

Name

Address

Phone

MECH: KYLE RECHLER

@ LOCALS GARAGE

829-264-4883

YEAR	MAKE	MODEL	LIC #	MILEAGE	ENG/TRANS	VIN	QTY	DESCRIPTION	PRICE/EACH	AMOUNT
10	Dodge	1500		135,401	5.7 Auto	1D7EV3CT2A5				
*								REAR DIFFERENTIAL (REBUILT)		OWN
*								LABOR PLUS FLUIDS		530.00
-								JEGS.COM		
								1-800-345-4545		
-								NATIONAL DIFFERENTIAL.COM		
								719-725-1559		
-								POWERTRAINPRODUCTS.NET		
								877-449-4310		
NOTES: DIFFERENTIAL CAM & WITHOUT SHAFTS AND BRAKES									SUB TOTAL	530.00
									SALES TAX 6%	31.80
									TOTAL	561.80

Feb
23Speedy Lube
Center

Gas/Automotive

\$561.80

12300 Conway Rd
BELTSVILLE, MD 20705 USA
(240) 241-4630
[Merchant Website](#)

Purchased: Wed, Feb 22,
2023

Posted: Thu, Feb 23,
2023

Purchased By:



Appears on statement as:
SPEEDY LUBE CENTER
BELTSVILLE MD 20705 USA

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To help you identify your purchases, we may provide additional information about your transactions, including the company name, address, phone number, marks, and logos. This additional information might not be accurate and does not imply any affiliation between Capital One and the company. Always refer to the original transaction descriptions that appear on your statement.

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Products and services are offered by Capital One, N.A., Member FDIC. Deposit products are insured to [current FDIC limits](#).

Locals Garage

2464 Highway 421S Suite 100
Boone, NC 28607
828-264-4883

Thank You For Your Business!!!
Hours: Monday - Friday 7:30 am - 5:00 pm
Email: localsgarage421office@gmail.com

4/24/2023 11:00:30 AM EDT

Invoice # [REDACTED] Sub Est 2

Page:1

Phone [REDACTED]

Service Writer

: kb1

Vehicle : 2010 Dodge Ram 1500 1/2 Ton - Pickup 5.7 L 345 CID V8 Hemi

VIN : 1D7RV1CT2A9 [REDACTED]

Tag/State

:

Fleet #/Driver:

Created : 2/10/2023 10:55:15 AM EST

Odometer In : 136452

Invoiced : 3/20/2023 4:59:10 PM EDT

Odometer Out : 136452

Parts

Code	Description	Condition	Unit Price	Price
	REMAN REAR AXLE ASSEMBLY		\$1,750.00	\$1,750.00
			\$200.00	\$200.00

Parts \$1,950.00

Shop Supplies \$34.99

Sales Tax NC Sales Tax @ 6.75% \$133.99

NC 2% Tire Tax \$0.00

Total \$2,118.98

Technician Code

Certification #

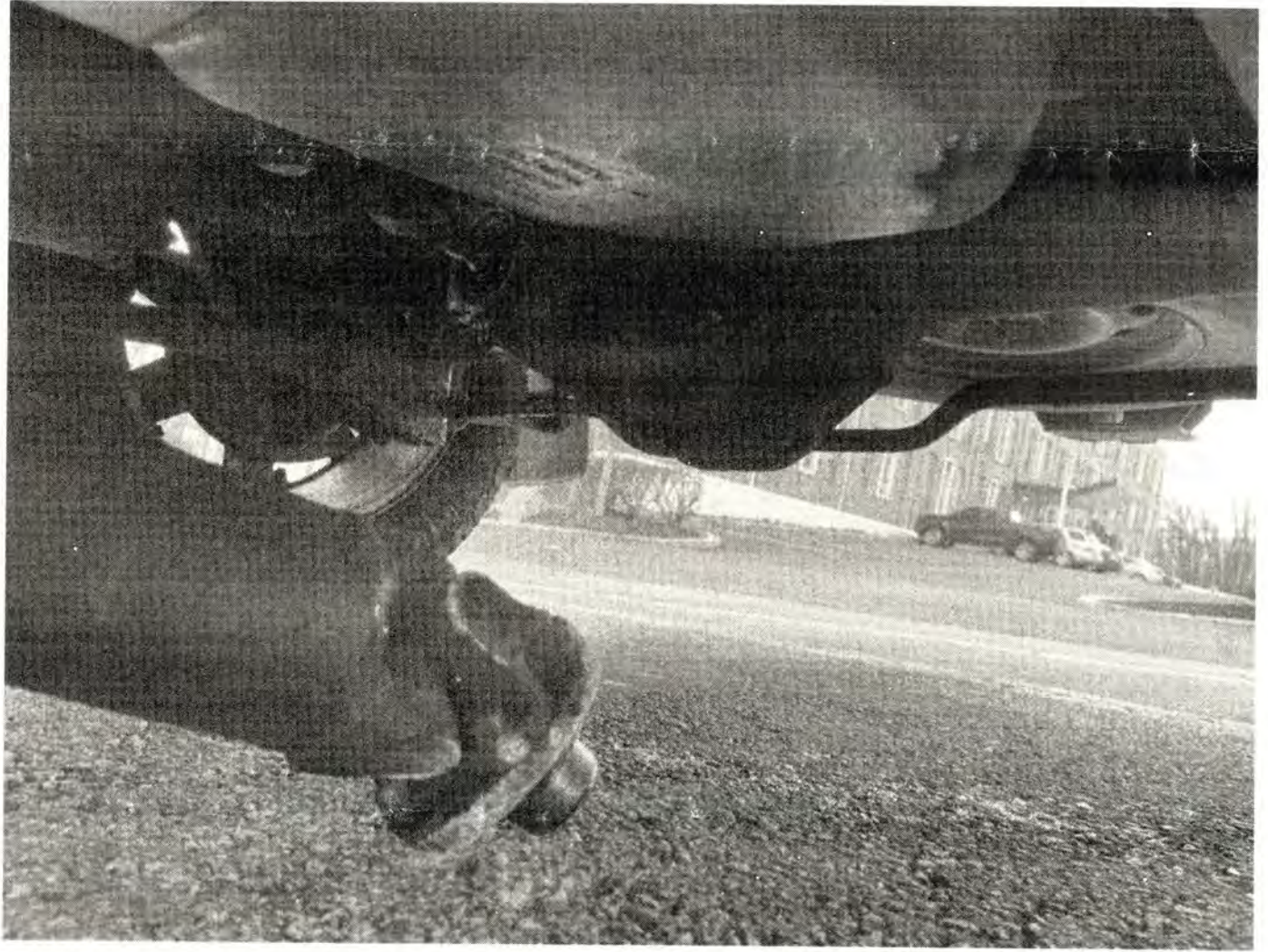
Scholl

Approvals

Date & Time Total Amount Authorized By Method Employee

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 48 hrs. after repairs are completed WILL INCUR A \$35.00 PER DAY STORAGE FEE. 24 Month or 24,000 Mile Warranty On Repairs.

Customer Signature _____







[REDACTED]
Banner Elk, NC [REDACTED]

GREENSBORO NC 270
PIEDMONT TRIAD AREA
7 AUG 2023 PM 1 L



National Highway Traffic Safety Administration
attn: Safety Hotline
1200 New Jersey Ave. SE
Washington, DC 20590

ENCLOSED: Form 2127-0008

20590-

08/08

