Form Approved: O.M.B. No. 2127-0008

US Department of Transportation

National Highway Traffic Safety Administration

SAFETY HOTLINE

VEHICLE OWNER'S QUESTIONNAIRE

NATIONWIDE 1-800-424-9393
DC METRO AREA 202-366-0123

Posted

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DATE RECEIVED RECEIVED 00 FEB -9 AM 4:20 OFFICE DEFECTS INVESTIGATION

QC'd

dt ___ ___
od-ltr ___ ___
up-ltr ___ ___

REFERENCE NO. 550820

OWNER INFORMATION (TYPE OR PRINT)

NAME and ADDRESS

[redacted]

DAY TIME TELEPHONE NO. (AREA CODE)

[redacted]

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle? YES ☑ NO ☐
In the absence of an authorization, NHTSA WILL NOT provide your name or address to the vehicle manufacturer.

SIGNATURE OF OWNER [redacted] DATE 1-19-00

VEHICLE INFORMATION

VEHICLE IDENTIFICATION NO.*	VEHICLE MAKE	VEHICLE MODEL	MODEL YEAR
3B7KF2263WG198680	Dodge	RAM 2500 HD	1998

*LOCATED AT BOTTOM OF WINDSHIELD ON DRIVER'S SIDE

CURRENT ODOMETER READING: 33100

DATE PURCHASED 4-17-98 ☑ NEW ☐ USED

DEALER'S NAME, CITY & STATE: 740-335-3700 Doug MARINE MOTORS

ENGINE SIZE (CID/CC/L) ___ NO. CYLINDERS 6 ☑ TURBO DIESEL ☐ GAS ☐ FUEL INJECTN

TRANSMISSION TYPE: ☑ MANUAL ☐ AUTOMATIC

ANTILOCK BRAKES: ☑ YES ☐ NO

RESTRAINT SYSTEM: ☑ DRIVERSIDE AIRBAG ☐ MOTORBELT ☑ PASSENGERSIDE AIRBAG ☑ 3-POINT BELT ☐ 2-POINT BELT

CRUISE CONTROL: ☑ YES ☐ NO

DRIVETRAIN: ☐ FRONT ☐ REAR ☑ 4-WHEEL

BODY STYLE: STAWAG ___ 4 DR ___ 2 DR ___ HATCH BK ___ VAN ___ PK UP TRK ☑ OTHER ___

FAILED COMPONENT(S)/PART(S) INFORMATION (REPORT TIRE INFORMATION ON BACK)

COMPONENT	PART NAME(S)	LOCATION	FAILED PART(S)
FRONT AXLE	INNER wheel SEALS & wheel Bearing	☑ LEFT FRONT ☑ RIGHT REAR	☐ ORIGINAL ☑ REPLACEMENT (Replaced)

NO. OF FAILURES: 2

DATE(S) OF FAILURE(S): 6-8-98 / 9-27-99

MILEAGE AT FAILURE(S): 2,829 / 28,775

VEHICLE SPEED AT FAILURE(S)

MANUFACTURER CONTACTED: ☑ YES ☐ NO

NHTSA PREVIOUSLY CONTACTED: ☐ YES ☐ NO

APPLICABLE ACCIDENT INFORMATION

ACCIDENT	FIRE	NUMBER PERSONS INJURED	NUMBER OF FATALITIES	PROPERTY DAMAGE ESTS	POLICE REPORTED
☐ YES ☑ NO	☐ YES ☑ NO	none	none	___	☐ YES ☑ NO

NARRATIVE DESCRIPTION OF FAILURE(S), ACCIDENT(S), INJURY(IES)

I have a lot of grease coming out of right inside wheel in front the manufactor says it's ok & normal, But I'm worried that with the amount of grease coming out that possibly of the wheel Bearing locking up & causing an accident since they're both leaking on the steering axle. I have asked the manufactor to replace them but they say it is normal

CONTINUE ON BACK IF NEEDED

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.

HS-Form 350 (Rev. 5-92)

Fold to show Return Address (no stamp needed) Fasten with tape or staple and mail

INFORMATION ON TIRE FAILURE(S) (IF APPLICABLE)

TIRE IDENTIFICATION NO.*	MANUFACTURER/TIRE NAME	SIZE
D O T		

* The identification number consists of 7 to 10 letters and numerals following the letters DOT. It is usually located near the rim flange on the side opposite the whitewall or on either side of a blackwall tire.

NARRATIVE DESCRIPTION (CONTINUED)

and if it causes me to have an accident & or injures & will take legal action against the dealer & Daimler - chrysler cause all that they've done is give me a service Bulletin saying that they know they have a problem but that doesn't help me & didn't fix the problem.

☆ U.S. G.P.O.: 1994 – 524-392

U.S. Department
of Transportation

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POSTAGE WILL BE PAID BY NATL HWY TRAFFIC SAFETY ADMIN.

U.S. Department of Transportation
National Highway Traffic Safety Administration
Auto Safety Hotline, NEF-11 HL
400 7th Street, SW
Washington, DC 20590

NO: 02-06-99

SUBJECT: Front Wheel Bearing Grease Is Evident On The Bearing Seal Area.

DATE: 02-06-99

NOTE: THIS BULLETIN APPLIES TO ALL SUBJECT DAKOTA AND DURANGO VEHICLES AND RAM TRUCKS EQUIPPED WITH FOUR WHEEL DRIVE.

DISCUSSION:

Front wheel bearings may incorrectly be diagnosed as faulty due to the evidence of wheel bearing grease on the bearing seal areas. This grease purge is a normal design condition. The factory fill of the bearings include a slightly greater amount of grease than is required for the bearing lifetime lubricant. A portion of the grease purges through the self-venting seal in the initial few thousand miles to form an additional barrier in the area of the seal and the stamped slinger. This barrier aids in the prevention of contaminants passing through the seal and into the bearing. Do not remove or clean the purged grease as part of normal maintenance due to the fact that it provides additional protection and once removed, damage to the seal and bearing could result.

NOTE: UNDER NORMAL CONDITIONS, THERE MAY BE A SPLATTERING OF GREASE RADIALLY OUTWARD ON THE STEERING KNUCKLE FROM THE GREASE BARRIER AREA THAT CAN BE AS THICK AS 4 MM (0.125 IN.).

Front wheel bearings should be replaced only if:

- The seal shows visible damage
- The bearing endplay is greater than 0.13 mm (0.005 in.)
- The bearing was operated without the proper clamping force from the spindle nut
- The bearing has a rough, sticky feel when rotated

POLICY: Information Only