



U.S. Department
of Transportation
**National Highway
Traffic Safety
Administration**

Auto Safety Hotline

Vehicle Owner's Questionnaire

NATIONWIDE 1-800-424-9393
DC METRO AREA (202) 366-0123
INTERNET: <http://www.nhtsa.dot.gov>

FOR AGENCY USE ONLY 258

Date Received

23-JAN-2002

Ord. or
rt. dt
pd. rt
rp. ltr

Reference No.

757215

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

Signature of Owner _____ Date ____/____/____

VEHICLE INFORMATION

Vehicle Ident. No. (VIN) (Location at bottom of windshield and driver's side)	Vehicle Make	Vehicle Model	Vehicle Year	Current Odometer Reading
1B7HC16X61S216851	DODGE TRUCK	RAM 1500	2001	

Purchase Date 01-MAR-2001	Dealer's Name _____	Engine Size (CID/CC/L) <u>3.9L</u>	☐ Turbo ☐ Diesel ☐ Gas ☒ Fuel Injection
☒ New ☐ Used	City _____ State _____ Zip Code _____	No Cylinders _____	

Transmission Type ☐ Manual ☐ Automatic	Antilock Brakes ☐ Yes ☒ No	Restraint System ☒ 3-Point Belt ☐ Motorbelt ☐ Driverside Airbag ☐ 2-Point Bel ☐ Passengerside Airbag	Cruise Control ☐ Yes ☒ No	Drive Train ☐ Front ☒ Rear ☐ 4-Wheel	Vehicle Type ☐ Car ☐ Sport Util ☐ Van ☐ Truck ☐ Minivan ☐ Motorcycle ☐ Other _____	Body Style ☐ 2-Door ☐ 4-Door ☐ Stationwagon ☒ Pick Up Truck ☐ Other _____
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FAILED COMPONENT(S)/PART(S) INFORMATION

Component 03270000 07460000 07463000	Part Name(s) BRAKES:HYDRAULIC:SHOE:DISC BRAKE SYSTEM POWER TRAIN:AXLE ASSEMBLY POWER TRAIN:AXLE ASSEMBLY:BEARING:AXLE SHAFT	Location ☐ Left ☐ Right ☐ Front ☐ Rear	Failed Part(s) ☐ Original ☐ Replacement
No of Failure 1	Date(s) of Failure(s) <u>14-JAN-2002</u> Mileage at Failure(s) <u>9049</u> Vehicle Speed at Failure(s) _____	Failed Part(s) ☐ Yes ☐ No	NHTSA Previously ☐ Yes ☐ No

APPLICATION INCIDENT INFORMATION

(Please describe in detail the incident(s), Failure(s), Crash(es), and Injury(ies) on the back of this form)

Crash ☐ Yes ☐ No	Fire ☐ Yes ☒ No	Number of Persons Injured 1	Number of Fatalities 0	Estimated Property Damag _____	Reported to Police ☐ Yes ☒ No
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NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)

PER DEALER SERVICE ADVISOR, MY TRUCKS WHEEL SUB-ASSEMBLY WAS DAMAGED FROM AN OVER-TORQUED CENTER NUT (DURING MANUFACTURE ASSEMBLY). THIS CONDITION CAUSED THE BEARINGS TO SEIZE AND SUPERHEAT, THEY HAVE BEEN CUTTING INTO THE AXLE AND THE HEAT EXPANSION CAUSED THE BRAKES TO FAIL (LOCKED ON, BUT STEERING HAS NOT BEEN PULLING). PARTS NEEDING REPLACEMENT INCLUDE: AXLE; CALIPER; HUB AND BEARINGS; ROTOR; CENTER NUT; CENTER CAP.

COPIES OF THIS FORM ARE:

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.

p 3

From: Margaret Cauthorne
To: [REDACTED]
Date: 2/8/02 4:06PM
Subject: Re: ODI Number 757215-Delegated

Mr. Perdreauville:

I'm not positive if there is a contact person in your area. I have inquired and am waiting for a response.

> [REDACTED] 2/08/02 02:03AM >>>

Dear Ms. Cauthorne;

I appreciate your reply, it was the first one.

Will anyone within your massive organization be able to assist me in locating appropriate testing personnel and facilities within the southern California area?

Pending test results, the truck remains in its stated condition (hazardous to my health and unsafe for driving.) Please advise.

Thank you.
[REDACTED]

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

From: "Cauthorne, Margaret <NHTSA>" <Margaret.Cauthorne@nhtsa.dot.gov>

To: "IPM Return requested (Receipt notification requested)"
[REDACTED]

Sent: Thursday, February 07, 2002 11:05 AM

Subject: Fwd: Re: ODI Number 757215-Delegated

>

>

p2

From: [REDACTED]
To: Margaret <NHTSA> Cauthorne
Date: 2/8/02 7:02AM
Subject: ODI Number 757215-Delegated

Dear Ms. Cauthorne;

I appreciate your reply, it was the first one.

Will anyone within your massive organization be able to assist me in locating appropriate testing personnel and facilities within the southern California area?

Pending test results, the truck remains in its stated condition (hazardous to my health and unsafe for driving.) Please advise.

Thank you,
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To: "IPM Return requested (Receipt notification requested)"

[REDACTED] >

Sent: Thursday, February 07, 2002 11:05 AM

Subject: Fwd: Re: ODI Number 757215-Delegated

>

>

PI

From: Tom Bowman
To: Margaret Cauthorne
Date: 1/29/02 2:45PM
Subject: Re: ODI Number 757215-Delegated

I searched the NHTSA DIMS (Defect Information Mgt System) and did not find any other complaints similar in nature to # 757215 for Dodge Ram mfd in model years 1999, 2000, & 2001.

Since the method for setting bearing end-play is certain to vary among various manufacturers, I cannot comment on the method used by any individual manufacturer.

Since no other owners have notified NHTSA of similar problems, the only complaint in our records for this vehicle type/ problem category is # 757215.

Just in case this report could represent the first in a future series of related reports, I will mark my calendar & re-check in 4-6 weeks to be certain there has been no change in status.

In the meantime, I have to conclude that the reported incident represents a one-of-a-kind manufacturing anomaly.

Tom Bowman

CC: Richard Boyd

From: Margaret Cauthorne
To: Tom Bowman
Date: 1/29/02 1:15PM
Subject: Re: ODI Number 757215-Delegated

Tried to reach you.

Can you provide a paragraph for me in response to this e-mail
Thanks

>>> Tom Bowman 01/28/02 08:51AM >>>
good

I want/need a few more projects

PS: I prefer to work on the thorny ones.

Are you free to discuss now ? or when _____ ?

GTB

>>> Margaret Cauthorne 01/25/02 03:25PM >>>
Hi Dick:

This consumer is adding this information to his VOQ, however can you speak to his question, next to last paragraph.

Please inform me.

Thanks

=====

>>> Gwapropos <NHTSA> 01/24/02 09:04AM >>>
MCauthorne@nhtsa.dot.gov: Please do not reply to
gwapropos@nhtsa.dot.gov. Please respond To the author of the attached
letter (address embedded below). Or forward it To someone who can. Your
efforts are appreciated.

---Original Message---

From: WEBMASTER2@nhtsa.dot.gov [mailto:WEBMASTER2@nhtsa.dot.gov]
Sent: Wednesday, January 23, 2002 7:32 AM
To: gwapropos@nhtsa.dot.gov
Subject: ODI Number 757215-Delegated <3800301.31686.6199.43/end>

>> [REDACTED] 01/23/02 00:36 >>>

Webmaster,
This is important additional data for the above referenced file. Please
forward

this e-mail to the appropriate entity within your division. Thank you.
Charles Perdreauville

ADDITIONAL DETAILS

Per dealer service advisor, my trucks wheel sub-assembly was damaged from an over-torqued center nut (during manufacture assembly). This condition caused the bearings to seize and superheat, they have been cutting into the axle and the heat expansion caused the brakes to fail (locked on, but steering has not been pulling). Parts needing replacement include: axle; caliper; hub and bearings; rotor; center nut; center cap.

On each of my prior trips for service (2) I had complained about poor mileage (10-12 mpg) and bad odors in the cab compartment. In the last visit (Jan. 14) they finally identified the cause. The advisor said I was "lucky" that they found the problem because the axle could have failed and the wheel would have come off. Not a pretty thought. Although the repair work will be covered under warranty, I do not believe they will take all steps needed to fully reinstate the vehicle to a safe health condition.

Although I did not have an accident I believe I have been harmed. During the past four months my respiratory system has been failing badly. Although the problems were considered as allergies at first, then various strains of flu, I now contend that I have been breathing contaminants while driving the truck (those smells I complained about to the service dept.) Until all the medical test are completed and the final determinations are made, I have no way of knowing how much damage has been done to my health or what I may be confronted with in the future. Currently I am partially incapacitated and my work performance is indeed negatively impacted. In order to support a valid product liability case I must establish and prove that my condition was produced by the wheel assembly failure.

Can your organization help in any way? Can you direct me to qualified specialist capable of producing acceptable, irrefutable analysis of the trucks conditions and whether or not the position I am taking is valid? I'll have the vehicle repaired when the analysis is completed. I would appreciate your quick reply. Thank you.

Ps: Are the center nuts applied and tightened manually or by robots? What went wrong to allow this over-torqued condition? Were other vehicles affected? Please advise.

END

p 4

From: Tom Bowman
To: Margaret Cauthorne
Date: 2/8/02 5:23PM
Subject: Re: Fwd: ODI Number 757215-Delegated

I don't know of anyone in Calif who could help this fellow.

I also think that it is not good policy for Gov't to "take sides" by assisting an individual consumer press his complaint against a manufacturer .

Our role is to "persuade" a manufacturer to respond when a demonstrated product issue represents a significant risk to safety. Unfortunately, as my earlier research indicated, this consumer is either the first one or the only one to complain. Therefore, we really can't justify expending dept resources (even in a "sprawling organization" as he refers to it) to an issue which (it appears at this time) to be a one-of-a-kind situation.

Tom B

am not certain that

>>> Margaret Cauthorne 02/08/02 04:03PM >>>
Hello Tom:

Thanks for your previous response with reference to Mr. Perdreauxville's above reference ODI number.

He would also like to know if there is a person he can contact in the southern California area with regard to his problem.

Please let me know, and thanks for your assistance.

CC: Richard Boyd

From: Gwapropos <NHTSA>
To: Margaret <NHTSA> Cauthorne
Date: 2/11/02 2:47PM
Subject: Response-Delegated

MCauthorne@nhtsa.dot.gov: Please do not reply to
gwapropos@nhtsa.dot.gov. Please respond To the author of the attached
letter (address embedded below), Or forward it To someone who can. Your
efforts are appreciated.

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

From: WEBMASTER2@nhtsa.dot.gov [mailto:WEBMASTER2@nhtsa.dot.gov]
Sent: Monday, February 11, 2002 8:20 AM
To: gwapropos@nhtsa.dot.gov
Subject: Response-Delegated <3800301.33979.988.43/end>

>>> "FarougiC@aol.com" 02/11/02 08:17 >>>

In 1994 I sent you information about defective transmissions in the Jeep
Grand Cherokee. You were given irrefutable proof that these transmissions
could come out of Park. How do I know? I was a Senior Claims adjuster for
the

Aetna Casualty for 10 years and in that time I even taught the FBI some
tricks on how to investigate. Out of 9,000 claims adjusters with the company

the Senior V. P. said I was the finest example of an adjuster he had seen in

his thirty-five years in the business.

I can and have built a car from scratch and I know what constitutes concrete

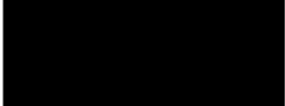
evidence.

Last year I notified you of brake problems with the 1992 Cadillac Allante.
Again, you were given all the evidence you needed to verify a defect in the
product causing a major safety hazard. As I have pointed out this was
information from one expert to a (so called) another. I use the words "so
called" because you work for the government and the standards there are
pretty low.

Now, having said all this we get to the point. Why have I never heard back
from you? In private business we expect adjusters to carry two to three
hundred files which include car crashes, plane crashes and even bank
defalcation claims. And, we would get fired if we didn't respond within ten
days.

Maybe I should notify my congressman so he might ask what you people are
doing when you can't take time to investigate claims that are easily
documentable. If I were him I would vote to cut your budget to zero and fire

the whole worthless lot of you.



From: Margaret Cauthorne
To: [REDACTED]
Date: 2/26/02 10:16AM
Subject: Re: ODI Number 757215-Delegated

757215

Dear Mr. Perdreauville:

Thank you for your e-mail dated January 21, 2002, concerning problems with your Dodge Ram Truck.

The National Highway Traffic Safety Administration (NHTSA) is responsible for improving safety on our Nation's highways. We are authorized to order manufacturers to recall and repair vehicles or items of motor vehicle equipment when our investigations indicate that they contain serious safety defects in their design, construction, or performance. We also monitor the adequacy of manufacturers' recall campaigns. In order for the agency to initiate an investigation, sufficient data must exist to warrant the expenditure of agency resources. We cannot act on isolated problems or disputes between individual owners and dealers or manufacturers.

A search of our data system revealed no other reports of problems similar to yours; therefore, we plan no further action at this time.

Please check with your insurance agent to see if they can direct you to a facility that you are seeking. Additionally, you may contact the Federal Motor Carrier Safety Administration (FMCSA) which is responsible for preventing commercial motor vehicle related fatalities and injuries. You can contact FMCSA at <http://www.fmcsa.dot.gov> or by telephone at 1-888-DOT-SAFT (366-7238).

If I can be of any further assistance, I can be contacted at 202-366-5211.

Sincerely,

Alberto A. Jimenez
U.S. Department of Transportation
NHTSA, Office of Defects Investigation
400 7th Street, SW
Washington, DC 20590

>>> [REDACTED] 02/08/02 02:03AM >>>

Dear Ms. Cauthorne;

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Thank you,

[REDACTED]

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

From: "Cauthorne, Margaret <NHTSA>" <Margaret.Cauthorne@nhtsa.dot.gov>
To: "IPM Return requested (Receipt notification requested)"

[REDACTED]

Sent: Thursday, February 07, 2002 11:05 AM
Subject: Fwd: Re: ODI Number 757215-Delegated

From: Tom Bowman
To: Margaret Cauthorne
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From: [REDACTED]
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[REDACTED]

Sent: Thursday, February 07, 2002 11:05 AM
Subject: Fwd: Re: ODI Number 757215-Delegated

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Date: 1/29/02 2:45PM
Subject: Re: ODI Number 757215-Delegated

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In the meantime, I have to conclude that the reported incident represents a one-of-a-kind manufacturing anomaly.

Tom Bowman

CC: Richard Boyd

From: Margaret Cauthorne
To: [REDACTED]
Date: 2/7/02 2:07PM
Subject: Fwd: Re: ODI Number 757215-Delegated

From: Gwapropos <NHTSA>
To: Margaret <NHTSA> Cauthorne
Date: 1/24/02 9:07 AM
Subject: ODI Number 757215-Delegated

757215

MCauthorne@nhtsa.dot.gov: Please do not reply to
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To: gwapropos@nhtsa.dot.gov
Subject: ODI Number 757215-Delegated <3800301.31686.6199.43/end>

>>> [REDACTED]@capitolpress.com 01/23/02 00:36 >>>

Webmaster,

This is important additional data for the above referenced file. Please
forward
this e-mail to the appropriate entity within your division. Thank you.
Charles Perdreauville

ADDITIONAL DETAILS

Per dealer service advisor, my trucks wheel sub-assembly was damaged from an
over-torqued center nut (during manufacture assembly). This condition caused
the bearings to seize and superheat, they have been cutting into the axle
and
the heat expansion caused the brakes to fail (locked on, but steering has
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been pulling). Parts needing replacement include: axle; caliper; hub and
bearings; rotor; center nut; center cap.

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they finally identified the cause. The advisor said I was "lucky" that they
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come off. Not a pretty thought. Although the repair work will be covered
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the vehicle to a safe health condition.

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past four months my respiratory system has been failing badly. Although the
problems were considered as allergies at first, then various strains of flu,
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(those smells I complained about to the service dept.) Until all the medical test are completed and the final determinations are made, I have no way of knowing how much damage has been done to my health or what I may be confronted with in the future. Currently I am partially incapacitated and my work performance is indeed negatively impacted. In order to support a valid product liability case I must establish and prove that my condition was produced by the wheel assembly failure.

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Ps: Are the center nuts applied and tightened manually or by robots? What went wrong to allow this over-torqued condition? Were other vehicles affected? Please advise.

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INTERNET: <http://www.nhtsa.dot.gov>

FOR AGENCY USE ONLY 1058

Date Received

26-FEB-2002

Od_or _____
rt_dt _____
pd_rt _____
rp_lr _____

Reference No.

757215

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

Signature of Owner _____ Date ____/____/____

VEHICLE INFORMATION

Vehicle Ident. No. (VIN) _____ (Locate at bottom of windshield and door hinge)		Vehicle Make DODGE TRUCK	Vehicle Model RAM	Vehicle Year 1900	Current Odometer Reading _____
Purchase Date ☐ New ☒ Used	Dealer's Name _____ City _____ State _____ Zip Code _____		Engine Size (CID/CC/L) _____ No Cylinders _____	☐ Turbo ☐ Diesel ☐ Gas ☐ Fuel Injection	
Transmission Type ☐ Manual ☐ Automatic	Antilock Brakes ☐ Yes ☒ No	Restraint System ☐ 3-Point Belt ☐ Motorbelt ☐ Driverside Airbag ☐ 2-Point Bel ☐ Passengerside Airbag	Cruise Control ☐ Yes ☒ No	Drive Train ☐ Front ☐ Rear ☐ 4-Wheel	Vehicle Type ☐ Car ☐ Sport Utl ☐ Van ☐ Truck ☐ Minivan ☐ Motorcycle ☐ Other _____ Body Style ☐ 2-Door ☐ 4-Door ☐ Stationwagon ☐ Pick Up Truck ☐ Other _____

FAILED COMPONENT(S)/PART(S) INFORMATION

Component 02600000	Part Name(s) WHEELS	Location ☐ Left ☐ Right ☐ Front ☐ Rear	Failed Part(s) ☐ Original ☐ Replacement
No of Failure 1	Date(s) of Failure(s) _____ Mileage at Failure(s) _____ Vehicle Speed at Failure(s) _____	Failed Part(s) ☐ Yes ☐ No	NHTSA Previously ☐ Yes ☐ No

APPLICATION INCIDENT INFORMATION

(Please describe in detail the incident(s), Failure(s), Crash(es), and injury(ies) on the back of this form)

Crash ☐ Yes ☐ No	Fire ☐ Yes ☒ No	Number of Persons Injured _____	Number of Fatalities _____	Estimated Property Damag _____	Reported to Police ☐ Yes ☒ No
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NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)

THE VEHICLE WHEEL SUB ASSEMBLY WAS DAMAGED FROMM AND OVER TOURQUED CENTER NUT DURING MANUFACTURER ASSEMBLY. THIS CONDITION CAUSED THE BEARINGS TO SEIZE AND SUPER HEAT. ^JG

CONTINUE ON REVERSE

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