



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 1058

Date Received: 2002 MAY 27 AM 11:42
Repository:
Reference No.: 10007096

OWNER INFORMATION (Type or Print)

Name: [Redacted]
Address: [Redacted]
City: LIVINGSTON State: TX Zip Code: [Redacted]

Daytime Telephone Number: [Redacted] E-mail Address: [Redacted]
Evening Telephone Number: [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: _____ Date: 3/21/03

VEHICLE INFORMATION

Vehicle Identification Number (Located at position where it is on driver's side): 3F67MC33D2VH527938
Make: DODGE Model: RAM Model Year: 1997
Date Purchased: 3-11-97 Dealer's Name and Telephone Number: Beauty RV Center
Original Owner: Dealer's City: TUCSON AZ State: AZ Zip Code: 85740 Engine: No. Cylinders: 5.8 Fuel Type: diesel
Transmission Type: A Antilock Brakes Cruise Control Powertrain: Rear
Vehicle Component Code: 980000 OTHER Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s): _____ Failure Mileage: _____ Failure Speed: _____
head lamp switch melted
transmission lines rubbed together

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: DOTM15ABC036) Original Equipment 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 Category (See Page 2): _____ Failed Part: _____

APPLICABLE INCIDENT INFORMATION

(Please describe in terms of the incident(s), failure(s), crash(es), and injury(ies).)

Crash: Yes No Fire: Yes No
Number of Persons Injured: _____ Number of Deaths: _____ Reported to Police: N

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).

CONSUMER REQUESTED THE STATUS OF 2 PREVIOUS COMPLAINTS THAT WERE SUBMITTED. *JB *JB

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.

[REDACTED]
Livingston, TX [REDACTED]
March 7, 2003

Re: 10987276

Mr. Stan Gwinner
DaimlerChrysler Motors
P.O.Box 21-8004
Auburn Hills, MI 48321-8004

Thank you for your response which I received today even though I do not agree with it.

I still would like an explanation as to why on Recall Number 819 for the Headlamp Switch which covered Dodge Ram 3500's built by October 21, 1996 could not be extended to cover our vehicle which is the same vehicle but was built on November 11, 1996. I feel that Dodge just picked that date of the 21st out of hat since our vehicle had the exact same problem as described and that when I asked the person at the recall center why I was just told "well we can't recall them all now can we?". Well yes you can if you want a satisfied Dodge customer.

I did not receive any information as for as the availability of a tech bulletin covering our transmission line rubbing together and creating a hole. Dodge dealers do not seem to know either so I am depending on the main people-you!

I have notified the Auto Safety Hotline and will now contact consumerwatchdog and the Action Line of the Good Sam Club. Somehow I want to get the word out to other Dodge owners to be aware of these potentially dangerous problems for which you do not want to seem to help.

Sincerely,

cc: Consumerwatchdog.org
Good Sam Action Line

[REDACTED]

COPY

Livingston, TX
February 19, 2003

VIN# 3B7MC33D2VM527938

DCCAC
PO Box 2188004
Auburn Hills, MI 48321-8004

Ladies/Gentlemen:

This letter is in follow-up to my phone call to y'all yesterday requesting information about two previous problems which I had contacted you about earlier. The answer I received yesterday was that nothing has been received by you so I am closing copies of all the paperwork regarding my TWO problems.

The first problem is regarding the Headlamp Switch. There was a safety recall #819 on it but it seems my truck was built 3 weeks to late to be covered even though I experienced the same problem. When I called the recall department I asked how that date was chosen and was told "we had to choose some date because we could not recall them all". That was not a very nice answer. My problem was exactly as described in the bulletin and I think the date should be extended so that my expenses of \$336.20 incurred at Breck Dodge in Tucson would be reimbursed to me.

The second problem is a transmission tube leak. The mechanic at Winter Haven Dodge in Winter Haven, Florida noticed a transmission fluid leak. This leak occurred from the rubbing of the tube from the cooler to the secondary cooler and then tube from the secondary cooler to the transmission had rubbed together so much so as to create a hole. The plastic spacers that Dodge had on there to prevent the problem were still in place but did not work in this case. Since is problem was created by the way it was built and not a maintenance item I feel that it should be reimbursed by Dodge in the amount of \$433.96

I have the parts from both problems available for your inspection, if needed.

Our phone number until March 27th will be [redacted] but will then be shut off as we travel. The only way you would be able to contact me would be through email at [redacted] or through snail mail at the above address. We will be reconnected at a new phone number in June.

Thank you for your consideration in the TWO above matters.

Sincerely,

[redacted signature]

enc.

2052 2904 1000 0750 2007

U.S. Postal Service
CERTIFIED MAIL RECEIPT
Guarantees Mail Delivery. No Return on Collect or Priority Mail.

Postage	\$ 1.06
Registered Fee	23.00
Return Receipt Fee (Endorsement Required)	1.75
Restricted Delivery Fee (Endorsement Required)	
Total Postage & Fees	\$ 511

Sent To: **DCCAC**
 Street, Apt. No. or PO Box No.: **P.O. Box 2188004**
 City, State, ZIP+4: **Auburn Hills MI 48321**

1-800 853-1777

NOTE: BEFORE ATTEMPTING THIS RECALL, REVIEW VIP OR VEHICLE HISTORY TAB TO VERIFY THAT THE RECALL APPLIES TO THIS VEHICLE AND HAS NOT BEEN COMPLETED.

DaimlerChrysler

June 1999

Dealer Service Instructions for:

Safety Recall No. 819 -- Headlamp Switch

Models

1994-1997 (BR) Dodge Ram 3500 Series Trucks

← our truck was built Nov 11, 1996

NOTE: This recall applies only to 3500 series trucks built through October 21, 1996 (MDH 1021XX).

IMPORTANT: Some of the involved vehicles may be in dealer used vehicle inventory. Dealers should complete this recall service on these vehicles before retail delivery. Dealers should also perform this recall on vehicles in for service as determined by using the DIAL VIP System.

Subject

Extended operation of the lights on about 79,000 of the above vehicles can overheat the headlamp switch and cause a fire. An overheated headlamp switch can also result in a sudden loss of headlamp and/or parklamp operation and cause an accident without warning.

Repair

The headlamp switch must be replaced and a parklamp circuit relay wiring harness must be installed. In addition, the headlamp switch electrical connector must be inspected and any damaged wires must be replaced.

Parts Information

Part Number	Description
CAJM8190	Headlamp Switch Package

Each package contains the following components:

Built 11/11/96

CM

[Redacted]
Livingston, TX [Redacted]
December 20, 2002

VIN 3B7MC33D2VM52738^A

US Dept. of Transportation
NHTSA
DOT Safety Hotline, NSA-10.1
400 7th Street, SW
Washington, DC 20590

Ladies/Gentlemen:

Enclosed is your form #2127-00008 along with copies of the correspondence and repair bills and the phone conversations with various people.

The problem with our lights began in September 2002. Various lights would come and go and we did not have any idea which ones would work when. On September 9, 2002 we went to Breck Dodge in Tucson, AZ to have it repaired. They found the headlamp switch wiring burnt and the switch melted. We had it repaired at a cost of \$336.20.

On October 29, 2002 the people driving on the Interstate behind us reported that we had no tail lights or turn signals operating. This was at 9pm. Very dangerous. On October 30, 2002 we went to Winter Haven Dodge in Winter Haven, FL to have it checked. The mechanic found loose wiring, ground wire broken in half, and remnants of the relay. The mechanic checked for a recall and found there to be one for this specific problem EXCEPT the truck had to be built before October 21, 1996 and ours was built on November 11, 2002.

We came home and contacted Dodge at 1-800-992-1997 and were directed to the recall Center at 1-800-853-1403. We were given a reference number of 10596524. We were to send a written complaint to the Operations Manager, P.O.Box 1040, St. Charles, MO 63002-1040 and to call the Auto Safety Hotline. at 1-800-424-9393. We sent all the receipts and letter and copy of the recall to the Operations Manager in a letter dated October 30, 2002 with a copy to DaimlerChrysler in Auburn Hills, Michigan. We received a FORM letter from David Pearl from the St. Charles, MO address stating only that there were no recalls on our truck. In our letter to him of October 30th I had stated that fact therefore I called to speak to him. I was told by the person that answered the phone at 1-800-853-1403 that it was not possible to speak to a certain person. I was put on hold. When she came back on I was told to call 1-800-992-1997 and after pressing lots of choices and was cut off as soon as a real person answered the phone so had to call again. I then spoke with Mick ID#279 who stated that he would forward the information about granting an exception that I asked for to the appropriate people.

P. 2
copy

The only thing that has come out of this correctly is the Breck Dodge in Tucson, AZ did stand behind there repair and sent us a check for \$70.88 that it had cost us to have their mechanics work redone.

*****The fix that I am requesting is that Safety recall No.819 - Headlamp Switch be extended beyond the built date of October 21, 1996 because we had the exact problem as described in the recall and it was not covered because the truck was built November 11, 1996 and that we be reimbursed for the expense of said switch for the amount of \$336.20 as per the invoice for the repair.

We do feel it is safer to drive even during the day with our lights on but how we will know that the switch does not melt agsin?

Sincerely,



enc.

copy

[REDACTED]
Livingston, TX [REDACTED]
October 30, 2002

Reference # 10577874

DCCAC
P.O. Box 21-8004
Auburn Hills, MI 48321

Ladies/Gentlemen:

Please consider this a follow-up letter to the one dated October 24, 2002 regarding our transmission line leak.

Enclosed is a copy of the bill for the repair.

Sincerely,

[REDACTED]

enc.

copy

[REDACTED]
Livingston, TX [REDACTED]
October 24, 2002

Reference # 10577874

DCCAC
P.O.Box 21-8004
Auburn Hills, MI 48321

Ladies/Gentlemen:

We have a 1997 Dodge Ram 3500 diesel with about 90,000 miles on it. Today we took it to the Dodge dealer in Winter Haven, Florida because transmission fluid was leaking. We were shown where there are two tubes near the transmission pan, one that comes out of the cooler to the secondary cooler and one that comes out of the secondary to the transmission cooler. We were shown on plastic clip which was used as a spacer to keep these two tubes from each other. In this particular case about 6-9 inches from the clip the two tubes had rubbed together until there is a hole in one and almost a hole in the other. The tubes are now on order and will be in tomorrow. The mechanic says he will put a split piece of rubber over the tubing so that the tubes will not touch each other.

We have two problems. One is that it should not have been built so that the two tubes rubbed each other. There was nothing we could do to prevent it. Second, since there is nothing the mechanic can do but repeat the same mistake that Dodge made, what will keep this from happening again?

Our service advisor at Winter Haven Dodge is Jerry Cash and he can be reached at 1-863-299-1243. Our mechanic is C.B. This is only for the time we are in Florida which will be till the end of March. Our Florida phone number until then is [REDACTED]. We would appreciate any help you can give us for this unexpected problem.

Sincerely,

[REDACTED]

copy

[Redacted]
Livingston, TX [Redacted]
October 30, 2002

Operations Manager
P. O. Box 1040
St. Charles, MO 63002-1040

Reference # 10596524
Safety Recall #819--Headlamp Switch

Ladies/Gentlemen:

I have read your Safety recall #819 regarding the headlamp switch in the 3500 Dodge Rams built until October 21, 1996 have a problem with that since we have the exact truck mentioned and had the exact problem with the switch box melting even though our truck was built on November 11, 1996. I believe that in the interest of safety and customer satisfaction that this recall should be extended and not cut off on October 21. We still have the melted switch if you are in need of it.

Enclosed you will find the invoice from the Dodge dealer in Tucson AZ where we had the work done at a cost of \$336.20. I feel that we should be reimbursed for this amount.

Also enclosed is an invoice from Winter Haven Dodge in Winter Haven Florida from today since we have been experiencing the same problem. As you can see by the mechanics notes it was poor workmanship that seems to have caused the problem to reoccur. Today's bill was for \$70.88 which we assume will be reimbursed to us by Breck Dodge of Tucson. If not I will contact you again.

This has been a dangerous situation both times because we did not know we were running with no taillights or running lights until a friend of ours happened to be driving behind. This is the way we discovered it both times. Hopefully it is now all clear.

We feel it is safer to use the lights whenever we are driving but because of the Dodge switch problem do you recommend that we do not?

Sincerely,

[Redacted Signature]

enc.

cc: DaimlerChrysler Corp.
CIMS 482-00-85
800 Chrysler Drive East
Auburn Hills, Michigan 48326-2757

**THE ATTACHMENTS TO THIS
DOCUMENT HAVE BEEN REMOVED
TO PROTECT UNWARRANTED
INVASION OF PERSONAL PRIVACY
PURSUANT TO EXEMPTION 6 OF
THE FREEDOM OF INFORMATION
ACT (FOIA), 5 U.S.C. 552(b)(6).**