



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 100145

Date Received

2003 APR 14
20-FEB-2003

Repository ☐

Reference No.
10008949

OWNER INFORMATION (Type or Print)

Name

Address

City

PORTLAND

State

OR

Zip Code

Daytime Telephone Number

503 251 5976

E-mail Address

Evening Telephone Number

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

VEHICLE INFORMATION

Vehicle Identification Number
1B7NP23G2XJ369878

Make

DODGE

Model

RAM

Model Year

1999

Date Purchased

5/23/99

Dealer's Name and Telephone Number

HERSHBERGER MOTOR INC. 3445

Engine

No. Cylinders

Fuel Type

Diesel

Original Owner

☒

Dealer's City

Woodburn

State

OR

Zip Code

97071-0586

Transmission Type

☐ Automatic

☐ Cruise Control

Powertrain

Vehicle Component Code

351300 EQUIPMENT: RECREATIONAL VEHICLE: LPG TANK VALVE/GAU

Multiple Failure: 1

4 times fuel level unit replaced

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)

20-FEB-2003

Failure Mileage

6000

Failure Speed

"Fuel level unit" or "Fuel sender unit"

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make

Tire Model (Name or Number)

Tire Size (Example P215/R15)

DOT No. (Example: DOTN19ABC036)

☐ 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 Component Code:

Failed Part:

APPLICABLE INCIDENT INFORMATION

(Please describe in detail the accident, 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).

THE FUEL GAUGE DID NOT GIVE A CORRECT READING *JB

Fuel gauge stays on Full even though

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.

Home Phone: [REDACTED]

[REDACTED]
Portland OR [REDACTED]

Business Phone: [REDACTED]

February 21, 2003

Daimler-Chrysler Motors Corp.
Customer Service Department
P. O. BOX 21 - 8004
Auburn Hills MI 48321-8004

1999 Dodge Ram 2500 - Vin# 1B7KF2362XJ569858

To Whom it May Concern:

I write this letter out of a safety concern for myself and other Dodge and Chrysler consumers, as I feel this issue represents a potential hazard for my safety and others. Specifically I refer to a problem with my 1999 Dodge Ram 2500 Diesel Truck. I have been forced to replace the same part four separate times in this truck's four years of existence, which I feel is excessive and expensive. The part is the "fuel level unit" or "fuel sender unit", which is the indicator for how much actual fuel is in the vehicle. This is a safety concern because the potential for breakdown on interstate or other highways is greatly increased by not having an accurate fuel consumption indicator, and the nature of a diesel engine is such that running the engine totally out of fuel can do irreparable damage.

The first time this gauge needed replacement, the car was only 30 days old. Then it had to be replaced twice within 8 months in 2001 and now we are on unit #4, just long enough to be out of warranty period, and therefore totally my expense of \$250.58. I release the water out of the fuel lines every other fill since I bought the truck in 1999. The mechanic tried to tell me this was caused by rust on the module from not releasing the water- I vehemently disagree. I am also very careful to fill the truck only from two reliable sources in my area for diesel fuel. I feel this is a design flaw of some sort and should be in line for recall review.

I also feel that replacing the same part so many times at a cost in time and dollars represents a significant inconvenience. Any recompense you can provide, or any other relief to possibly prevent the re-occurrence of this problem is greatly appreciated. I am enclosing copies of each repair for your verification, and await your reply.

Sincerely,

[REDACTED]

**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).**