



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 1375

Date Received

2003 OCT -6
05-MAR-2003

Repository ☐

File No.
10009890

OWNER INFORMATION (Type or Print)

Name

Address

City

CANFIELD

State

OH

Zip Code

Daytime Telephone Number

E-mail Address

Evening Telephone Number

Do you authorize NHTSA to
In the absence of an author
Signature of Owner

manufacturer of your vehicle?
your name or address to the vehicle manufacturer.
Date 3/17/03

VEHICLE INFORMATION

17 digit vehicle identification number located at bottom of windshield on driver's side
3B7AF2328XG242084

Make
DODGE

Model
RAM

Model Year
1999

Date Purchased
10-5-99

Dealer's Name and Telephone Number
Frederick B. Dodge

Engine
No: Cylinders

Fuel Type:
Gas

Original Owner
☒

Dealer's City
Cincinnati, Ohio

State
Ohio

Zip Code
45212

Transmission Type

☐ Antilock Brakes

Powertrain

Vehicle Component Code

063200 ENGINE AND ENGINE COOLING; EXHAUST SYSTEM; MANIFOLD

Multiple Failure: 1

FAILED COMPONENT(S) / PART(S) INFORMATION

Incident Date(s)
01-MAR-2003

Failure Mileage

Failure Speed

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: DOTM15ABC0361)

☐ 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:

APPLICABLE INCIDENT INFORMATION

(Please describe (1) the incident(s), failure(s), crash(es), and injury(ies).)

Crash

Fire

Number of Persons Injured

Number of Deaths

Reported to Police

☐ Yes ☒ No

☐ Yes ☒ No

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 FRONT SHOCK BOLTS WERE CORRODED. *JB

See Enclosed Photos

I have viewed Dodge Pickup with the same problem.
Thank you

Include, if available, Police/Fire Department Report, Photos, and Repair Invoice.

ATTACH ADDITIONAL SHEETS IF NECESSARY.

Under the Freedom of Information Act of 1974 (5 U.S.C. 552), the information requested is requested pursuant to authority vested in the National Highway Traffic Safety Administration and its employees. You are under no obligation to respond to this questionnaire. Your responses may be used to assist the NHTSA in determining whether a manufacturer should be subject to a recall to correct a safety defect. If the NHTSA proceeds with administrative enforcement or litigation against a manufacturer, your responses, or a factual summary thereof, may be used in support of the agency's action.

17/11/11

BH
→

→



10/11/11





Year	1990	1991	1992	1993	1994	1995	1996	1997	1998	1999	2000	2001	2002	2003	2004	2005	2006	2007	2008	2009	2010	2011	2012	2013	2014	2015	2016	2017	2018	2019	2020	2021	2022	2023	2024	2025	2026	2027	2028	2029	2030	2031	2032	2033	2034	2035	2036	2037	2038	2039	2040	2041	2042	2043	2044	2045	2046	2047	2048	2049	2050	2051	2052	2053	2054	2055	2056	2057	2058	2059	2060	2061	2062	2063	2064	2065	2066	2067	2068	2069	2070	2071	2072	2073	2074	2075	2076	2077	2078	2079	2080	2081	2082	2083	2084	2085	2086	2087	2088	2089	2090	2091	2092	2093	2094	2095	2096	2097	2098	2099
1990	1990	1991	1992	1993	1994	1995	1996	1997	1998	1999	2000	2001	2002	2003	2004	2005	2006	2007	2008	2009	2010	2011	2012	2013	2014	2015	2016	2017	2018	2019	2020	2021	2022	2023	2024	2025	2026	2027	2028	2029	2030	2031	2032	2033	2034	2035	2036	2037	2038	2039	2040	2041	2042	2043	2044	2045	2046	2047	2048	2049	2050	2051	2052	2053	2054	2055	2056	2057	2058	2059	2060	2061	2062	2063	2064	2065	2066	2067	2068	2069	2070	2071	2072	2073	2074	2075	2076	2077	2078	2079	2080	2081	2082	2083	2084	2085	2086	2087	2088	2089	2090	2091	2092	2093	2094	2095	2096	2097	2098	2099

[illegible]

PHOTOS

#1 Fuel Rail: This photo of the Fuel Rail Shows a significant amount of Corrosion, (Eaten into by degrees, thus causing in time the Fuel Rail to develop holes. These holes or hole will cause a potential fire from fuel spraying on a hot or cold motor. (Hot motor will ignite the fuel, a cold engine could spark the fuel to ignite. This fire could cause, if started while in the garage severe damage to my home. If I've started to spray gas while driving could lead to injuries or Fatalities to myself or others.

#2 Manifold: This photo of the manifold shows significant amount of Corrosion (Eaten away by degrees by chemical action) thus in time causing weakness. The potential is there for a hole or holes to burst through the thinner wall of metal, causing the fire to engulf the engine compartment, thus causing an accident & injuries to myself or others, or even fatalities, note in this photo, one of the bolts (stud) holding the manifold, on Eaten away from corrosion, and other

Components of the Engine, also.

#3 Top Mount for Shock Assembly:

This photo shows the washer and nut holding the shock assembly in place. The washer shows a significant amount of corrosion, (EATEN AWAY BY DEGRESS in time by chemical action). In time failure of the washer due to less thickness of metal will most assuredly cause the mount to fail. This could cause the loss of steering control of my vehicle and could potentially result in an accident involving myself and other vehicles.

These three photos identify the problems that concern me and others with the same problem, also see other photos enclosed of the engine and other components of the engine compartment.

This damaged caused by corrosion will greatly have an effect on the trade in value of this vehicle.

pg 1
Purchased Truck

on or about Oct 5 1999

1) Contacted Dealer about corrosion to the engine, Pumps, Hoses, Hood and etc on or about Feb 8 2001

2) Meet with Service manager, Mechanic, and someone else in service.

3) I asked if there was a rubber water guard gone, they went back into to look at the computer, they said that there was no such part for this truck, I got them to install something to stop this water from cut to damage the damage. They said they couldn't do that, I said I was going to install something, I was told if I added anything I would loose my warranty. I said I wanted to talk to the area sales factory Rep. The service director wrote a number on the back of his card and told me to call Daimler Chrysler, I didn't think this was right, I left very upset. I called Chrysler and talked to a woman who was very rude, telling me I was not suppose to call there, really giving me hell, after a back and forth she told

1
me to hold while she called the dealer,
she returned and advised me that the
service director told her that nothing
wrong with the truck that it runs good
and she hung up on me.

I went back to the dealer and talked
to the person ^{DALE R} Thomas who closed my purchase.
I told him I wanted to talk to Mr.
Frederick he said he was in a meeting. I
asked him to look at my truck, he did, didn't
say much, I asked him to look at some used
trucks, we looked at several, they all had
damage to the manifold having deep pits, they
all had been pressure washed. I ask him
if he would have Mr. Frederick call me, he
said he would. I waited several days
and didn't hear from Mr. Frederick. I call
again to talk to Mr. Frederick his sec
said she would have him call, to this
day I haven't from him. So I contacted
Att 242010.

III

I meet with Mr. Roy E. Wagner
at Reduct Dodge on Oct. 9 2002
almost 2 yrs after I made my complaint
He took pictures and we discussed the
situation. He made a comment that
Chrysler ~~stop~~ using Rubber Guards yrs ago
to save a few pennies, now its coming
back to haunt them. I was surprised
to hear him make this statement.

He stated in his Report that he
didn't hear a exhaust leak, how
would he know he didn't start the
truck. He was a very nice person.
He said that he would be sending
his pictures he had taken along with
a report.

* His report states that a shield would
reduce corrosion to exposed metal
components under the hood such as
exhaust manifolds, hardware, Transmissions
cooler lines, fuel rail.

* He states that there is only exhibit oxidation
which is typical of metal surfaces, not so
everything except plastic. How would
do this, word playing again.

IV

* The Webster's Dictionary -

(A) Oxidation 1.) the process of oxidizing 2.) the state or result of being oxidized.

Oxide 1.) compound of oxygen with an element or radical.

* Nothing about Rust

Radical - Associated with political group views.

↓ He states that this is Cosmetic oxidation

(B) Corrosion the action, process, or effect of corroding

Corrode to eat or to be eaten away by degrees as if by gnawing, to wear away gradually, by chemical action.

Mr Wagner's Report is very Canny
to use the word oxidation improperly
and not using the proper words
is describing what is happening to
the engine parts, etc.

If when you say oxidation is the
problem, then everything exposed to
oxygen will destroy our vehicles.

The problem is that this vehicle doesn't
have protection from water, and salt
being spread over the entire engine
compartment under the hood. If salt
water, calcium chloride, both used to
melt ice on Road Surfaces, this
engine with corrode away, thus
causing major repairs.

Mr Wagner's Report also states
that all Repair orders at Damboer
Chrysler Dealers were found to be
corrective and performed per established
procedures,

This is not true, I took my vehicle
back to Frederick Dodge to see what was

II

making a noise in my power
train. They failed to find the
problem. I then went to Bob Eddy's
Dodge service dept. They also failed to
find what was causing the noise,
they told me to drive it, until it
breaks. "Some service"

I then went to Coles Dodge in Warren
they also checked the vehicle and failed
to find the noise. All these dealers
work orders will show this problem
but didn't fix it.

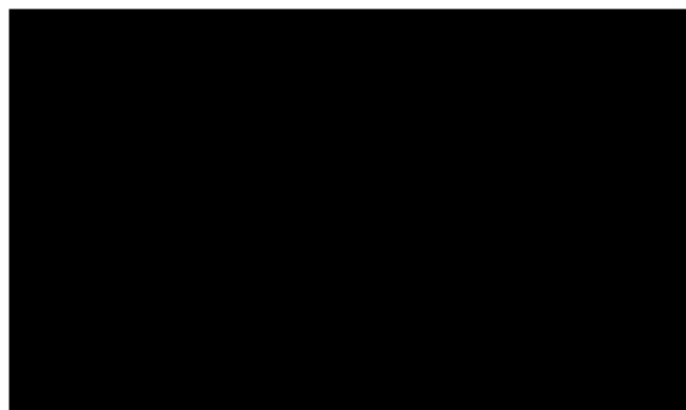
★ This is another misrepresentation by
Mr Wagner in his report.

I have visited Chevrolet, Ford, Toyota
Truck Dealers, and all of these trucks
have extra rubber flaps, metal covers
on the manifolds, stopping this kind of
a problem to their vehicles. These vehicles
have very little if any openings for water to
hit the engine.

V I Talked to one of the most knowledgeable persons in the sales of used vehicles, both cars & Trucks. This man has over 50 yrs experience in appraising vehicles being traded in, purchasing used vehicles, in many well known dealerships in Tri County Area. Mr. Tom BRAUNS SAID, that the condition of this Motor, Parts, and etc definitely was a major cost on my Trade in Allowance.

(Webster Dictionary)

(Rust) the reddish brittle coating formed on metal when chemically attacked by moist air.



DAIMLERCHRYSLER

INSPECTION REPORT

		Date:	October 9, 2002
		Inspector(s):	Roy E. Wagner III
Customer:		VIN:	3B7KF23Z8XG242084
Address:		Make/Model:	1999 Dodge 2500 Quad Cab Pickup
	Canfield, OH	Mileage:	43,202
In-Serv. Date:	10/5/1999	Pictures:	Yes
Dealer:	Frederick Dodge	M.D.H.	070215 (1999)
Dealer Code:	43-56617	Inspection Date:	September 23, 2002 @ 10:00 AM

Purpose:

The purpose of this inspection is to evaluate the current mechanical and body integrity of this 1999 Dodge 2500 Quad Cab Pickup and to determine the nature and extent of past vehicle repairs.

Alleged Vehicle Non-Conformities and Defects:

The Civil Action Complaint list the following primary vehicle related issues:

- A) The owner became aware that the vehicle is not equipped with secondary front fender inner splash shields.
- B) Modification of the vehicle to include the above referenced shields would void the warranty.

The owner alleged the following items during the inspection:

- C) All other items addressed under warranty, excluding A & B above, have been resolved to his satisfaction.

NOT TRUE

Vehicle Inspection:

The vehicle inspection included, but was not limited to: a visual inspection, diagnosis (where applicable) and road test of all items listed in the plaintiff's complaint, a visual inspection of the exterior and interior of the vehicle, and a thorough review of the vehicle's repair history. Any and all related Technical Service Bulletins were reviewed for relevancy and application in repair. Repairs were evaluated for their accuracy and effectiveness.

Ask to install shields,

DAIMLERCHRYSLER

damage

A vehicle road test was not performed in this instance, as the issue at hand is cosmetic in nature. The owner was present and pointed out his concerns during the vehicle inspection.

Vehicle Condition:

This 99 Ram had 43,202 miles registered on the odometer at the time of inspection. Its average use for the 35 months in service is 14,550 miles per year. The vehicle is in good condition for this time and mileage.

Observations:

A) Vehicle not equipped with front inner fender splash shields - The 1999 Dodge Ram Pickup is not equipped with rubber shields that attach between the front fender inner splash shield and frame rails. The shields which the customer desires are not included as part of the design of the 1999 Dodge Ram Pickup. In addition, there are no such shields listed in the Parts system that would be applicable to the subject vehicle.

B) Modification of the vehicle to include splash shields would void warranty - The customer has expressed a desire to have splash shields added to the vehicle to reduce the amount of road water splashed into the engine compartment. The addition of such shields is a vehicle modification and may be done at the expense of the customer. A vehicle modification, unless found to be contributory in the failure of a particular vehicle component, would not cause the warranty to be voided. The modification desired by the customer would not be detrimental to vehicle components and therefore would not cause the warranty to be voided. The addition of such shields would reduce the amount of corrosion to certain exposed metal components under the hood such as the exhaust manifolds and hardware, transmission cooler lines and fuel rail. All of the items referenced exhibit oxidation, which is typical of an untreated metal surface. There are no fuel leaks, transmission fluid or exhaust leaks as a result of this cosmetic oxidation. The affected areas are located under the hood and do not affect the exterior appearance of the vehicle. The cosmetic oxidation of the referenced components does not impair their functionality.

C) Any and all other complaints documented on repair orders at DaimlerChrysler Dealers - A review of every repair order available at DaimlerChrysler Dealers was performed. All repairs were found to be corrective and performed per established procedures.

The 99 Ram is not equipped with splash shields. The warranty has expired.

Contradiction

He didn't check for

Exposition
I have already removed the parts

✓

Not so

UNABLE to Remove Bolt/ID from fold in normal condition

attorney to do it

Not true
told me to drive until next time

**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).**