


 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

(1-888-327-4298)

INTERNET: www.nhtsa.dot.gov/hotline

**FOR AGENCY USE ONLY**

Date Received

2003 MAR 14 PM 4:27

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r\_dk \_\_\_\_\_

od\_rt \_\_\_\_\_

up\_tr \_\_\_\_\_

Reference No.

10012146

**OWNER INFORMATION (Type or Print)**

Name

Street

No.

City

DALLAS

State

TEXAS

Zip Code

Daytime 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 address to the vehicle manufacturer.

Signature of Owner

Date 2/26/03

**PRODUCT INFORMATION**

 Vehicle Identification No. (VIN) (Located at bottom of  
windshield on driver's side)

3D7HA18N728164131

Make

DODGE

Model

RAM 1500

Year

2002

Purchased Date

Dealer's Name

ROCK WALL DODGE

 Engine Size  
(CID/CC/L)

 Turbo

 Diesel

 Gas

 Fuel Injection

 New  Used

Dealer's City

ROCK WALL

State

TX

Zip Code

No. Cylinders

8

 Manufacture Date  
(on driver's door or pillar)

1-10-2002

Transmission Type

 Manual

 Automatic

Restraint System

 Driverside Air Bag

 Motorbelt

 Passengerside Air Bag

 2-Point Belt

 3-Point Belt

Cruise Control

 Yes

 No

Drivetrain

 Front

 Rear

 4-Wheel

Vehicle Type

 Car

 Van

 Minivan

 Other

 Sport Utility

 Truck

 Motorcycle

Body Style

 2-Door

 4-Door

 Stationwagon

 Pick Up Truck

 Other

**FAILED COMPONENT(S)/PART(S) INFORMATION**

Part Name(s)

ENGINE - 4.7 V-8

TRANSMISSION - 5 SPEED, REAR END - 355

Location

 Left

 Front

 Right

 Rear

Failed Part(s)

 Original

 Replacement

Handicap Adaptive Equip

 Yes

 No

**TO BE COMPLETED WHEN REPORTING A TIRE FAILURE**

Tire Brand

Tire Name

Complete Tire Size

DOT No.

No. of Failures

Date(s) of Failure(s)

Mileage at Failure(s)

Vehicle Speed at Failure(s):

Failed Part(s)

Available?

 Yes

 No

NHTSA Previously

Contacted?

 Yes

 No

**APPLICABLE INCIDENT INFORMATION**

(Please describe in detail the incident(s), failure(s), crash(es), and injury(ies). Attach photos if available.)

Crash

 Yes  No

Fire

 Yes  No

Number of Persons Injured

Number of Fatalities

Reported to Manufacturer

 Yes  No

Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies).

WAS MED TO ABOUT ABILITY TO PULL A BOIT TRAILER  
 GO TO 65 MILES PER HOUR. TOOK TRAILER & TRUCK OVER  
 TO ROCK WALL DODGE! HAD SERVICE MANAGER BILL GECHELLER  
 GO FOR A RIDE IN MY TRUCK & TRAILER! ON THE FREEWAY  
 THE BEST I COULD DO WAS 45 M.P.H. IN A 70 M.P.H. SPEED  
 ZONE. HE ADVISED ME TO GET OFF THE FREEWAY ASAP. ARE  
 YOU TRYING TO GET ME KILLED?? NO, BUT YOUR DODGE DEALERSHIP  
 IS TRYING TO KILL ME! FALSE REPUTATION OF YOUR PRODUCT. IT YOURS!

The Privacy Act of 1974 - Public Law 93-579 This information is requested pursuant to e49 U.S.C. Chapter 301. You are under no obligation to respond to this questionnaire. Your response may be used to assist NHTSA in determining whether a manufacturer should take appropriate action to correct a safety defect. If 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.

Daimlerchrysler Corporation  
Customer Connect 485-00-10  
PO Box 218008  
Auburn Hills, MI 48321-8959

Vehicle ID#: 3D7HA18N72G164131  
DODGE RAM QUAD CAB 1500  
5 SPEED TRANSMISSION, WITH 3.55 GEAR RATIOS

Dear Sir,

I have just recently purchased a new Dodge Ram Quad Cab 1500, at Rockwall Dodge, Rockwall, TX 75087. Upon the initial test drive it seemed to have plenty of response in first and second gear. The sales representative was Chris Alan. I told Chris Alan that I have a twenty foot travel trailer by Wilderness. Will this truck with a 4.7 liter, V8 engine and 355 rear end gears be able to pull this trailer?

His response was "Yes, you will have no problem with pulling this trailer".

Not taking his word, I sought out the Assistant Service Manager, Bill Geckler, and asked him will this engine with this rear end be able to pull my 20 foot travel trailer?

His reply was "No problem, no problem, at all!".

Upon this advice, I went on to purchase this vehicle. After purchase of this vehicle, I immediately went to U-Haul and had a receiver hitch put on this truck.

Came home and hooked up the trailer to go to the lake which is from Balch Springs, Texas to Terrell, Texas about (30 miles).

Upon entering Hwy20, headed towards Terrell, the first and second gear performed well.

Then I went into 3rd gear which got me up to about 40 miles per hour.

Then I shifted into 4th gear, and my top speed was 45 miles per hour.

The truck absolutely fell on its face! There was nothing left in 4th gear. Proceeded about 1 mile and a half, there was a slight decline in the road, which got my speed up to 50 miles an hour. Then when I came to the first hill, my speed dropped below 40 miles per hour, which I then had to shift into 3rd. I went this way all the way to Terrell, Tx.

We also have an 2000 Ford F150, V8 with 355 gear ratio. We pull this same Wilderness 20 foot travel trailer at 60 to 65 miles per hour with no problem, which is 2 years older than this new 2002 Dodge Ram, V8 with 355 gear ratio.

Needless to say, I am very disappointed with the performance of this Dodge V8 truck! The gear ratios in these transmissions can not vary that much! I feel as though I have been falsely advised on this truck. I feel as though something should be done to rectify this false information that was given by your representatives of your product.

I would appreciate your response to correct or adjust my purchase of this Dodge V8, as soon as possible.

A Very Unhappy Customer,

[REDACTED]  
Dallas, Texas