



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 1368

Date Received: 03 MAY 2003 12:30
Repository:
Reference No.: 10014728

OWNER INFORMATION (Type or Print)

Name: [REDACTED]
Address: [REDACTED]
City: BARTLETT State: TN Zip Code: [REDACTED]

Daytime Telephone Number: [REDACTED] -CELL
Evening Telephone Number: NONE
E-mail Address: NONE

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: [REDACTED] Date: 5/1/03

VEHICLE INFORMATION

Vehicle Identification Number Located at bottom of dashboard: 1B7HC16Y3VS160059
Make: DODGE Model: RAM Model Year: 1997
Date Purchased: 10/29/97 Dealer's Name and Telephone Number: DICK POE
Original Owner: Dealer's City: EL PASO State: TX Zip Code: [REDACTED]
Engine: No. Cylinders: 8 Fuel Type: GAS
Transmission Type: AUTO Antilock Brakes: Cruise Control:
Vehicle Component Code: 135200 VISIBILITY: REARVIEW MIRRORS/DEVICES: EXTERIOR
Multiple Failures: 1 BOTH EXTERIOR

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s): 24-MAR-2003 Failure Mileage: 29,650 Failure Speed: 40 MPH CURRENT MILEAGE 34,500

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make: [REDACTED] Tire Model (Name or Number): [REDACTED] Tire Size (Example P215/65R15): [REDACTED]
DOT No. (Example: DOTM19ABC036) Original Equipment Prior Repair: Failure Location: [REDACTED]
Tire Component Code: [REDACTED] Tire Failure Type: [REDACTED]

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make: [REDACTED] Date Manufactured: [REDACTED] Model No./Name: [REDACTED]
Seat Type: [REDACTED] Installation System: [REDACTED]
Child Seat Component Code: [REDACTED] Failed Part: [REDACTED]

APPLICABLE INCIDENT INFORMATION

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

Crash: Yes No Fire: Yes No
Number of Persons Injured: [REDACTED] Number of Deaths: [REDACTED] 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 SIDE MIRRORS FAILED TO STAY IN THE POSITION IN WHICH IT WAS SET IN. *JB

SEE NARRATIVE DESCRIPTION OF FAILURE

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

ATTACH ADDITIONAL SHEETS IF NECESSARY

The Privacy Act of 1974 (Public Law 93-502) 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.

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

BOTH EXTERIOR MIRRORS FOLD FLAT AGAINST THE DOORS, CAUSED BY VARIOUS WIND CURRENTS, AT VARIOUS SPEEDS. IT IS VERY DANGEROUS WHEN ATTEMPTING A LANE CHANGE ON FREEWAYS. I HAVE TAKEN THE VEHICLE INTO MOUNT MORIAH DODGE (FORMERLY SHELBY DODGE) MEMPHIS, TN, TWICE. BOTH SERVICE WRITERS TOLD ME I COULD PAY \$85 PER MIRROR TO HAVE SCREWS INSERTED. I CALLED DAWMLER CHRYSLER DODGE DIVISION ON 3/3/03 FILE # 11053882. ON 3/27/03 THEY TOLD ME DODGE DID NOT HAVE A RECALL ON IT AND THEY WOULD NOT PAY FOR IT. THESE DENNING REMOTE MIRRORS SHOULD NOT FAIL LIKE THIS. THANK FOR YOUR SERVICE. ATTACH ADDITIONAL SHEETS IF NECESSARY

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400 Seventh St., S.W. Washington, D.C. 20590

Official Business Penalty for Private Use \$300

14-658
1-70



NO POSTAGE NECESSARY IF MAILED IN THE UNITED STATES

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POSTAGE WILL BE PAID BY NATL. HWY. TRAFFIC SAFETY ADMIN.



U.S. Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NVS-216
400 7th Street, SW
Washington, DC 20590

14-658-1-70



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and dial toll free at

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