



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 335

Date Received

27-MAY-2003

Repository ☐

Roll Number 10021656

OWNER INFORMATION (Type or Print)

Name

Address

City SIMI VALLEY

State CA

Zip Code

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle? ☒ YES ☐ NO
In the absence of an authorized signature, NHTSA will NOT provide your name or address to the vehicle manufacturer.

Signature of Owner

Date 6-10-03

VEHICLE INFORMATION

Make
DODGE

Model
DAKOTA

Model Year
2002

Date Purchased

2/02

Dealer's Name and Telephone Number

West Oaks 805-371-4900

Engine:

No. Cylinders

8

Fuel Type:

Gasoline

Original Owner

Dealer's City

Thousand Oaks

State

CA

Zip Code

91361

Transmission Type

Auto

☒ Antilock Brakes

☒ Cruise Control

Powertrain

Vehicle Component Code

061000 ENGINE AND ENGINE COOLING/ENGINE

Multiple Failure: 1 a month on average

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)
27-JUL-2003

Failure Mileage
10000

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: DOTM19ABC036)

☐ 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 incident(s), failure(s), crash(es), and injury(es).)

Crash

☐ Yes ☒ No

Fire

☐ Yes ☒ No

Number of Persons Injured

Number of Deaths

Reported to Police

IN

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

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 VEHICLE STALLED WHILE DRIVING. *NLM

stalls IAT. when coming to stop. stall about 1 year a month. see enclosed repair order to repair attempts.

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

ATTACH ADDITIONAL SHEETS IF NECESSARY

The Privacy Act of 1974 (Public Law 93-599) 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 responses 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 responses, or a statistical summary thereof, may be used in support of the agency's action.



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Date Received

27-MAY-2003

Repository ☐

Reference No.
10021657

Owner Information (Type or Print)

Name

Address

City

SIMI VALLEY

State

CA

Zip Code

Daytime Telephone Number

E-mail Address

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle? ☒ YES ☐ NO
In the absence of an authorized signature, provide your name or address to the vehicle manufacturer.

Signature of Owner

Date 6/12/03

Vehicle Information

Make
DODGE

Model
DAKOTA

Model Year
2002

Date Purchased

2/2002

Dealer's Name and Telephone Number

Westcoast 805-371-4900

Engine:

No. Cylinders

8

Fuel Type:

Gasoline

Original Owner

1

Dealer's City

Thousand Oaks

State

CA

Zip Code

91361

Transmission Type

Auto

☒ Antilock Brakes

☒ Cruise Control

Powertrain

Vehicle Component Code

020000 SUSPENSION

Multiple Failure: 1 Happens every day!

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)

Failure Mileage

10000

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: 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 Component Code:

Failed Part:

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

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;

ie, parts repaired or replaced (and if old part is available).

THERE WAS A LOUD KNOCKING NOISE COMING FROM THE FRONT OF VEHICLE WHEN TURNING LEFT OR RIGHT. *NLM

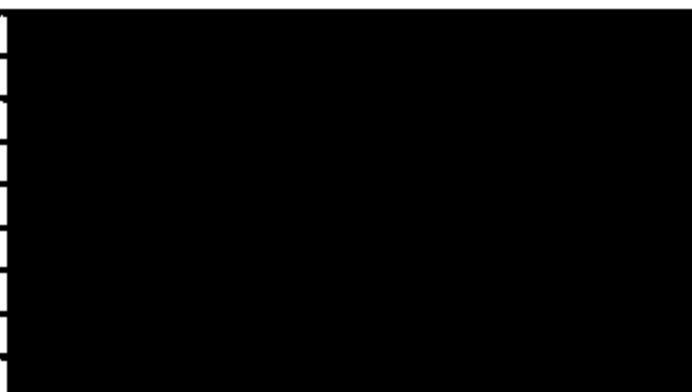
Noise heard since original purchase date & has gotten louder.
See enclosed repair order for repair attempts. Last repair
order on 5-30-03 states parts replacements of Control arms,
Cross member, Bump bar and does appear to not have been replaced.

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

ATTACH ADDITIONAL SHEETS IF NECESSARY.

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



ATTACH ADDITIONAL SHEETS IF NECESSARY

U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

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

Official Business
Penalty for Private Use \$300



NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES

BUSINESS REPLY MAIL

FIRST CLASS PERMIT NO 72173 WASHINGTON, D.C.

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

U.S. Department of Transportation
National Highway Traffic Safety Administration
DOT Auto Safety Hotline, NSA-10.1
400 7th Street, SW
Washington, DC 20590



**VEHICLE
OWNER'S**

QUESTIONNAIRE

DOT AUTO SAFETY HOTLINE

TO REPORT VEHICLE SAFETY DEFECTS
COMPLETE THIS FORM

OR

DASH2DOT

and dial toll free at

1-888-DASH-2-DOT

1-888-327-4236

DOT Auto Safety Hotline
(DASH) & DOT



U.S. Department of Transportation
National Highway Traffic Safety
Administration
<http://www.nhtsa.dot.gov/hotline>

January 16, 2003

Daimler Chrysler Motors
Customer Care Center
P.O. Box 21-8004
Auburn Hills, Michigan 48321-8004

Re: 2002 Dodge Dakota VIN: 1B7HL38N42S557366

To whom it may concern,

I have made several attempts to resolve the on going issues for my above-mentioned vehicle. Please find enclosed my entire vehicle history in regards to those issues. As you can see the issues are as follows:

1. **Knocking noise from front suspension area. 4 attempts** resulting in 2 sets of front wheel bearings, 1 steering coupler, and lubed body mounts (repair order noted "Call Chrysler Star Center and they had an engineering note for left front frame rail body mount..." on August 20, 2002, see enclosed repair order)
2. **Vehicle pulls to the right. 4 attempts** resulting in 4 alignments (this could be related to the knocking noise as stated above).
3. **Engine stalling. 2 attempts** resulting in "No problem found" (repair order noted "Spoke with Rich at Star Center, Chrysler looking into stalling complaints on these trucks, Chrysler recommends at this time to leave A/C on to raise idle speed to help stalling problem", on August 20, 2002, see enclosed repair order). The stalling seems to occur regardless if I have the air conditioning on or off.
4. **Paint defects on left rear door. 2 attempts** resulting in repainting, color sanding, wind noise from the left rear door after repaint and the left door upper window trim on the inside left broken after repaint.

In attempting to resolve these issues, it has been in Westoaks Chrysler-Dodge for a total of **30 days since I purchased this vehicle** from them in February of 2002. I have made several requests to meet with a representative from the factory in order to resolve these issues with no response. I feel that my complaints are not being addressed properly and that with the stalling, alignment and knocking noise issues, **I have been left with an unsafe and unreliable vehicle to drive.**

I have spoken with the Customer Care Center via the 800-number on 3 separate occasions. After speaking with Yolanda on January 15, 2003, my second call to the Customer Care Center, she stated that Chrysler's position was that these are "normal characteristics of this vehicle". After giving it some thought, I decided to call back and did so on January 16, 2003. I spoke with a gentleman that would not provide me with his name and at that time I requested to have Chrysler's position in writing. He stated he was unable to provide me with that information. At this time I would like to discuss these on going issues with a representative from Daimler Chrysler, as they appear to be viable complaints.

Please contact me at my office at [REDACTED] my cell phone at [REDACTED] in the evening at my home at [REDACTED] or via my e-mail at [REDACTED] so we may discuss and hopefully resolve these issues. You may also contact me by mail at:

[REDACTED]
Simi Valley, CA [REDACTED]

Thank you for your attention to this situation.

Most sincerely,
[REDACTED]

CC – John Woodward – owner of Westoaks Chrysler-Dodge

January 16, 2003

Westoaks Chrysler-Dodge
Attn: Wendy Dellinger
Assistant Service Manager
3839 Auto Mall Drive
Thousand Oaks, CA 91362

COPY

[REDACTED]

Re: 2002 Dodge Dakota VIN: 1B7HL38N42S557366

[REDACTED]

Dear Ms. Dellinger,

As you are aware, I took delivery of my vehicle yesterday evening. As I was driving home I noticed that (as stated in my last letter) the vehicle is now pulling to the right with the steering wheel off center and there is a noticeable amount of wind noise coming from the left rear door (as I mentioned to you when we drove the vehicle last Friday). As soon as I arrived home I proceeded to inspect the corrective paint work that had been and notice there are now three times the amount of flaws in the paint that you had attempted to repair and the left rear door trim along the rear quarter glass is loose and the clips are broken.

The vehicle is now back in your dealership in which it has been for now 30 days since I have purchased it in February of 2002.

As stated in my last two correspondences, please have a factory representative contact me as soon as possible so we may discuss the issues at hand. I may be contacted at my office at [REDACTED] my cell phone at [REDACTED] by e-mail at [REDACTED] or in the evening at my home at [REDACTED]

Most sincerely,

[REDACTED]

CC - John Woodward

January 13, 2003

Westoaks Chrysler-Dodge
Attn: Wendy Dellinger
Assistant Service Manager
3839 Auto Mall Drive
Thousand Oaks, CA 91362

COPY

Re: 2002 Dodge Dakota VIN: 1B7HL38N42S557366

Dear Ms. Dellinger,

Per our meeting last Friday, January 10, 2003, I was able to test-drive the Dakota on two separate occasions, first with a technician and second with the service manager, Mr. Dave Weber, with you being present during both road tests. Not only was the knocking noise still present, the vehicle now pulls to the right. After the second road test, Mr. Weber stated that this noise, to my complete and utter amazement that is a normal characteristic of the vehicle and that this noise comes from a body mount. He also stated that there is currently no repair available for this noise and that even the 2003 models have the same issue. As for the stalling issue, Westoaks has not been able to address this issue since they have not experienced it themselves.

In regards to the paint flaws your body shop has corrected, I have great concern with the quality of work I have seen. During our meeting last Wednesday, January 8, 2003, the left rear upper door seal for the left rear door was torn and only one of the flaws were corrected. On our meeting on Friday, January 10, 2003, the front upper door seal for the left rear door was not affixed properly leaving loose on the door. On both occasions the interior of the left rear door was left dirty showing numerous handprints.

With this being the case, I have contacted Dodge's customer service and explained the situation regarding my vehicle. I herein request that all of the money I have invested in this vehicle be refunded immediately as Westoaks is unable to repair the vehicle.

Please have a factory representative contact me as soon as possible so we may discuss the issues at hand. I may be contacted at my office at [REDACTED] my cell phone at [REDACTED] by e-mail at [REDACTED] or in the evening at my home at [REDACTED]

Most sincerely,

CC - John Woodward

January 8, 2003

COPY

Westoaks Chrysler-Dodge
Attn: Wendy Dellinger
Assistant Service Manager
3839 Auto Mall Drive
Thousand Oaks, CA 91362

Re: 2002 Dodge Dakota VIN: 1B7HL38N42S557366

Dear Ms. Dellinger,

This letter is in reference to the ongoing problems associated with the above-mentioned vehicle that I purchased from Westoaks Chrysler-Dodge in February 2002. Since that time Westoaks has made 6 attempts in addressing the complaint associated with the knocking noise in the front end of the vehicle and 2 attempts in addressing the intermittent engine stalling. After 6 service attempts and 23 days in your shop (and counting), Westoaks has had ample opportunity to investigate and resolve these actual safety issues. As I have mentioned before, the last time the vehicle stalled, I was almost involved in an accident with another vehicle. The Dakota is now unsafe drive. We have only two options:

1. Repair the vehicle by **Thursday, January 16, 2003**. (As noted, I have already given Westoaks 6 attempts, with the Dakota being in the shop for a total of 23 days and counting as it is still in your repair facility)
2. Refund all of my money I have invested into the vehicle.

I feel that option #2 may be the best way to go since I have already spent **23 days** with my Dakota in your repair facility, and which it is still in your repair facility, giving your service staff a generous amount of patience and time in order to address these on going complaints. I feel that this is a poor quality product in which my safety and the safety of others on the road are being jeopardized and this is unacceptable.

At this time, please have a factory representative and your service manager contact me directly so we may find a solution in getting these issues resolved no later than Thursday, January 16, 2003. I may be contacted at my office at [REDACTED] my cell phone at [REDACTED] by e-mail at [REDACTED] or in the evening at my home at [REDACTED]

It would be in the best interest of all parties if you respond to this correspondence no later than Monday, January 13, 2003 by 5 p.m.

Most sincerely, [REDACTED]

CC - John Woodward

2002 Dakota Complaints

1. Knocking noise front suspension. Left and right turns slower speeds. Front wheel bearings have been replaced 2 times; Westoaks says they keep coming loose. Happens mostly during multiple turns (Turn left, then right, then left, then right). Left front break sensor appears to be hitting brake rotor after Westoaks replaced wheel bearings (scraping noise heard while driving after receiving vehicle back from Westoaks).
2. Stalling, low idle, hesitates and has a rough idle intermittently. Happens mainly when sitting at a stoplight when the vehicle idles for a short period of time with the gear selector in Drive.
3. Driver door has wind noise and water leaks. On windy days, driver door will get pulled off the door seal and create wind noise and on rainy windy days it will have a water leak.
4. Left rear door has wind noise at freeway speeds and possibly a water leak (noticed window wet from behind upper trim for ¼ glass on the inside after the last rain storm). There were paint flaws on the left rear door when I purchased the vehicle and Westoaks repaired them in January 2003. Westoaks has made several attempts to resolve this issue. They originally pinched the window seal when reassembling the door panel.
5. Tailgate handle is loose on the right side.
6. Tailgate has paint flaws (2) from rubbing on rear bumper. It appear the tailgate is adjusted to high and rubs on the bumper when it is left down (I leave the tailgate down in order to take my motor cross bike to the track)

**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).**