



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

Date Received

Od_or _____
r_ct _____
od_rt _____
up_tr _____

2003 JUN 13 14 10 42

Reference No.

10024079

OWNER INFORMATION (Type or Print)

Name	[REDACTED]		
Street	[REDACTED]		
City	BALTIMORE	State	MD
Apt. No.		[REDACTED]	
Daytime Telephone Number			
[REDACTED]			

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 6, 13, 03

PRODUCT INFORMATION

Vehicle Identification No. (VIN.) (17 Digits)	(Located at bottom of windshield on driver's side)	Make	Model	Year
1B7HC16K4VS15300		DODGE	RAM-1500	1997
Purchased Date	Dealer's Name	Engine Size (CID/COOL)	<input type="checkbox"/> Turbo <input type="checkbox"/> Diesel	
5/10/2000	PENN-PONTIAC-GMC NORTHPOINT Blvd + HANE ST.		<input type="checkbox"/> Gas <input type="checkbox"/> Fuel Injection	
<input type="checkbox"/> New <input type="checkbox"/> Used	Dealer's City	State	Zip Code	No. Cylinders
	BALTIMOR	MD	21205	
Manufacture Date (on driver's door or pillar)	Transmission Type	Restraint System	Cruise Control	Drivetrain
8/96	<input type="checkbox"/> Manual <input checked="" type="checkbox"/> Automatic	<input checked="" type="checkbox"/> Driverside Air Bag <input type="checkbox"/> Motorbell <input type="checkbox"/> Passengerside Air Bag <input checked="" type="checkbox"/> 2-Point Belt <input type="checkbox"/> 3-Point Belt	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Front <input checked="" type="checkbox"/> Rear <input type="checkbox"/> 4-Wheel
Vehicle Type	Body Style			
<input type="checkbox"/> Car <input type="checkbox"/> Sport Utility <input type="checkbox"/> Van <input checked="" type="checkbox"/> Truck <input type="checkbox"/> Minivan <input type="checkbox"/> Motorcycle <input type="checkbox"/> Other	<input checked="" type="checkbox"/> 2-Door <input type="checkbox"/> 4-Door <input type="checkbox"/> Stationwagon <input checked="" type="checkbox"/> Pick Up Truck <input type="checkbox"/> Other			

FAILED COMPONENT(S)/PART(S) INFORMATION

Part Name(s)	Location	Failed Part(s)	Handicap Adaptive Equip
Timing Chain. Front & Rear Broke and had to be replaced after 3 months. Had NO air bag.	<input type="checkbox"/> Left <input type="checkbox"/> Right <input checked="" type="checkbox"/> Front <input checked="" type="checkbox"/> Rear	<input type="checkbox"/> Original <input type="checkbox"/> Replacement	<input type="checkbox"/> Yes <input type="checkbox"/> 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)	Failed Part(s) Available?	NHTSA Previously Contacted?
	Mileage at Failure(s)	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
	Vehicle Speed at Failure(s)		

APPLICABLE INCIDENT INFORMATION

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

Crash	Fire	Number of Persons Injured	Number of Fatalities	Reported to Manufacturer
<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	NONE	NONE	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No

Narrative Description of incident(s), failure(s), crash(es), and injury(ies).

I had a accident on 4/1/01 and
my brakes failed and total a case in front of me and that's when
I realize that I had bad brakes and NO air bag. my insurance
Co paid about \$3,600.00 in front end damage. my belt saved
me from injury. All States insurance - Policy [REDACTED] 10/04

Continue on back.

The Privacy Act of 1974 - Public Law 93-579 This information is requested pursuant to 49 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 administration enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.

Mail postage free or fax to 202-366-7882

NOTICE!

PLEASE READ - before you decide to buy A USED AUTO OR TRUCK FROM
PENN PONTIAC - fore the [REDACTED] of your FAMILY - Please have a
inspection done outside of PENN PONTIAC - if you CAN - PLEASE BUY
YOUR NEXT USED AUTO OR TRUCK FROM A RELIABLE AUTO DEALER.

because they sold me a Dodge Ram that was only 2 years old
when I bought it and it cost me \$229.00 dollars in front brake
repairs and almost \$900.00 dollars in motor repairs, all of this
took place in the first 10 months. And it took almost 3 months to
get a [REDACTED] spare tire. The brakes started to go bad with in the first
2 months and I was told that this should not have passed inspection,
because the brakes and timing chain should have been replaced before
selling it to anyone.

The truck was making a noise when I first bought it that day
the head salesman told me it was a small bracket loose and he taped
it with a screw driver and said it was a minor thing and not to worry
about it. Which turned out to be the timing chain. The brake problems
are back, every time I use the brakes the truck jerks forward like the
first time after I bought it. I had to fight for 2 1/2 to 3 months to
get them to replace a bald spare tire that was in the tire rack, they
said they didn't have too.

When I approached PENN PONTIAC about the problems they said they
where not obligated to help me after 30 days. I am 62 years old and
have never experienced any thing like this before. I have never had
this problem in 40 years dealing with any [REDACTED] Auto Dealer until Now.

I took the truck to DON WHITES new dealership and had them do the
motor repairs and to my supprise they refused to show or give me the
damaged parts, they said they had to return them back to the Dodge Co.

I am not the only one this has happened to, a neighbor had his car
painted and worked on and the paint is chipping and the motor repairs
where not done right. I have talked to 181 other people who have had
similar problems with Penn Pontiac - SO PLEASE DON'T WASTE

YOUR HARD EARN TAX DOLLOR'S AT THIS DEALERSHIP.
[REDACTED] UNLESS IN THE MARKET FOR A LEMON THAT
COULD GET YOU OR A LOVE ONE INJURED OR KILLED.

(NOTE:) I do have documents to prove my repairs. | MY NAME IS [REDACTED]

NOTE - TO FILE YOUR COMPLAINT - CALL

THE FOLLOWING NUMBERS.

| TODAY I just found out