



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

FOR AGENCY USE ONLY 100079

Date Received: 05-SEP-2003 11:09:03
Repository:
Reference No.: 10038329

OWNER INFORMATION (Type or Print)

Name: [REDACTED]
Address: [REDACTED]
City: SAN ANTONIO State: TX Zip Code: [REDACTED]

Daytime Telephone Number: [REDACTED]
Evening Telephone Number: [REDACTED]
E-mail Address: [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 authorized signature, provide your name or address to the vehicle manufacturer.
Signature of Owner: [REDACTED] Date: 09/19/03

VEHICLE INFORMATION

1) Digital Vehicle Identification Number located at bottom of windshield on driver's side: ID7HA18N12S528200
Make: DODGE Model: RAM QUAD CAB Model Year: 2002
Date Purchased: 3-31-2002 Dealer's Name and Telephone Number: GUNN DODGE
Engine: No. Cylinders: 8 Fuel Type: GAS
Original Owner: Dealer's City: SAN ANTONIO State: TX Zip Code: 78233
Transmission Type: AUTO Antilock Brakes Cruise Control
Powertrain: 2 WHEEL DRIVE
Vehicle Component Code: 015000 STEERING:HYDRAULIC POWER ASSIST SYSTEM
Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s): 05-SEP-2003
Failure Mileage: 14050
Failure Speed: 5 MPH

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make: GOODYEAR Tire Model (Name or Number): [REDACTED] Tire Size (Example P215/65R15): [REDACTED]
DOT No. (Example: DOTM4SABC036): [REDACTED] Original Equipment Prior Repair
Failure Location: [REDACTED]
Tire Component Code: [REDACTED] The 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: 0 Number of Deaths: 0 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).

WHILE DRIVING DURING RAINING WEATHER POWER STEERING BECAME INOPERABLE, AND ALTERNATOR DIED. DEALER STATED THAT HE HEARD ABOUT THIS PROBLEM, BUT COULD NOT REPRODUCE IT YET. *AK

SEVERAL TIMES AS NEW AS 5,000 MILES IN THE FLOOD OF JULY 4, 2002. IT ONLY TAKES SEVERAL INCHES OF WATER TO CAUSE THIS FAILURE. PLEASE CONTACT DODGE. THE DEALER HAS HAD SEVERAL CASES OF THIS FAILURE PER PETE, SEAN, WEE, MGR

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 Administration 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.

DEALER STATES (PETE) HE IS A PRIDE TO LET HIS TEAM KNOW ABOUT THESE FAILURE AS TECH MAY BE INSURED. Tim Dunham

DRIVING THROUGH SEVERAL INCHES OF WATER STEERING IS DIFFICULT AND BELT NOISE IS PRESENT & ALT GAUGE READS DISCHARGE. Also occurred 8-12-03 & 9-15-03.

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

DRIVING ON CITY STREETS, THE CURB LANE FILLS UP WITH SEVERAL INCHES OF WATER DURING RAIN STORMS ENCOUNTERED IN SAN ANTONIO TX. WE RECEIVE SEVERAL INCHES OF RAIN IN 1-2 HOURS CAUSING LOCAL FLOODING. THIS PROBLEM IS DUE TO PONDING ON THE ROADWAY. AT NO TIME DID I ENTER LOW WATER CROSSINGS OR CREEK STREAMS OF ANY KIND. DURING A TURN THE POWER STEERING FREEZES UP AND THE ALTERNATOR GAUGE READS DISCHARGE. THE BELT SQUEALS AS WELL. IT IS ALMOST IMPOSSIBLE TO COMPLETE THE TURN. I AM NOT WEAK OR HANDICAPPED. I'M AFRAID ME OR MY WIFE MAY CRASH. NO BRAKING PROBLEMS NOTED.

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



BUSINESS REPLY MAIL

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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



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and dial toll free at

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DOT Auto Safety Hotline (DASH) & DOT



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http://www.nhtsa.dot.gov/odiv

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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).**