



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 120

Date Received 15-OCT-2003
Repository ☐
Reference No. 10044045

OWNER INFORMATION (Type or Print)

Name [REDACTED]
Address [REDACTED]
City HOUSTON State TX Zip Code [REDACTED]
Daytime Telephone Number [REDACTED] E-mail Address N/A

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, you must provide your name or address to the vehicle manufacturer.
Signature of Owner [REDACTED] Date 2 Nov 03

VEHICLE INFORMATION

17 digit Vehicle Identification Number located at bottom of windshield on driver's side
1B7KC2364XJ610242
Make DODGE *1.00-mp Truck*
Model 2500 MD
Model Year 1999
Date Purchased 27 MARCH 1999
Dealer's Name and Telephone Number KINGWOOD DODGE 281-359-7100
Original Owner ☒ Dealer's City KINWOOD TX Zip Code 77325-5019
Engine: No. Cylinders In-line 6
Fuel Type: Diesel
Transmission Type 4SP-AUTO
☒ Antilock Brakes
☒ Cruise Control
Powertrain 3.53:1
ANTI-2ND DIFFERENTIAL
Vehicle Component Code BRAKES & FRONT
074000 STEERING: RACK AND PINION AND ALIGNMENT
Multiple Failure: CONTINUOUS SINCE 15,000 MILES

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s) NOTED
Failure Mileage 15,000 MILES
Failure Speeds ANY & ALL
VEHICLE CURRENTLY PULLS TO LEFT WHILE DRIVING
& MORE SEVERELY ON BRAKING / I DO NOT THINK

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE - TIRE GAP FAULT

Tire Make MICHELIN
Tire Model (Name or Number) LTX AS
Tire Size (Example P215/85R15) LT 245/85R16
DOT No. (Example: DOT1MALBABC035) ☒ Original Equipment ☐ Prior Repair
Failure Location: N/A
Tire Component Code
Tire Failure Type NO FAILURE

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make: N/A
Date Manufactured: N/A
Model No./Name: N/A
Seat Type: N/A
Installation System: N/A
Child Seat Component Code: N/A
Failed Part: N/A

APPLICABLE INCIDENT INFORMATION

(Please describe in detail the incident(s), failure(s), condition, and remedy.)

Crash ☐ Yes ☒ No
Fire ☐ Yes ☒ No
Number of Persons Injured NONE
Number of Deaths NONE
Reported to Police N/A

Narrative Description of Incident(s), Breakdown, and Injury (if any).
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).

CONSUMER STATED STEERING MALFUNCTIONED. CONSUMER TOOK VEHICLE TO REPAIR SHOP ONCE BECAUSE IT WAS PULLING TO THE RIGHT. HE DROVE IT FOR A WHILE, AND CURRENTLY IT WAS PULLING TO THE LEFT. ALSO, WHEN MAKING A TURN STEERING WHEEL JERKED SO HARD THAT IF DRIVER DIDN'T HOLD IT TIGHTLY IT WOULD JUMP OUT OF HIS HANDS. *AK

SEE ATTACHED COPIES OF LETTERS TO MANUFACTURER.
(NONE OF WHICH HAS BEEN ACKNOWLEDGED BY CHRYSLER CORP.)

Include, if available, Police/City/County Report, Photos, and Repair Invoice. SEE ATTACH ADDITIONAL SHEETS IF NECESSARY

The Privacy Act of 1974 (Public Law 93-579) 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 proposes 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.

ENCLOSURES ON REVERSE (9.0)

copy
DODGE DIVISION
DAIMLER-CHRYSLER CORP.
HUBBURN HILLS MI 48321-8004

HOUSTON, TEX

ATTN: CUSTOMER SERVICE

19 SEPT 1999

RE: 1999 DODGE 2500 VIN 1B7-KC2364XJ-610242

GENTLEMEN:

MY TRUCK HAS A SERIOUS FRONT-END PROBLEM THAT HAS NOT BEEN RESOLVED AFTER FOUR (4) ATTEMPTS BY TWO OF YOUR DEALERS.

THE TRUCK BEGAN TO PULL TO THE ^{RIGHT} ON DRIVING AND HARD TO THE RIGHT ON BRAKING. AT MILEAGE 14192 I TOOK THE TRUCK TO KINGWOOD DODGE, KINGWOOD TEXAS, WHERE I PURCHASED IT. THEY TOLD ME - AMONG OTHER THINGS (SEE MY LETTER TO YOU 28 MAR '01, COPY ENCLOSED) - THAT THE FRONT END WAS REALIGNED. IT THEN DROVE AS IT SHOULD FOR A WHILE, BUT SLOWLY GOT WORSE, THIS TIME TO THE LEFT.

IT WAS TAKEN BACK TO KINGWOOD DODGE - NOW RENAMED HAZELWOOD DODGE - AT MILEAGE 16523 WHERE IT WAS REALIGNED A SECOND TIME. ON THIS OCCASION THE WORK ^{WAS} SUB-CONTRACTED TO AN OUTSIDE REPAIR SHOP.

SOMETIME LATER, IT BEGAN PULLING LEFT AGAIN. NOT SATISFIED WITH SERVICE AT KINGWOOD (FOR ABOVE AND OTHER REASONS - I CAN'T AFFORD \$181 LUBE JOBS) I DROVE THE TRUCK TO GREENS-POINT DODGE AT MILEAGE 25619. THEIR ALIGNMENT MECHANIC DROVE TWENTY PLUS (20+) MILES IN TRAFFIC, ON THE FREEWAY AT VARYING SPEEDS, MAKING NORMAL BRAKING AS WELL AS ONE PANIC STOP CONFIRMING MY COMPLAINT.

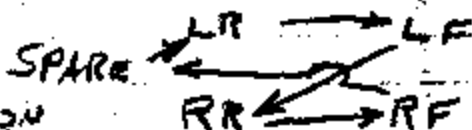
NEXT ->

AFTER THE RE-ALIGNMENT, THE PRINT OUT SHOWS THE FRONT END GEOMETRY TO BE WITHIN SPECIFICATIONS.

ONE HUNDRED-PLUS MILES LATER ITS PULLING TO THE LEFT AGAIN. ON RETURNING IT TO GREENSPRING DODGE - AT 25730 - THE MECHANIC SWAPPED THE FRONT TIRES (RIGHT & LEFT). It still pulls left.

THIS TRUCK HAS NOT BEEN FURTHER THAN ^A 300 MILE RADIUS OF HOUSTON - THERE ARE NO MOUNTAINS AND FEW HIGH HILLS. 97% OF DRIVING IS ON PAVED ROADS. I DON'T RIDE THE BRAKE, I USE THE RIGHT FOOT FOR BOTH DRIVING AND BRAKING. THE GREENSPRING MECHANIC FELT NO PULSING ON BRAKING NOR HANG.

THE TIRES ARE ROTATED - BY ME - EVERY 6000 MILES AND WHEELS TORQUED, CRISS-CROSS, AT 125# AND THEN TO 135#. IN BETWEEN THESE TRIPS TO DEALERS I'VE SWAPPED WHEELS TWICE BUT NO CORRECTION



FOUND SO RETURNED THEM TO THE ROTATION PATTERN. NO ASYMMETRY IS NOTED BETWEEN OR IN TIRE WEAR; TREAD DEPTH MEASURES ABOUT THE SAME.

A TRIP OF 25-40 MILES WILL HEAT ALL FOUR WHEELS TO A POINT ONE WILL NOT WANT TO HOLD THE HAND ON THEM VERY LONG. THE ROTORS ARE BLUE SO I MEASURED THE THICKNESS WITH STARRETT 25-50 MM. MICROMETER. SEE ATTACHED RESULTS (SEE YELLOW 5x7 SHEET). THESE FIGURES ARE WELL BELOW FACTORY'S ORIGINAL $1\frac{1}{2}$ INCH. ($28\frac{1}{2}$ MM)

SO FAR I'VE ONLY SPENT \$100 AND A LOT OF INCONVENIENCE, BUT MORE THAN THAT THIS PROBLEM COULD BE DANGEROUS. I THINK I'VE BEEN PATIENT ENOUGH. YOUR RESOLVING THIS PROBLEM TO MY SATISFACTION WOULD BE APPRECIATED.

SINCERELY,

P.S.

SEE OVER, PLEASE

ROTOR THICKNESS

Measured w/ STARNETT
25-50 micrometer in
aperture at lower ^{rear} in-board
front brake assembly

LF (Metric) RF

Diffs
mm/mm
0.02%

32.07	32.63	
32.08	32.62	
32.075	32.58	3:4:
32.07	32.61	mm/mm
32.08	32.615	0.05%
32.065	32.605	
32.075	32.625	
32.06	32.61	

AW4 2003 on VIN - 610242

PS/

I WOULD PREFER NOT TO DO BUSINESS WITH
KINAWOOD/HAZELWOOD DODGE. IT WOULD BE MORE
DESIRABLE IF WOULD CONTACT GREENSPUNT DODGE
1655 NORTH FREEWAY, HOUSTON TEX 77060
PHONE: 281-820-3355

MY PHONE: [REDACTED] (MOST ANY TIME)

IT WOULD BE FURTHER CONVENIENT IF YOU
WOULD PROVIDE ME WITH A PARTY THERE AT
YOUR CUSTOMER SERVICE HEADQUARTERS (OR
REGION HQ) AND THEIR PHONE NUMBER.

THANK YOU FOR YOUR TIME AND CONSIDERATION,

[REDACTED]
[LABEL]

ENCLOSURES:

INVOICES (4)
KINAWOOD/HAZELWOOD (2)
GREENSPUNT DODGE (2)
ALIGNMENT PRINTOUT (1)
LETTER dtd 28 MAR'01 (1)
ROTOR THICKNESS -- 610242 (1)

[REDACTED]
Houston, TX [REDACTED]

March 28, 2001

Daimler Chrysler
PO Box 5022
Rochester, MI 48308-9852

Dear Sirs:

I have a 1999 Dodge 2500 Quad-cab Ram pickup truck with a Cummins Diesel engine. This vehicle was purchased from Kingwood Dodge, Kingwood, TX on March 27, 1999. The vehicle has 15520 miles and I have owned it for two years and one day. This mileage comes out to less than 8000 miles per year or 700 miles per month - of which 99% is on paved roads. Travel has been limited - roughly - in the area of Houston, San Antonio, FT Worth, and Dallas; no mountains or sharp curves. I have had one panic stop since I bought the vehicle. A trailer has been pulled three times, only one of which was somewhat heavy for a distance of 90 miles. The tires were rotated at 6885 and 13950 miles and have been maintained at 70 psi. In sum, this adds up to mild driving with no "heavy braking."

In the latter part of last year I noticed that the truck pulled to the right while driving. In December of last year, I took the truck into Kingwood Dodge for repair. Thereafter, the truck pulled to the left while driving and during braking. Today, March 28, 2001, I took the truck back to Kingwood Dodge for corrective maintenance for this very problem and was told that the lower ball joints should be replaced and that the right front rotor was warped - the warping as a result of, "...heavy Braking." This as a result of only 15520 miles over two years! AND Kingwood Dodge wants ME to pay for the rotor work!

I have driven both a Buick towing a travel trailer and a tractor/trailer rig through the Rockies and I know from experience what heavy braking IS! This vehicle has experienced neither. However, as a certified machinist with over 30 years of experience in the metal industry, I believe it is inferior grade material utilized in your rotors et.al.

If this is a portent of things to come, I THINK I BOUGHT THE WRONG BRAND OF TRUCK!

An UNHAPPY Customer!

[REDACTED]

[REDACTED]

**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).**