



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. 10044069

OWNER INFORMATION (Type or Print)

Name: [Redacted]
Address: [Redacted]
City: HINESVILLE State: GA Zip Code: [Redacted]

Daytime Telephone Number: [Redacted] E-mail Address:
Evening Telephone Number:

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle? YES NO
In the absence of an answer, we will use the name or address to the vehicle manufacturer.
Signature of Owner: [Redacted] Date: 11/04/03

VEHICLE INFORMATION

17 digit Vehicle Identification Number located at bottom of windshield on driver's side: 1B7GG22Y1XS206483
Make: DODGE Model: DAKOTA Model Year: 1999
Date Purchased: 05/19/03 Dealer's Name and Telephone Number: Hinesville, Liberty Chrysler-Dodge-Expo 912 976-5129 Engine: No. Cylinders: 5.2 Fuel Type:
Original Owner: Dealer's City: Hinesville State: GA Zip Code: 31313
Transmission Type: Antilock Brakes Powertrain: Vehicle Component Code: 016000 STEERING:HYDRAULIC POWER ASSIST SYSTEM
 Cruise Control Multiple Failure: 2

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s): 15-OCT-2003 Failure Mileage: 55749 Failure Speed:

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make: Tire Model (Name or Number): Tire Size (Example P215/85R15)
DOT No. (Example: DOTM1BABC036) 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; i.e. parts repaired or replaced (and if old part is available).

CONSUMER STATED WHILE DRIVING ON THE HIGHWAY POWER STEERING FAILED, WHICH ALMOST CAUSED AN ACCIDENT WHEN TRYING TO AVOID HITTING A PERSON ON A BIKE. AFTER POWER STEERING MALFUNCTIONED VEHICLE WAS HARD TO STEER. ALSO, CONSUMER FOUND OUT THAT GEAR BOX HAD A HOLE IN IT. THERE WAS A 2 INCH PIECE OF A BOLT THAT WAS KNOCKED OUT WITH PRESSURE FORCE. THE DEALER DID NOT WANT TO HELP CONSUMER. *AK

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

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 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 response, or a statistical summary thereof, may be used in support of the agency's action.



From: "customerassist" <customerassist@daimlerchrysler.com>
To: [Redacted]
Sent: Monday, October 13, 2003 8:35 AM
Subject: DaimlerChrysler Customer Assistance Center (KMM499301V52052L0KM)

*****AUTOMATED RESPONSE - DO NOT REPLY TO THIS ADDRESS*****

Thank you for your email inquiry. Your question has been sent to the DaimlerChrysler Customer Assistance Center in order to provide the best answer for your Chrysler, Dodge, or Jeep question. Every effort will be made to respond to your email within 3 business days.

While waiting for our response, feel free to visit our brand web sites at <http://www.chrysler.com>, <http://www.dodge.com> or <http://www.jeep.com>. These sites may provide the information you have requested.

NOTE: This is an automatically generated response. Our system is NOT able to accept email at this address. Please do not use the 'Reply' function of your email.

If this matter is urgent, please call us at 800.992.1997 (8:00 a.m. to 5:00 p.m., Monday thru Friday).

For ALL future communications (related to this email), please refer to the following information:

REFERENCE NUMBER: [Redacted]

Sidney Ellington

From: "customersast" <customersast@daimlerchrysler.com>
To: [REDACTED]
Sent: Monday, October 13, 2003 1:35 PM
Subject: Re: DaimlerChrysler Customer Assistance (KMM500511V68002L0KM)

Dear Sidney:

Thank you for your email to DaimlerChrysler regarding your 1999 Dodge Dakota.

We regret your dissatisfaction and appreciate the time and effort you took to bring this matter to our attention. Comments like yours are one way to learn of problems that may develop and improvements desired by customers. The information received is used in product development and quality analysis.

DaimlerChrysler has made tremendous gains in customer satisfaction and vehicle quality. Apparently, your expectations have not been met. Please accept our apology for the problems you have experienced.

Thank you for sharing your concerns.

NOTE: Please do not use the 'Reply' function of your email system. If you have a need to respond to this message, please visit us at our reply form (link provided below). Our system is NOT able to accept any emails at this address.

For any future communications related to this email, please refer to the following information:

REFERENCE NUMBER: [REDACTED]
REPLY LINK: http://www.chrysler.com/wccsapp/wccs/brand_forms/us/reply.jsp?trk_ID=KMM500511COKM&

Sincerely,

Lorelei Borchard
 Senior Staff Representative
 DaimlerChrysler Customer Assistance Center

Original Message Follows:

Form Selected:

Category: US Customer Service

Brief Description:

possible defective part
 Comments:

10/28/2003

As i was driving back from a fishing trip in my 1999 Dodge Dekota 4x4 pulling a boat, my power steering when out in the middle of a curve and almost cause a serious accident. I came within inches of hitting a guard rail because the vehicle was too hard to turn. during the installation of a new power steering pump, fluid was added and the vehicle was started. All the fluid ran out, the bottom cover was remove and a two inch metal piece dropped on on the ground. A hole was notice in the steering gear box. I took Pictures of the metal piece that was knocked out and the hole in the gear box. The vehicle was taken to the nearest dealer. This problem should be looked into before someone is serious injured or killed because of this problem.

Sender Information:

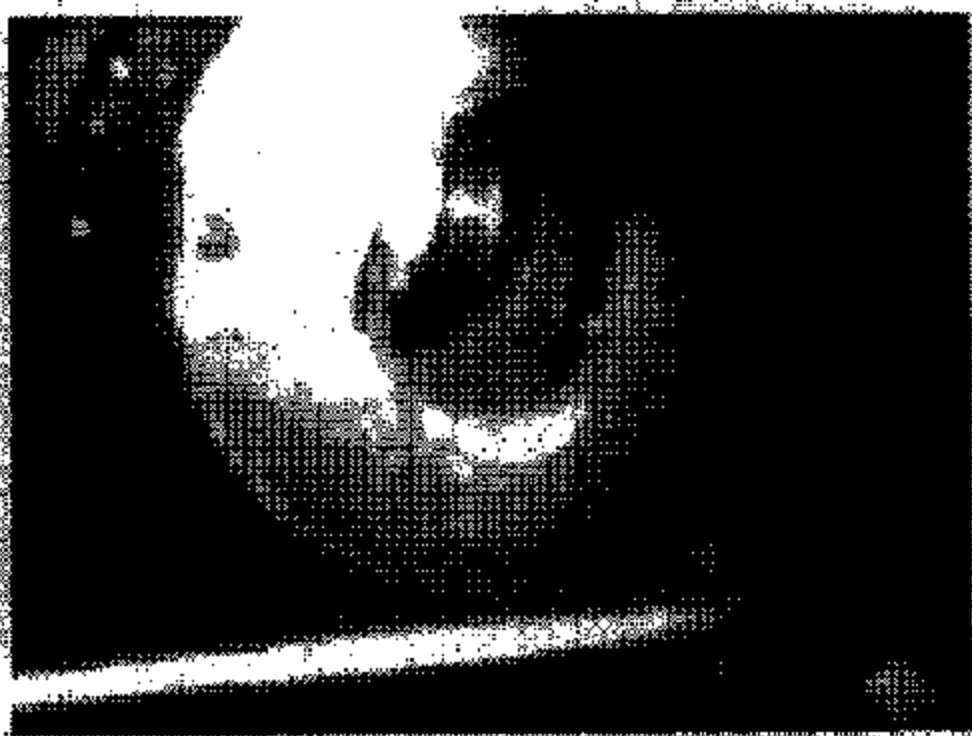
Title: Mr.

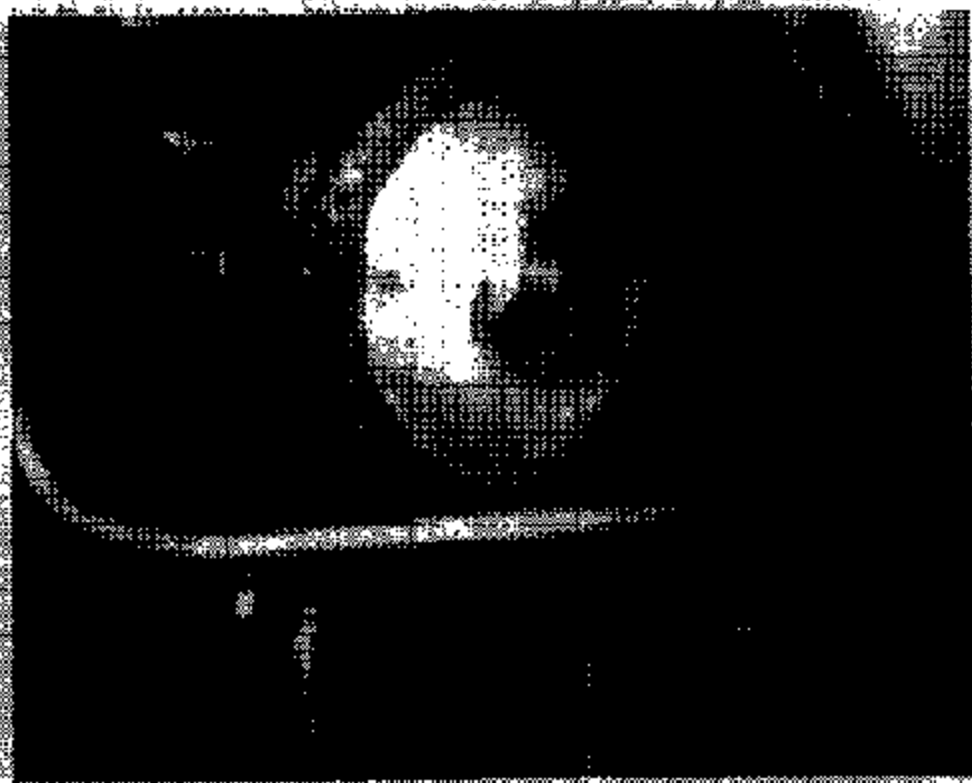
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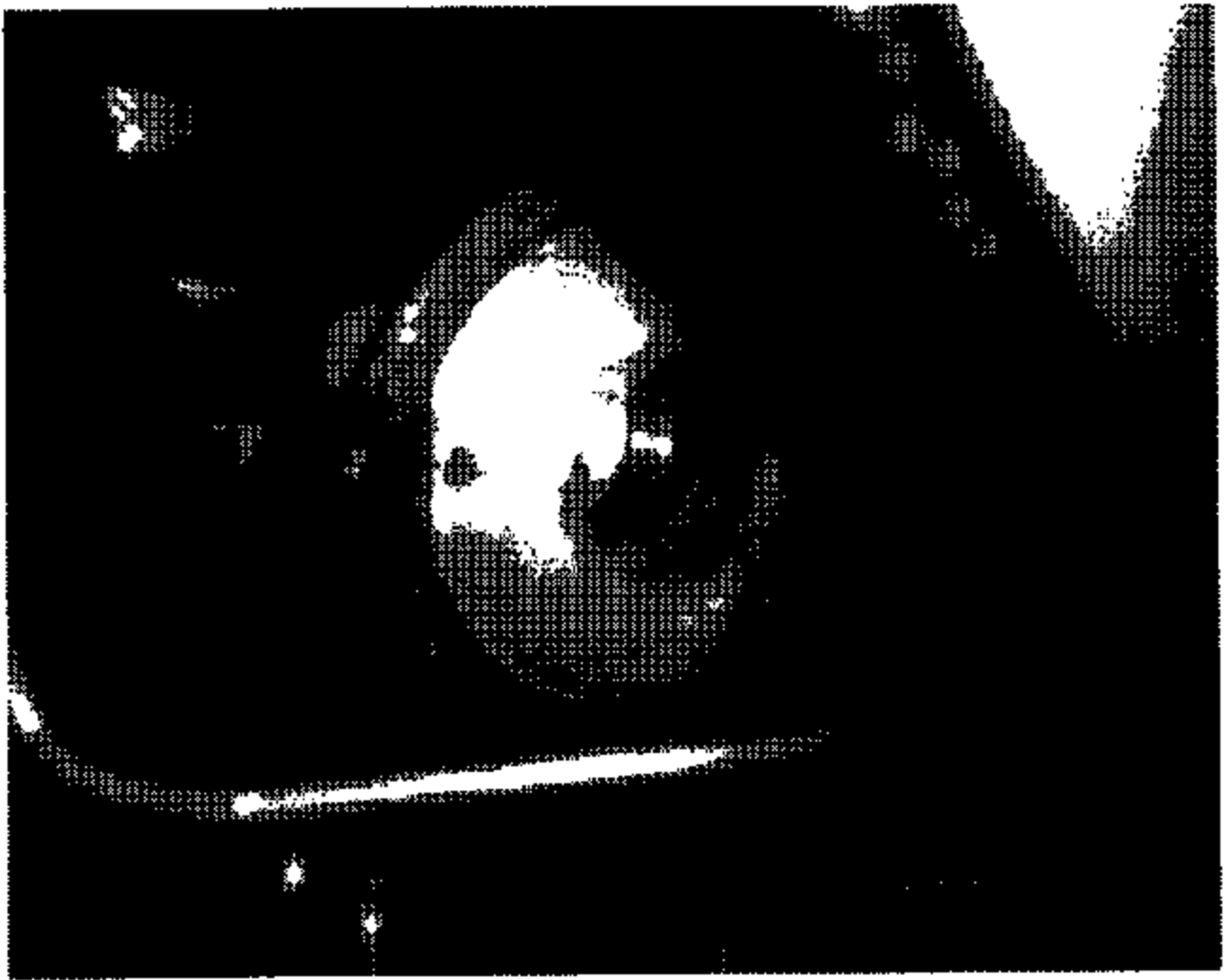
Middle Initial: 

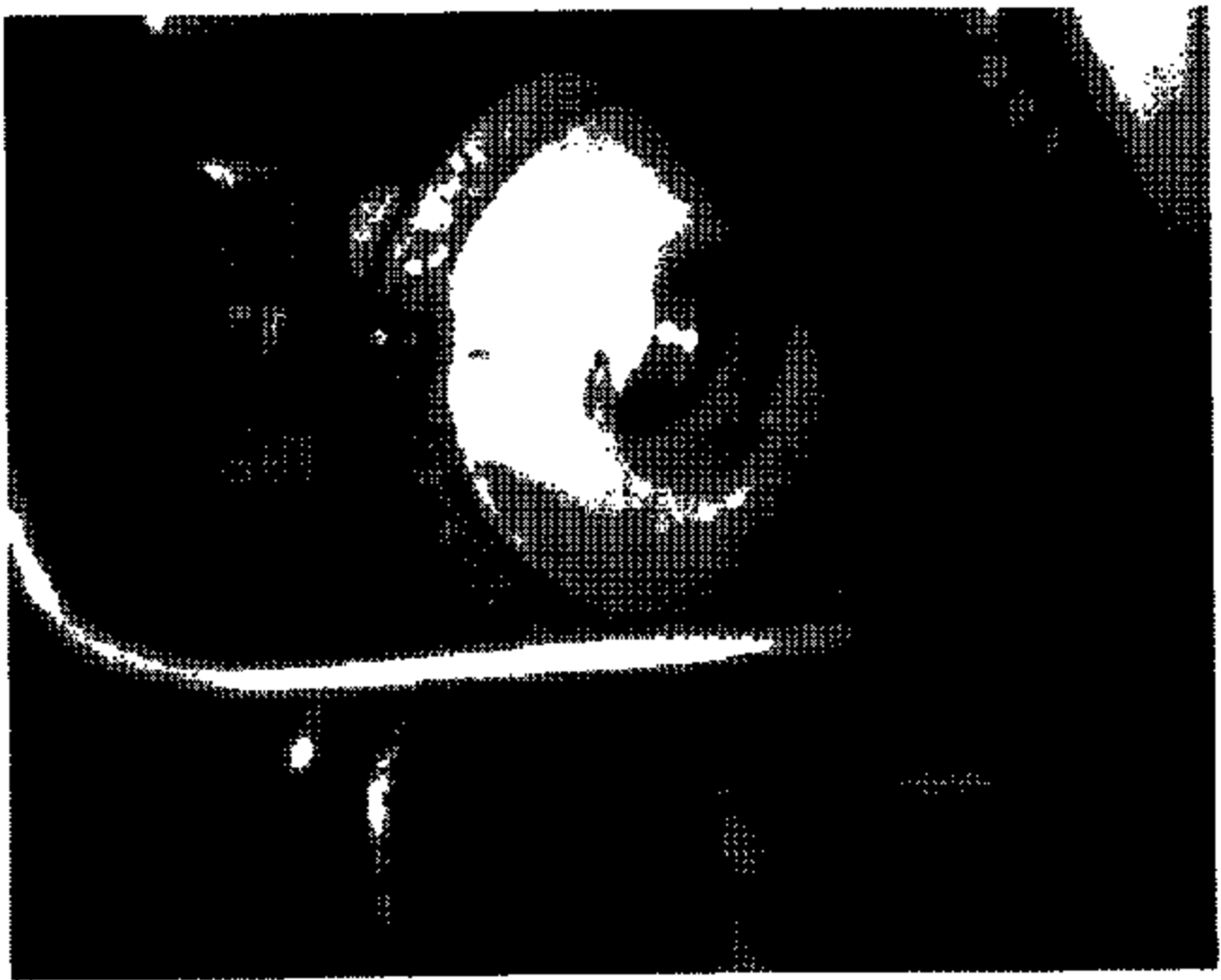
Last Name: 

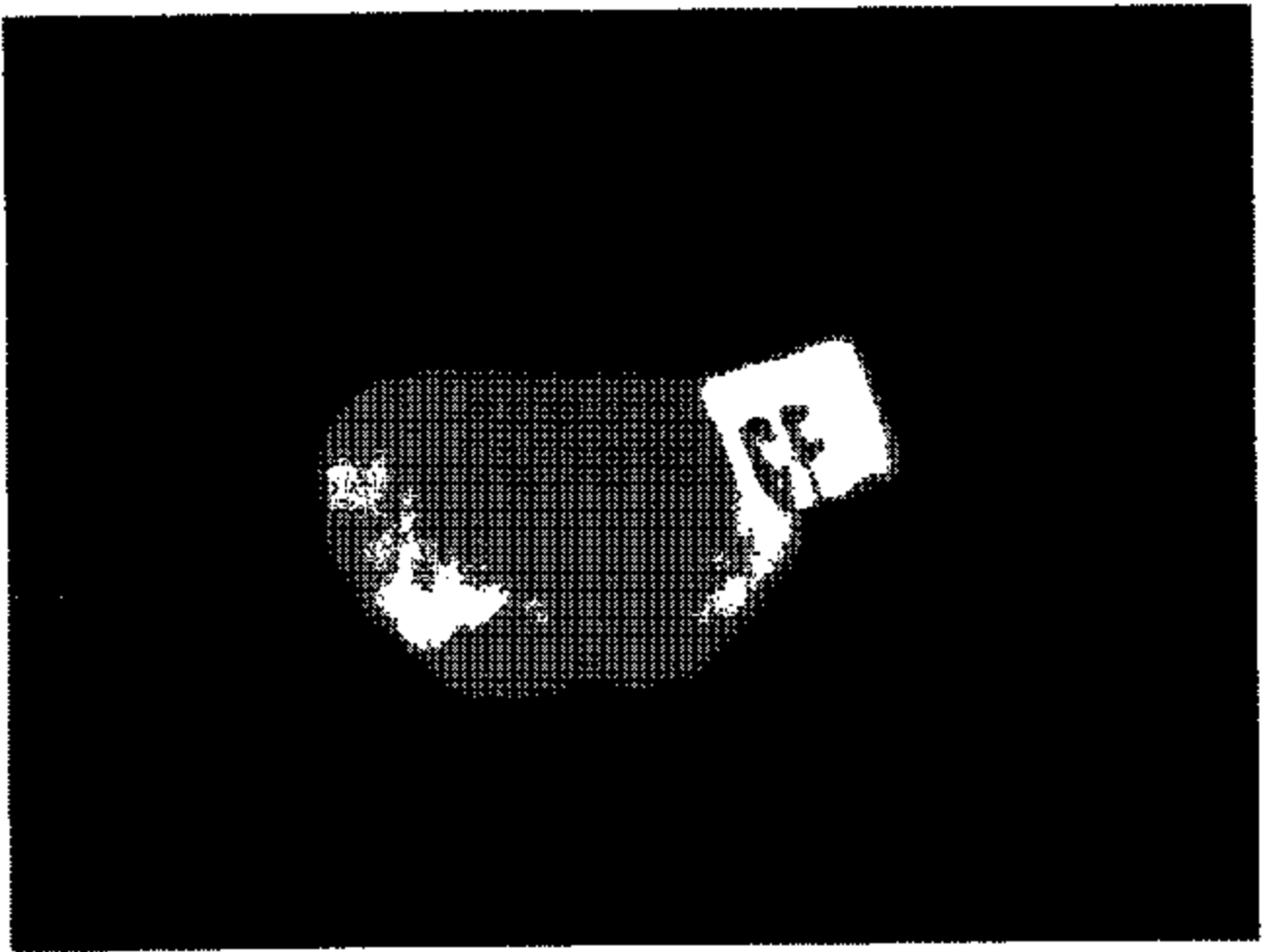
10/28/2003



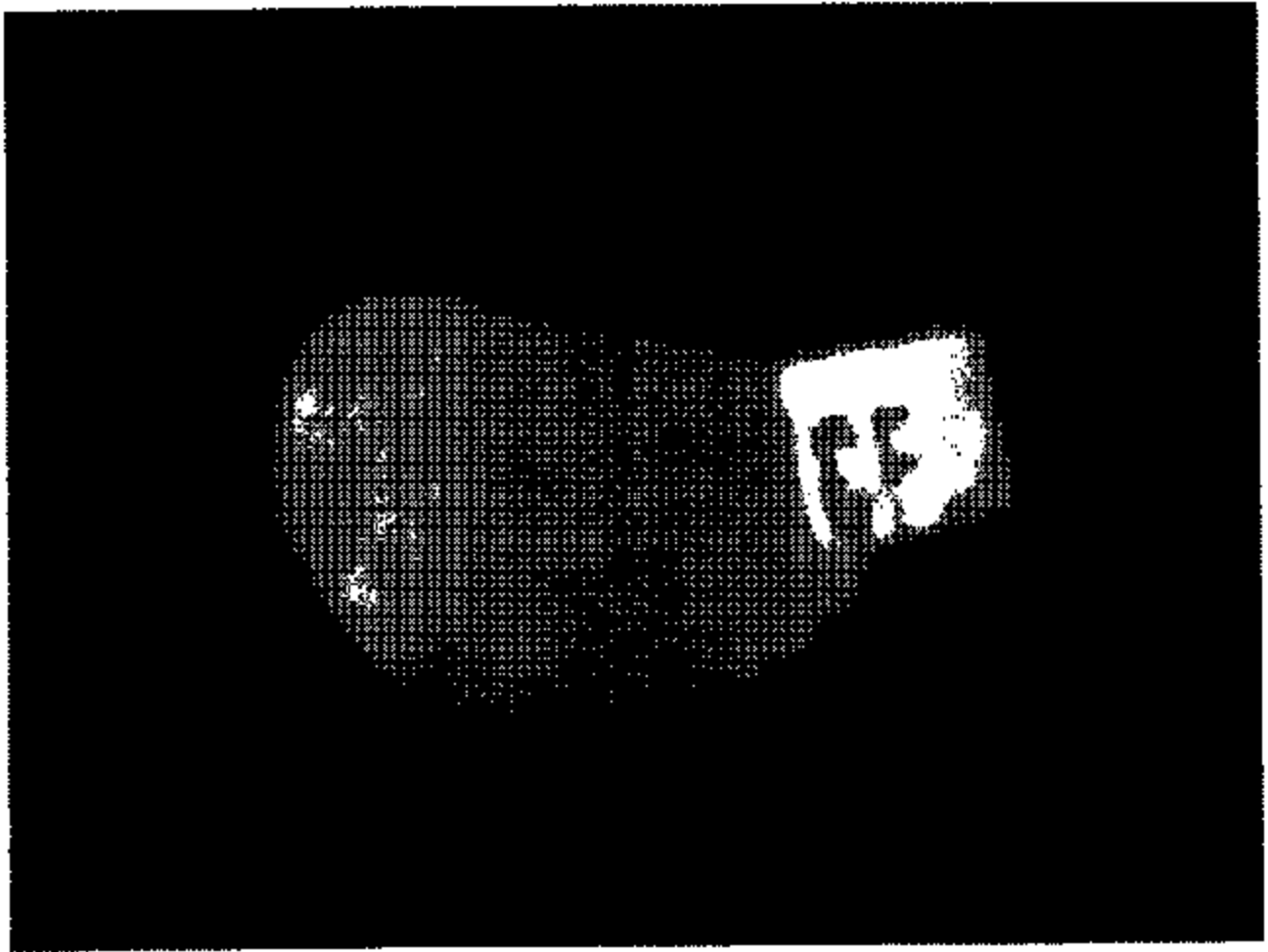


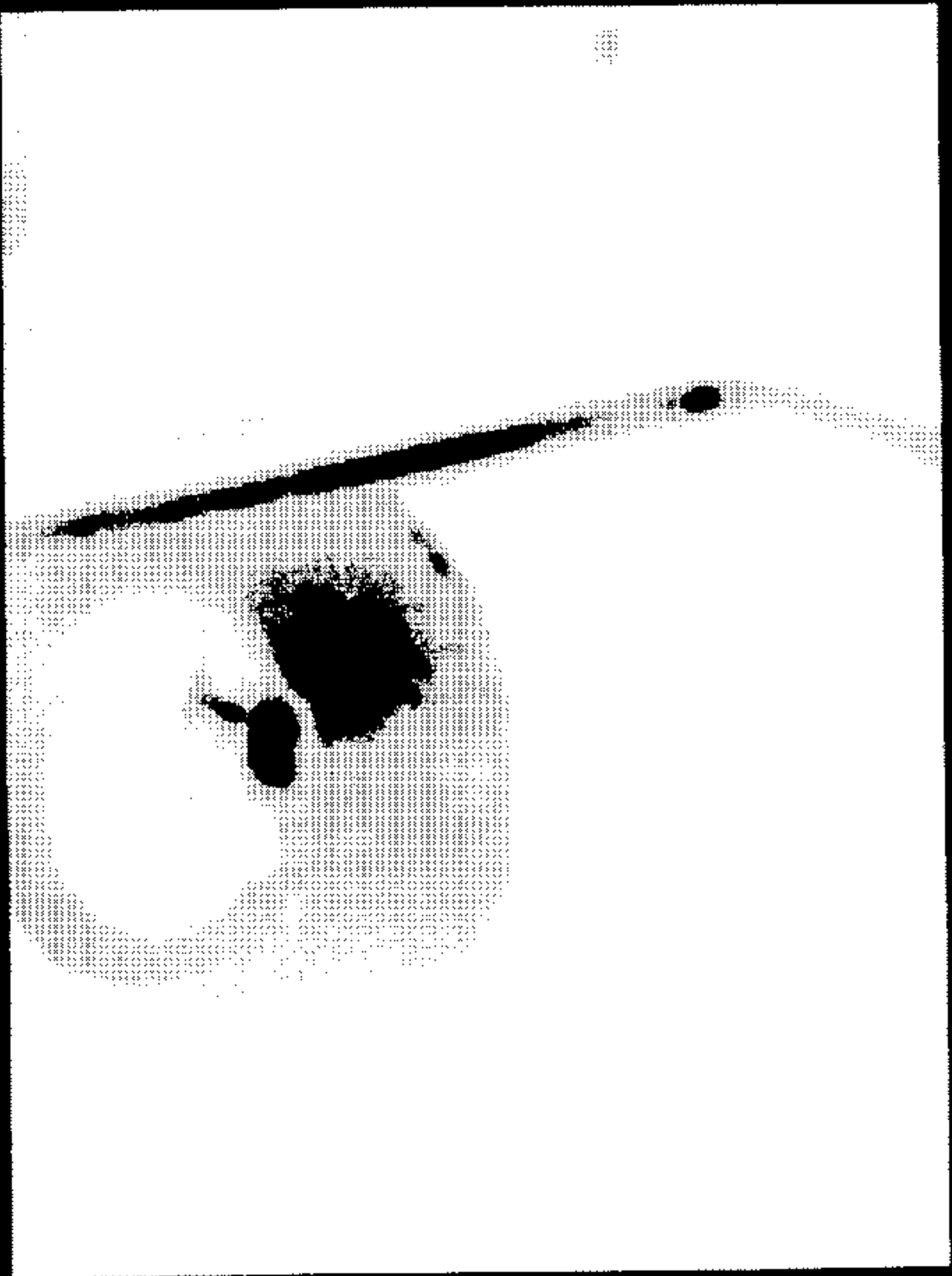














Liberty Chrysler Dodge Jeep, Inc.
 750 W. Oglethorpe Hwy.
 P.O. Box 817
 Hinesville, GA 31310
 800.370.5907 912.878.5129

Repair Order 105279

Service Advisor: Robert Wayne Du
 Started: 05/16/03 9:48 AM
 Promised: 06/16/03
 Priority: 5

Liberty Chrysler 750 West Oglethorpe Hinesville, GA 31313 Work: Home: 912.878.5129 Cell:	1999 Dakota Color Engine 5.2L 4x4 VIN 1B7BG22Y1X8208483 Mileage In: 81454 Out: 81555 Tag Number
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Task	Opcode	Description	Part	Quantity	Pay Type
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Technician: Jared A Ragan
 oil change

LOF - Done

Technician: Jared A Ragan
 used car parts

1483

1600 - (Blue & Rust fits) Done

Steering Box - (Leaking and excessive play) - Done

Pass. Door lock actuator - Done

wiper blades - Done

Air filter - Done

LOF - Done

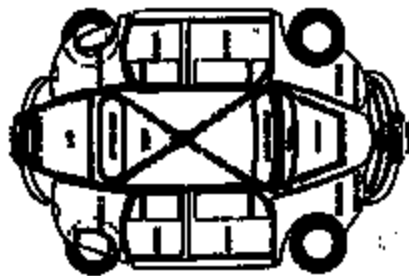
I hereby authorize the repair to be done along with the necessary material, and hereby grant you and/or your employees permission to operate the car or truck herein described on streets, highways, or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on car or truck to secure the amount of repairs thereto. Not responsible for loss or damage to cars or vehicles left in our care in case of fire, theft or any other cause beyond our control.

ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS IS LIMITED TO THE 90-DAY/1000 MILE DURATION OF THIS WRITTEN WARRANTY.

DISCLAIMER OF WARRANTIES

Any warranties on the products sold hereby are those made by the manufacturer. The Seller hereby expressly disclaims all warranties other than those expressed or implied, including any implied warranty of merchantability or fitness for a particular purpose, and neither Seller nor authorized any other person is responsible for any liability in connection with the sale of said products.

CONDITION REPORT



Customer Signature

COIN SYSTEMS, INC.

SOLD VEHICLE

REPRODUCTION OF THIS FORM BY ANY METHOD IS UNLAWFUL

FORM: 47-5021 7/97

DATE 05/19/03

CUSTOMER

Liberty Chrysler Dodge Jeep, Inc.

STOCK NO.

22206483

ODOMETER DISCLOSURE STATEMENT

Federal law (and State law, if applicable) requires that you state the mileage upon transfer of ownership. Failure to complete or providing a false statement may result in fines and/or imprisonment.

I, Liberty Chrysler Dodge Jeep, Inc. of Hinesville GA 31310
(TRANSFEROR'S NAME, PRINT) (ADDRESS)

Owner of Year 1999 Make Dodge

Body Type 2-Door Extended Cab Pickup Model DAKOTA 4X4 VIN 1B7GG22Y1KS206463

License No. _____ Sticker No. _____ State _____ Year _____

State that the odometer now reads 49985 (no tenths) miles and to the best of my knowledge that it reflects the actual mileage of the vehicle described above, unless one of the following statements is checked.

- (1) I hereby certify that to the best of my knowledge the odometer reading reflects the amount of mileage in excess of its mechanical limits.
- (2) I hereby certify that the odometer reading is NOT the actual mileage. **WARNING - ODOMETER DISCREPANCY.**

TRANSFEROR'S NAME Liberty Chrysler Dodge Jeep, Inc.
(PRINTED NAME)

TRANSFEEE'S NAME _____

TRANSFEROR'S ADDRESS 750 W. Oglethorpe Hwy.
(STREET)

TRANSFEEE'S ADDRESS _____
(STREET)

Hinesville GA 31310
(CITY) (STATE) (ZIP CODE)

Hinesville GA _____
(CITY) (STATE) (ZIP CODE)

TRANSFEROR'S SIGNATURE Mark Weld

TRANSFEEE'S SIGNATURE _____

DATE OF STATEMENT 05/19/03

(PRINTED NAME)

**ODOMETER STATEMENT
STATEMENT REGARDING CASH PROCEEDS
POWER OF ATTORNEY
DISCLAIMER
DELIVERY RECEIPT
CREDIT LIFE & ACCIDENT & HEALTH WAIVER**

LIBERTY CHRYSLER-DODGE-JEEP

STOCK-IN SHEET / *Vehicle equipment list.*

Year 98 Make Dodge Model Dakota Ex-Cab
 Trim SLT 4x4 (2 Dr) / 3 Dr / 4 Dr / 5 Dr / Wagon Color white
 Cylinders V-8 mag Miller Transmission Auto Date 05-16-03
 VIN # 1D7FB22A4LX5206483 Stock # 22-206483

Purchased From: _____
 Address: _____
 City: _____ Phone Number: _____

EQUIPMENT

(THIS SECTION MUST BE COMPLETED)

2 WD _____ 4 WD AWD _____ Quad Cab Club Cab SWB _____ LWD _____
 Passengers: 2 _____ 3 _____ 4 5 _____ 6 _____ 7 _____ 8 _____ 11 _____ 15 _____
 Wheels: Alloy Styled _____ Chrome _____ Wheel Covers _____ Dual _____
 Air Conditioning: Factory Dual (Rear) _____ Tel-Air _____ After Market _____
 Sound System: AM/FM Cassette Single CD _____ 4 Disc In-Dash _____ 6 Disc _____
 10 Disc _____ Entertainment Center _____
 Roof: Power Sunroof/Moonroof _____ Pop-up Sunroof _____ T-Top _____ Conv. _____
 Power Accessories: Windows Locks Driver's Seat _____ Dual Seats _____
 Mirrors Remote Keyless Entry _____
 Options: Cruise Tilt Luggage Rack _____ Leather _____ ABS _____ 4x4
 Tow Package _____ Bed Liner _____ Alarm _____ Roll Bar _____ Running Boards _____
 Floorplans Cap _____ Captain Chairs (2) _____ (4) _____ Tow Hooks _____ Snow Plow Pkg _____

*Trailer Hitch
None*

Additional Special Equipment: Needs tires, cleanup for lot + spaced out
secure.

Vehicle Stocked In By: As Jackson

Check Brakes - not good



LIBERTY
FROM Dodge-Jeep

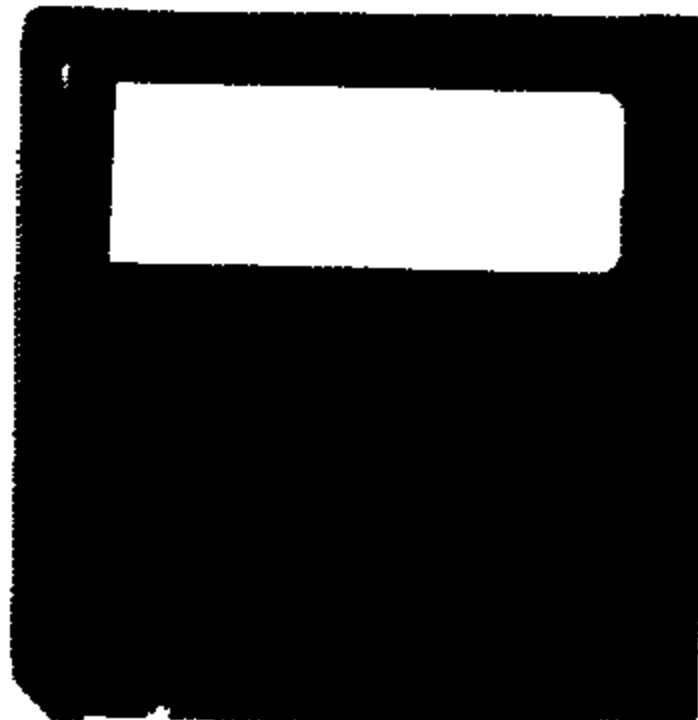
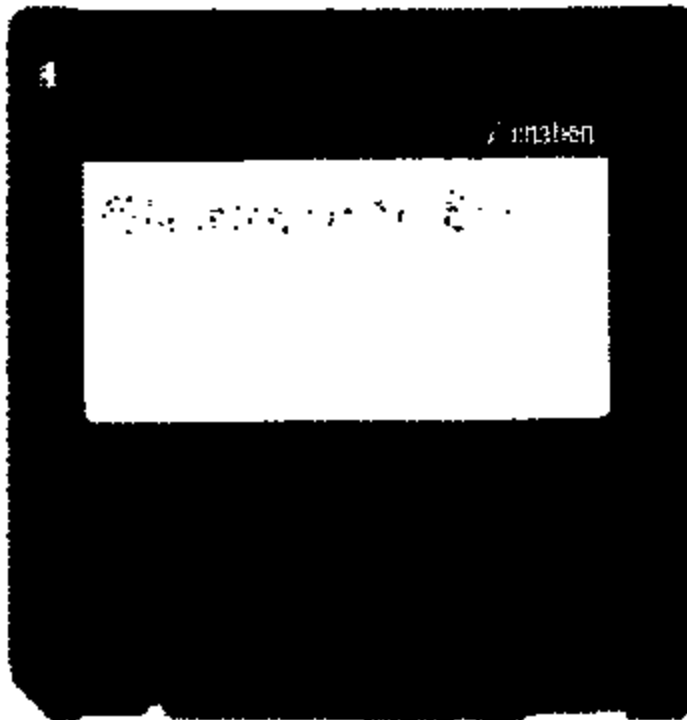
ALAN C. M. S.
NORTH ADVERT

1987 Dodge-Jeep

1987 Dodge-Jeep

1987 Dodge-Jeep

1987 Dodge-Jeep



**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).**