



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 100145

Date Received

05-JAN-2004

Repository ☐

Reference No.
10053327

OWNER INFORMATION (Type or Print)

Name

Address

City

WILLIAMS

State

AZ

Zip Code

Daytime Telephone Number

Evening 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 authorization, NHTSA WILL NOT provide your name or address to the vehicle manufacturer.

Signature of Owner _____ Date 1/1

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side

2B6HB11XX2

Make

DODGE

Model

1500

Model Year

2002

Date Purchased

1-3-2003

Dealer's Name and Telephone Number

DIAMOND Dodge, CHRYSLER-PLYMOUTH

28-774-5893

Engine:

No. Cylinders

Fuel Type:

Original Owner

☐

Dealer's City

FLAGSTAFF

State

AZ

Zip Code

86001

Transmission Type

☐ Antilock Brakes

Powertrain

☐ Cruise Control

Vehicle Component Code

180000 VEHICLE SPEED CONTROL

Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)

30-DEC-2003

Failure Mileage

9000

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: DOTM18ABCD35)

☐ 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

0

Number of Deaths

4

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).

WHEN PUTTING VEHICLE INTO DRIVE, IT ACCELERATED BACKWARDS. DEALER STATED THERE WAS NO SOLUTION BECAUSE THEY WERE UNABLE TO DUPLICATE THE PROBLEM. *AK

Letter enclosed

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

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 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.

INCIDENTS WITH MY DODGE CONVERSION VAN:

1. 2ND WEEK OF HAVING THE VAN, I WAS PARKING DRIVING FORWARD, NO ONE IN FRONT OR BACK OF ME, I STEP OUT TO GO IN THE MUSEUM, I LOOK BACK AND DECIDED TO GO FORWARD A LITTLE MORE, SOMEONE MAY HIT THE TAIL END OF THE VAN, I PUT IT ON DRIVE, (NO REASON TO GO BACK) AND STEP ON THE GAS I DIDN'T REALIZE I WAS MOVING BACKWARDS (FLAT SURFACE) UNTIL PEOPLE STARTED YELLING AT ME, I WAS ABOUT TO HIT A CAR, TOO LATE I BACKED UP RIGHT INTO A TOYOTA TRUCK. TOTALLY MY FAULT, I SETTLED THE DAMAGE WITH THE MAN, HE DIDN'T CALL THE POLICE AND I DIDN'T WANT TO REPORT IT TO MY INSURANCE. I WANTED TO SAY I WAS ON "D", BUT A COUPLE OF MY FRIENDS WERE KIDDING ME ABOUT GETTING A SIGN THAT SAYS, "WATCH OUT SENIOR CITIZEN DRIVING", I THOUGHT MAYBE I WAS ON "R", LET THAT INCIDENT PASS, AND PASS AGAIN, UNTIL ONE DAY I HAD MY FRIEND WITH ME, WE HAD STOPPED AT A STORE I PARKED FORWARD, SO I WOULDN'T HAVE TO BACK UP, (GOOD THING THERE WAS NO ONE PARKED BEHIND ME) WHEN I DID MY SHOPPING I GOT IN MY VAN, PUT THE GEAR ON "D" , STEPPED ON THE GAS, AND IT WENT BACK, MY FRIEND SAID, "WHERE YOU GOING?, I WAS SO HAPPY THAT HE HAD WITNESSED MY PROBLEM, I FINALLY HAD SOMEONE I COULD USE AS A WITNESS, WE WENT RIGHT TO THE DEALER, TO NO AVAIL IT HAS TO HAPPEN WHILE IN THEIR POSSESSION.

ANOTHER TIME I HAD ANOTHER WITNESS AND MY WITNESS COULDN'T BELIEVE WHAT WAS HAPPENING, THAT'S WHEN I DECIDED TO CALL YOU.

THE MECHANICS, KEPT TELLING ME, AND I QUOTE, "IMPOSSIBLE, IT'S JUST NOT POSSIBLE" END QUOTE. THE TIME CHRYSLER SUGGESTED FOR ME TO LEAVE IT WITH THE DEALERS, I DID, BUT THE INCIDENT HAD JUST HAPPENED, IT

WOULD NOT REPEAT ITSELF FOR ANOTHER TWO OR THREE MONTHS.

THE LAST INCIDENT, I WAS IN FRONT OF MY HOUSE, I HAD GONE OUT TO WARM THE ENGINE BEFORE I TOOK OFF TO FLAGSTAFF, I GOT IN THE VAN, AND PUT IT ON "D" STEPPED ON THE GAS, AND LO AND BEHOLD IT GOES BACK AGAIN, SO I GOT ON THE CELL-PHONE AND CALLED FLAGSTAFF AND THEY SENT A MECHANIC RIGHT AWAY, I'M 34 MILES AWAY FROM FLAGSTAFF AND BY THE TIME THEY ARRIVED THE VAN HAD BEEN IDDLING A GOOD 50 MINUTES, THE MECHANIC GOT IN IT, WITH MY INSTRUCTIONS NOT TO TOUCH THE GEAR SHIFT, AND THE CAR DID NOTHING IT DIDN'T DUPLICATE MY COMPLAIN OF GOING BACK. SO HE TURNS IT OFF PUTS IT ON "D" STEPPED ON THE GAS, AND THE CAR WOULDN'T BUDGE, NOT BACKWARDS OR FRONTWARDS, HE MADE THE REMARK, "THERE IS DEFINETLY SOMETHING WRONG WITH THIS VAN.

SO I TOOK IT BACK, AND THEY STILL DIDN'T FIND ANYTHING, ENCLOSED THE LATEST REPORT.

I'M AFRAID, SOMEDAY I WILL BE STOPPED FOR A LIGHT, I WILL STEP ON THE GAS TO CONTINUE FORWARD, AND I GO BACKWARD, I COULD KILL SOMEONE OR WORSE STILL KILL MYSELF, BOTH WOULD BE A CATASTROPHY

PLEASE DO SOMETHING, I'M AFRAID TO DRIVE ANYMORE, I WOULD LIKE AN EXCHANGE STRAIGHT ACROSS BOARD. THE PRICE OF MY VAN WAS 31K DOLLARS THAT INCLUDES THE INTEREST, THE VAN ALONE WAS 26K OR BETTER.

I STILL OWE 19K. I NEED CHRYSLER CORPORATION TO INTERVENE IN THIS PROBLEM. DODGE WOULDN'T EVEN GIVE ME LOANER WHEN I LEFT MY VAN THERE FOR 2 WEEKS.

THANKING YOU IN ADVANCE FOR YOUR ATTENTION TO THIS SERIOUS MATTER.



We have had Dodge cars since I was a teenager, always happy with the trucks, station wagons etc..

43655 2 B 6 H B 1 1 X X 2 K 1 3 3 7 8 7

2002 DODGE TRK VAN

9449 9474

02/07/03

68771

69

JESSIE

12/29/03

05:06

01/05/04

8088E

(1) TRANSMISSION INSPECTION OR MINOR REPAIR
CUSTOMER STATES THAT VEHICLE WON'T ENGAGE
WHEN ON DRIVE, ALSO STATES THAT VEHICLE
WENT BACKWARDS WHEN SHE HAD IT IN "D".
~~CUSTOMER STATES THAT IT USUALLY HAPPENS~~
~~IN THE MORNING SEVERAL MONTHS BETWEEN.~~
CHECKED SYSTEM WITH DMB, CHECKED ELECTRONIC
CLUSTER AND FENDL--OK. CHECKED SHIFT CABLE
ADJUSTMENT & ALL LINKAGE & BRACKETS. OVER 2
DAYS DROVE 25 MILES. STOPPING & STARTING---
SHIFTING N-D-R-1-2. COULD NOT VERIFY PROBLEM.
MIKE AT CUST. SERVICE AWARE OF PROBLEM
(Tech:39)

..... (Warranty)

Labor	.00
Parts	.00
Sublet	.00
Waste Dispos	.00
Oil /	.00

DIAMOND DODGE CHRYSLER PLYMOUTH

350 N. SWITZER CANYON DRIVE - FLAGSTAFF, AZ 86001

(928) 774-5293

Thank You

Thank you for this opportunity to serve you. It is our aim to perform all the repairs requested on this repair order to your complete satisfaction.

RO	VIN	DATE IN
AZ557	2B6HB11XX2	10/22/03
YMS	MAKE DODGE TRK	TIME IN
2052	MODEL VAN	09:46
0057	8189	CLOSED
	02/07/03	11/06/03
	350KMX	4776
		JERRY

(1) TRANSMISSION

OWNER LEFT VEHICLE HERE PER CHRYSLER RE COMMENDATION TO DRIVE & CHECK SHIFT SYSTEM OPERATION. OWNER REPORTS GEAR FORWARD WHEN SHIFTED INTO REVERSE.
ROAD TEST VEHICLE FOR 122 MILES OVER 14 DAYS THAT OWNER LEFT VEHICLE WITH DEALERSHIP. DEALER WAS NEVER ABLE TO DUPLICATE DESCRIBED CONDITION. SYSTEM OPERATED AS DESIGNED DURING TESTING. NO REPAIR PERFORMED.
(72)

Warranty Claim

Labor A 0

*parts
11/6/03*

*gear had
in forward (LD)
step in gear
gear*

*1-877-Do-Dodge
Lussie*

ORIGINAL ESTIMATE	REVISED ESTIMATE	Customer Signature	Labor	.00
			Parts	.00
			Sublet	.00
			Waste Dispos	.00
			Oil/Grease	.00
			Total	.00
			Tax	.00
			Tax 2	.00
			Total	.00

DIAMOND DODGE CHRYSLER PLYMOUTH

350 N. SWITZER CANYON DRIVE • FLAGSTAFF, AZ 86001 (928) 774-5293

Thank You

Thank you for this opportunity to serve you. It is our aim to perform all the repairs requested on this repair order to your complete satisfaction.

NO	42308	VIN	2B6HB11XX2	DATE IN	10/09/03
2052	DODGE	TRK	VAN	TIME IN	08:01
7530	7532	02/07/03	LABOR	CLOSED	10/09/03
					4776
					JERRY

- (1) TRANSMISSION INSPECTION OR MINOR REPAIR
OWNER REPORTS VEHICLE GOES FORWARD WHEN
TRANSMISSION IS SHIFTED INTO REVERSE-IN
INTERMITTENT CONDITION.
INSPECT SHIFTER & SHIFT INDICATOR, OPERATING A
S DESIGNED. UNABLE TO DUPLICATE DISCRIBED COND
ITION.
[72]

Warranty Claim

Labor

A

0

Labor	.00
Parts	.00
Sublet	.00
Waste Dispos	.00
Oil/Grease	.00
Total	.00
Tax	.00
Tax 2	.00
Total	.00

42308

Customer Copy