



DOT Auto Safety Hotline

U.S. Department of Transportation
National Highway Traffic Safety Administration

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 zdf

Date Received
13 JAN 2004

Repository
Reference No.
10053861

OWNER INFORMATION (Type or Print)

Name
Address
City VIRGINIA BEACH State VA Zip Cod

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 authorized signature, NHTSA will NOT provide your name or address to the vehicle manufacturer.
Signature of Owner Date 3/3/2004

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side: 1B7GLZAN1YS685735
Make DODGE Model DAKOTA Model Year 2000
Date Purchased 4/29/2000 Dealer's Name and Telephone Number ROCHESTER DODGE (603) 332 5131 Engine: V8 No: Cylinders
Original Owner Dealer's City ROCHESTER State NH Zip Code 02867
Transmission Type Antilock Brakes Powertrain Vehicle Component Code 034630 SERVICE BRAKES, HYDRAULIC: FOUNDATION COMPONENTS
Cruise Control Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s) Failure Mileage Failure Speed
SEE ATTACHED

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: DOTM9ABC036) 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(es).)

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(es).
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 TRAVELING AND WHEN DEPRESSING THE BRAKES VEHICLE VIBRATED UNTIL IT CAME TO A STOP. *AK

SEE ATTACHED

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.

U.S. Department of Transportation
National Highway Traffic
Safety Administration
Office of Defects Investigation, NVS-216
400 7th Street, SW
Washington DC 20590

To Whom It May Concern:

I am writing this letter due to the complaint I have filed for our 2000 Dodge Dakota truck. As you can see by the attachments, we have had several problems with the rotators on our vehicle.

The problems would first present as vibrating to a stop. When taken in about every 20,000 miles the rotators were warped and needed re-placement. In May of 2001 our first set was put on, February of 2002 they needed to be resurfaced at our expense, August of 2002 we had to again have the rotators replaced at no charge. In October of 2003 once again the truck was vibrating to a stop, signaling that there was a problem with the rotators. At that time I was informed by Greenbrier Dodge of Chesapeake Virginia, that the "Brake are good, don't recommend any work" by technician Dave Lewis Linc# 9363. So on December 16, 2003 I met with the service director regarding the ongoing problem we were having, he took copies of the paperwork and would speak to a representative of Dodge about the problem. On December 29, 2003, after finally receiving an answer, I brought the truck in at their request to be inspected and also to have the ball joint inspected as well for usual wear on the front tires. I was given no answer as to what the problem was with the vehicle except that the factory was now involved and they would return an answer. This answer took TWO weeks and I was given back my truck to drive. This is transportation for me and my three year old son. Finally on January 12, 2004, I called as one final attempted before calling the Better Business Bureau, and at that time I spoke with Mickey Dement, my service advisor who informed me that they had heard back from James Brown, a factory representative, and gave me the news that Dodge was unwilling to do any repairs at the Dodge expense. I then spoke with Earl Flinn who stated that the rotators were once again warped and that unfortunately his hands were tied because of Mr. Brown's response. But the one thing he did say was that Mr. Brown never came to inspect the truck like I was told he would do. Instead Mr. Flinn the service director did, and noted the problem himself.

I hope that I have not overwhelmed you with detail, but I want to be sure that all the facts were included. Greenbrier Dodge did everything I expected. What I am most concerned about is Dodge not taking responsibility or acknowledging that there is a problem. I have also filed a complaint on there website, to find 3 other different complaints in regarding to rotator problems. We have since replaced the rotators ourselves with a higher quality than what was originally issued by Dodge.

Thank you for your time. If I can be of any assistance, please do not hesitate to call. I can be reach daytime [REDACTED] or evenings [REDACTED]

Sincerely,

[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).**