



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 100161

Date Received

2004 Feb 1

Repository ☐

03-FEB-2004

Reference No.

10057432

OWNER INFORMATION (Type or Print)

Name

Address

City

SUNSET

State

SC

Zip Code

Daytime Telephone Number

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

Signature of Owner

Date 02/23/04

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side
1B7KF2387WJ188022

Make
DODGE

Model
RAM 2500

Model Year
1998

Date Purchased
03/1998

Dealer's Name and Telephone Number

FERRARIO AUTO CENTER 717-265-6111

Engine:
No. Cylinders

Fuel Type:
Diesel

Original Owner
☒

Dealer's City

TOWANDA PA

State

PA

Zip Code

18848

Transmission Type
MANUAL

☒ Antilock Brakes

☒ Cruise Control

Powertrain

Vehicle Component Code

341000 COMMUNICATIONS:HORN ASSEMBLY

Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)

Failure Mileage
40000

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: DOTM18ABC036)

☐ 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

Fire

☐ Yes ☒ No

☐ 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).

VEHICLE WAS TAKEN THE DEALER BECAUSE THE HORN OPERATED INTERMITTENTLY. DEALERSHIP/MECHANIC INFORMED THE CONSUMER THAT DRIVER'S AIR BAG MUST BE REPLACED TO FIX THE HORN. *AK

Please see other side of form and two attachments.

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.

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

Gentlemen,

I recently read that your organization was looking into complaints about hiems and air bags on 1997 & 1998 Chrysler products. I have a 1998 Dodge truck with similar problems. I have enclosed a brief explanation with this form. I have also enclosed a copy of an invoice from a Chrysler dealership stating that the problem with the hotel is in the air bag ASG.

If there is a problem with these vehicles I hope this info helps.

Thank you,

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

FIRST CLASS PERMIT NO 73173 WASHINGTON, D.C.

POSTAGE WILL BE PAID BY MAILING 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

NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES

**VEHICLE
OWNER'S
QUESTIONNAIRE**

DOT AUTO SAFETY HOTLINE

TO REPORT VEHICLE SAFETY DEFECTS
COMPLETE THIS FORM
ON

DASH2DOT

and dial toll free at

1-888-DASH-2-DOT

1-888-327-4236

DOT Auto Safety Hotline
(DASH) & DOT



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Inquiries about this questionnaire

Since purchasing the truck the horn has been difficult to operate. This means that unless the horn is depressed in exactly the right spot with a great deal of pressure it will not sound. I mentioned this to the dealer shortly after purchase and was told that it was just something that I would get used to.

Over time the use of the truck for hauling increased tremendously when we moved from rural NY to SC. There were two factors which required me to use the horn more frequently upon this transition; First the fact that drivers are not as good in SC and secondly the fact that I was hauling a trailer more often and had to be more cautious.

Issues arose when I was not able to activate the horn when needed. Fortunately to this point there has not been an accident.

I took the vehicle to a dealership in SC and complained about the situation. The truck was covered under the Chrysler extended warranty. At this visit the truck had 55,000 miles and was approximately 3 years old. At this time we were told that the warranty would not cover the repair due to the fact that the horn assembly was attached to the airbag. Chrysler offered to replace the airbag assembly and split the cost with me 50/50. (Enclosed is a copy of the service invoice). We felt at the time and still do that given that we had the extended warranty that they should have corrected the situation.

The truck now has approximately 78,000 and Chrysler has refused to address it.



23 Feb. 2004

**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).**