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 100181

Date Received: 2004 FEB 26 AM 9:32 — 04-FEB-2004
Repository ☐
Reference No. 10057525

OWNER INFORMATION (Type or Print)

Name [redacted]
Address [redacted]
City BIRCH RIVER | State WV | Zip Code [redacted]
Daytime Telephone Number [redacted]
E-mail Address [redacted]
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 [redacted] Date 2/16/04

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side	Make	Model	Model Year
3B7MC33DX8M120820	DODGE	3500	1987

Date Purchased	Dealer's Name and Telephone Number			Engine: No. Cylinders	Fuel Type:
	MICHAEL MOTORS				Diesel
Original Owner ☐	Dealer's City GLASSAWAY	State WV	Zip Code 26624	6	

Transmission Type		Powertrain	Vehicle Component Code
MANUAL	☐ Antilock Brakes ☐ Cruise Control		073000 FUEL SYSTEM, GASOLINE:FUEL INJECTION SYSTEM Multiple Failure: 2

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)	Failure Mileage	Failure Speed	
	172000 + 187,000	PARKED	FUEL SHUT OFF SOLENOID, BUT IT'S NOT FAILING SOMETHING IS CAUSING IT TO BURN UP

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: DOTMALSABCC036)	☐ 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 to detail the Incident(s), Failure(s), Crash(es), and Injury(ies).)

Crash	Fire	Number of Persons Injured	Number of Deaths	Reported to Police
☐ Yes ☒ No	☒ Yes ☐ No			Y

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).

FUEL SHUT OFF [redacted] SOLENOID OVERHEATED, CAUSING A FIRE IN THE VEHICLE. ALSO, VEHICLE STALLED. CONSUMER WAS ABLE TO EXTINGUISH THE FIRE. *AK

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice. ATTACH ADDITIONAL SHEETS IF NECESSARY

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

When The Fuel Shut off Solenoid Burns up it Shuts off Fuel To Motor There by Shutting off Motor There by Shutting off Power Brakes + Steering. Had This Fire occured when I was on The Interstate Pulling or Hauling A Load What Happens?

I was Given The Phone # of [redacted] Daimler Chrysler To Contact Corrasponse of Which Copies Attached.

P.S.

Air Bag's Did Not Work

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

DUNBAR, W.V. 25064 FEB

NO POSTAGE NECESSARY IF MAILED IN THE UNITED STATES

BUSINESS REPLY MAIL
FIRST CLASS PERMIT NO 79173 WASHINGTON, D.C.

POSTAGE WILL BE PAID BY NATL. HWY. 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

VEHICLE OWNER'S QUESTIONNAIRE

DOT AUTO SAFETY HOTLINE

TO REPORT VEHICLE SAFETY DEFECTS COMPLETE THIS FORM OR

DASH2DOT

and dial toll free at

1-888-DASH-2-DOT

1-888-327-4236

DOT Auto Safety Hotline (DASH) 2 DOT

U.S. Department of Transportation
National Highway Traffic Safety Administration
http://www.nhtsa.dot.gov/hotline

DAIMLERCHRYSLER

RECIEVED ?
1-8-04

DaimlerChrysler Corporation
Customer Claims Resolution Group

January 8, 2004

[redacted]
Birch River, WV [redacted]

Re: English, Harry
Vehicle: 1997 Dodge Ram 3500
VIN: 3B7MC33DXVM520820

Dear [redacted]

Thank you for contacting DaimlerChrysler Corporation with regard to the above referenced vehicle. I am in the process of reviewing your file and will inform you of our decision as soon as practicable. If I determine that a vehicle inspection is necessary, someone will contact you soon to set up an appointment convenient to your schedule.

If you have any questions regarding this matter, I may be reached at the number below.

Very truly yours,

John P. Hunt /ecs

John P. Hunt
Customer Claims Resolution Group
(866) 432-1DCX 1329
(248) 512-4051 (fax)
jph44@dcx.com

DAIMLERCHRYSLER

Recieved 1/29/04

DaimlerChrysler Corporation
Customer Claims Resolution Group

January 28, 2004

[redacted]
Birch River, WV [redacted]

Re: 1997 Dodge Ram 3500
Vin# 3B7MC33DXVM520820

Dear [redacted]

Thank you for contacting DaimlerChrysler Corporation and raising concerns that you have with the above referenced vehicle. DaimlerChrysler Corporation conducted an investigation into the incident and inspected the vehicle.

Based on the information we received, DaimlerChrysler Corporation must deny your claim.

Thank you again for raising your concerns with DaimlerChrysler Corporation.

Very truly yours,

John Paul Hunt
Customer Claims Resolution Group