



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

DOT Auto Safety Hotline
Vehicle Owner's Questionnaire
To Report Vehicle Safety Defects
1-800-DASH-2-DOT
(1-800-342-7332)
INTERNET: www.safercar.gov/hotline

FOR AGENCY USE ONLY 335

Date Received

2004 MAR 23
10-FEB-2004

Signature ☐

Signature No.
10050234

OWNER INFORMATION (Type or Print)

Name

Address

City LYONS

State IL

Zip Code 60540

Home Telephone Number

E-mail Address

Work Telephone Number

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle?
In the absence of an authorization, NHTSA will not provide your name or address to the vehicle manufacturer.

Signature of Owner

Date 3/16/04

VEHICLE INFORMATION

17 digit vehicle identification number located at base of windshield on driver's side
3B7HC13Y3W

Make DODGE

Model RAM PICKUP

Model Year 1999

Date Purchased
14-SEP-89

Dealer's Name and Telephone Number
DODGE CITY 708-352-9250

Engine: 5.2 LITR
No. Cylinders 8

Fuel Type: 87 OCTANE

Original Owner
☒

Dealer's City
COUNTRYSIDE

State IL

Zip Code 60525

Transmission Type
AUTOMATIC

☒ Antilock Brakes
☒ Cruise Control

Powertrain

Vehicle Component Code
080000 ENGINE AND ENGINE COOLING

Multiple Failure: 7

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)
SEE INVOICES

Failure Mileage
11000

Failure Speed

GOVERNOR PRESSURE SENSOR
GOVERNOR PRESSURE SOLENOID

FAILED
TWICE

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make

Tire Model (Name or Number)

Tire Size (Example P215/60R15)

DOT No. (Example: DOTWALBABC038)

☐ 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

Number of Persons Injured

Number of Deaths

Reported to Police

☐ Yes ☒ No

☐ Yes ☒ No

☐ Yes ☒ No

☐ Yes ☒ No

☐ Yes ☒ No

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).

GOVERNOR PRESSURE SENSOR AND THE GOVERNOR PRESSURE SOLENOID FAILED, AND ENGINE CHECKLIGHT CAME ON. ALSO, TRANSMISSION SLIPPED MOMENTARILY. *AK

TRUCK REPAIRED AT SUBURBAN DODGE OF BERNWIN, IL. 708-484-1200
OLD PARTS ARE ENCLOSED IN PACKAGE.

SEE LETTER AND REPAIR INVOICES FOR DESCRIPTION OF FAILURE AND REPAIRS.

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.

Let's DAD

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

SEE ACCOMPANYING LETTER

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 MAIL, 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

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
OR

DASH2DOT

and call toll free at

1-888-DASH-2-DOT

1-888-627-4236

DOT Auto Safety Hotline
(DASH) & DOT



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

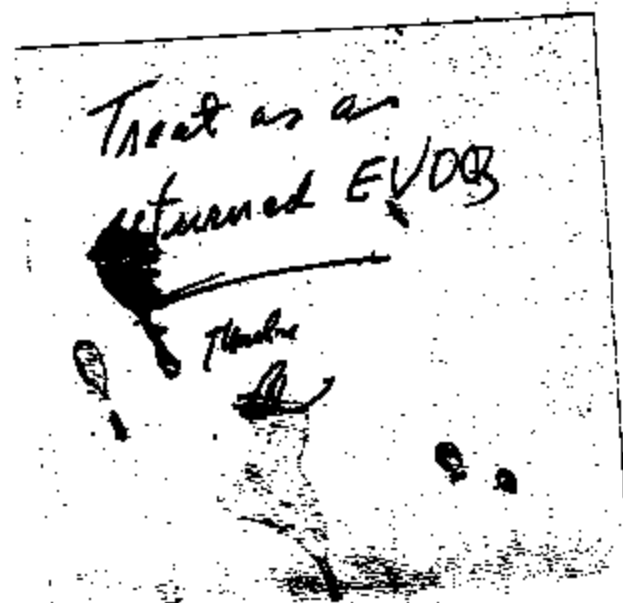
[REDACTED]
Home Phone [REDACTED]

March 14, 2004

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

Dear Defect Investigator,

On January 27, 2004, I brought my 1998 Dodge Ram pickup truck in for repair because the check engine light was illuminated. I noticed that when the check engine light came on, the transmission would momentarily slip. The transmission would slip for approximately one minute, and then return to a normal driving condition. However, the check engine light remained on. This is now the seventh time this condition has occurred since I bought the truck new in September 1998. Currently the vehicle has only 53,000 miles. Various repairs were made to fix the problem. However, the culprit seems to be the governor pressure sensor and the governor pressure solenoid which is located in the transmission. These parts were replaced once in mid 2001 and again in January 2004. I know these components are designed to last much longer than 2 1/2 years. The dealer mechanic does not know why these parts are failing prematurely, but told me that he repairs many truck transmissions with the same problem. I personally know two individuals with 1998 Dodge pickup trucks that had the same transmission problem. I am wondering if another problem lies undetected which causes these parts to fail prematurely, or if the parts themselves are at fault? Since the vehicle is past the warranty period, I had to pay the service bill. The service department would not cover the repair cost, nor would Chrysler, even though the problem occurred six other times during the warranty period. I always had the truck serviced at Suburban Dodge for this transmission problem. Enclosed are copies of the letter I wrote to Suburban Dodge, their letter of response, and all service invoices. I also enclosed two sets of old parts- one set is from my truck, and another set from an unknown Chrysler vehicle. I thank you for looking into my concern.



Dear Mr. Jeffers,

2-3-04

On January 27, 2004 I brought my 1998 Dodge Ram truck in for repair because the check engine light was illuminated. I also noticed that the transmission would momentarily slip just after the check engine light came on. This is now the seventh time that this condition has occurred since I bought the vehicle new. The truck has only 52,000 miles. Various repairs were made to fix the problem. The culprits seem to be the governor pressure sensor and the governor pressure solenoid which is located in the transmission. These parts were replaced once in mid 2001 and again in January 2004. This is unacceptable. I know these components are designed to last much longer than 2 1/2 years. There is obviously something else causing these parts to fail which has not been detected yet. I am sure the transmission will malfunction again because the only parts replaced in the transmission during this most recent service had failed in past service attempts. I had to pay the

bill for this last repair because the warranty expired. The service department and Chrysler would not cover the bill even though the problem occurred six other times during the warranty period. It is obvious that my truck has a history of the same transmission problem from when it was new. The service department must be responsible for both the service bill and the fact that they are misdiagnosing the true cause of the solenoid and sensor failing. I should not be liable for transmission repairs that could have been performed properly the first time I brought the vehicle in for the check engine light malfunction. I wish to discuss this trouble I am having so that my truck can be driven without the fear of having another premature transmission failure. I enclosed all service receipts for your convenience.

Thank you,



7050 WEST OGDEN AVENUE
BERWYN, ILLINOIS 60402
PHONE (708) 484-1200
FAX (708) 484-4177



SERVICE DEPARTMENT
7081 WEST OGDEN AVENUE
(Across showroom on Ogden)
FAX (708) 788-0228



FIVE STAR

February 24, 2004

Mr. Stokasa,

In response to your letter of 2/3/04, I have reviewed the situation of your transmission repair with Mr. Jeffers. The fact that the transmission parts have failed more than 1 time is unfortunate. The factory provides a 1 year/12,000 mile (whichever comes 1st) warranty on all replacement parts. The dealership honors this warranty however provides no other warranty beyond this. The fact that the parts failed approx. 2.5 years later falls well beyond the expiration of the warranty therefore the burden of the repair cost is the customer's responsibility. As far as any misdiagnosis I don't see any evidence of that considering the amount of time that the repair lasted after being performed. If you are concerned about future part failures I would urge you to contact Daimler-Chrysler customer relations department at (800) 992-1997. Thank you for your letter of concern.


Joe Hart Service Director

Serving our customers since 1965

HOME OF THE FREE LIFETIME OIL & FILTER CHANGE

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).