



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-NASH-2-DOT
(1-888-327-4238)
INTERNET: www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 100145

Date Received

2004 APR 21 10:12
31-MAR-2004

Repository ☐

Reference No.
10065386

OWNER INFORMATION (Type or Print)

Name

Address

City

JOHNSTOWN

State

OH

Zip Code

Daytime 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 authorized signature, NHTSA WILL NOT include your name or address to the vehicle manufacturer.
Signature of Owner _____ Date 4/19/04

VEHICLE INFORMATION

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

1D7HA18N24

Make

DODGE

Model

RAM 1500

Model Year

2004

Date Purchased

2-1-04

Dealer's Name and Telephone Number

Spitzer Dodge #614-866-0250

Engine: V8

No. Cylinders

Fuel Type:

Original Owner

☒

Dealer's City

Columbus

State

OH

Zip Code

Transmission Type

☐ Antilock Brakes

Powertrain

☐ Cruise Control

Vehicle Component Code

141100 AIR BAGS:FRONTAL:SENSOR/CONTROL MODULE

Multiple Failure: 10

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)

31-MAR-2004

Failure Mileage

2300

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: DOTM18AB0036)

☐ 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(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).

AIRBAG SENSOR LIGHT STAYED ON WHILE DRIVING. CONSUMER WAS CONCERNED THAT THE AIRBAG WILL NOT DEPLOY UPON IMPACT. DEALER WAS NOT ABLE TO RESOLVE THE PROBLEM. *AK

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

ATTACH ADDITIONAL SHEETS IF NECESSARY

The Privacy Act of 1974 (Public Law 93-578) 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 responses may be used to assist the NHTSA in determining whether a Manufacturer is in compliance with the Act. If you wish to request a copy of this information, please contact the NHTSA at 1-888-327-4238.

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

Dealership unable to fix problem. Has had several attempts. Choices are to drive car with inoperable air bag or keep taking it back. Bought it new on 2-1-04. Air bag has not been operative since 2-1-04. Dealership won't compensate me for problem or provide transportation. Contacted attorney general (Lemon Law).

(rental car was provided but was advised that they no longer want to do this)

* District mgr. Tom Rice has been useless, absolutely "no help"

ATTACH ADDITIONAL

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

Far East



**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

1-888-327-4238

DOT Auto Safety Hotline
(DASH) 2 DOT



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http://www.nhtsa.dot.gov/defects