



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

FOR AGENCY USE ONLY 100078

Date Received

2004 AUG 16 PM 8:51
10-MAY-2004

Repository ☐

Reference No.
10072274

OWNER INFORMATION (Type or Print)

Name

Address

City

MORGANTOWN

State

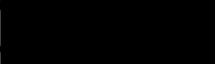
WV

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 owner's signature, NHTSA WILL NOT provide your name or address to the vehicle manufacturer.
Signature of Owner  Date 7/30/04

VEHICLE INFORMATION

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

1B7HF16Z7X5

Make

DODGE

Model

RAM 1500

Model Year

1999

Date Purchased

11-98

Dealer's Name and Telephone Number

CABRATON CHEVROLET DODGE

Engine: 360

No. Cylinders 8

Fuel Type:

Gas

Original Owner

☒

Dealer's City

MORGANTOWN

State

WV

Zip Code

26505

Transmission Type

AUTOMATIC

☐ Antilock Brakes

☒ Cruise Control

Powertrain

4X4

REAR WHEEL DRIVE

Vehicle Component Code

180000 VEHICLE SPEED CONTROL

Multiple Failure: X 3

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)

07-MAY-2004

Failure Mileage

45000

Failure Speed

50

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make

Tire Model (Name or Number)

Tire Size (Example P215/65R16)

DOT No. (Example: DOTM19ABC096)

☐ 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

☐ Yes ☒ No

Fire

☐ 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).

WHILE DRIVING 50 MPH VEHICLE STALLED: THIS CAUSED LOSS OF STEERING AND BRAKES; VEHICLE WAS TAKEN TO THE DEALER, AND MECHANIC DETERMINED THAT SPEEDOMETER GAUGE CLUSTER SHORT OUT, AND REPLACED THE GAUGE CLUSTER. (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 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)

VEHICLE SHUTS OFF WITHOUT WARNING. NO POWER BRAKES, NO POWER STEERING, WON'T START BACK UP UNTIL RESET. READS "NO BUS" ON ODOMETER. AFTER FOUR ATTEMPTS TO FIX THIS PROBLEM THEY FOUND OUT IT WAS THE "PCM" MODULE. THEY SAID BEFORE THAT IT WAS THE GAUGE CLUSTER. AND CHARGED ME \$400. SHUT OFF 2 DAYS AFTER.

I NO LONGER OWN THIS VEHICLE.

I'VE READ QUITE A FEW COMPLAINTS ON THE INTERNET ABOUT THIS SAME "NO BUS" PROBLEM.

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 75173 WASHINGTON, D.C.

POSTAGE WILL BE PAID BY NATL. HIGHWAY 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



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OWNER'S
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and dial toll free at

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(DASH) 2 DOT



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