



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 1387

Date Received

2004 JUN 14 PM 3:45
17-MAY-2004

Repository ☐

Reference No.
10073686

OWNER INFORMATION (Type or Print)

Name

Address

City

RACINE

State

WI

Zip Code

Daytime Telephone Number

E-mail Address

Evening Telephone Number

Do you authorize NHTSA to contact the manufacturer of your vehicle? ☐ YES ☒ NO
In the absence of a signature, your name or address to the vehicle manufacturer.
Signature of Owner Date 5/25/04

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side
1G7HD38X735324112

Make

DODGE

Model

DAKOTA QUAD CAB

Model Year

2003

Date Purchased

5-OCT-03

Dealer's Name and Telephone Number

Engine:

No: Cylinders

Fuel Type:

Original Owner

☒

Dealer's City

State

Zip Code

Transmission Type

☐ Antilock Brakes

Powertrain

☐ Cruise Control

Vehicle Component Code

103000 POWER TRAIN: AUTOMATIC TRANSMISSION

Multiple Failure: 7

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)

18-OCT-2003

Failure Mileage

100

Failure Speed

TRANSMISSION FAILURE
TRANS-CONTROL MODULE
TRANSMISSION REVERSE

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: DOTM19ABC036)

☐ 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).

VEHICLE WILL EITHER GO INTO NEUTRAL WHEN PUT IN REVERSE OR WHILE REVERSING POP OUT OF REVERSE INTO NEUTRAL. THIS MOSTLY OCCURRED WHEN THE VEHICLE WAS IN 4-WHEEL DRIVE. DEALERSHIP SERVICED THE VEHICLE SEVERAL TIMES FOR THIS ISSUE, BUT SINCE THEY WERE UNABLE TO DUPLICATE OR 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 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.

I purchased my Dodge Dakota Quad Cab truck on 15 October 2003. I have had two major transmission problems and concurrent safety problems since then. My transmission control module shorted out on four separate occasions, resulting in my truck suddenly dropping out of gear while driving. This problem nearly caused me to be rear-ended during three of those occurrences.

The other major transmission problem is that the transmission shift indicator shows that the vehicle is in reverse but the vehicle acts as if it were in neutral. I have had the truck in for service four times on this issue alone and the problem still exists.

The dates for servicing these problems are:

28 October 2003—03 November 2003
10 November 2003—13 November 2003
17 November 2003—21 November 2003
26 November 2003—03 December 2003
16 January 2004
19 May 2004—21 May 2004

On 25 May 2004, the dealership was notified that the problem with the reverse still exists.

**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).**