



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 100147

Date Received

2004 JUN 15 PM 7:16
21-MAY-2004

Repository ☐

Reference No.
10074064

OWNER INFORMATION (Type or Print)

Name

Address

City GRASS VALLEY

State CA

Zip Code

Daytime Telephone Number

E-mail Address

Evening Telephone Number

SAME

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

Date 1/1

VEHICLE INFORMATION

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

Make
DODGE

Model
3600

Model Year
1998

Date Purchased

6/25/98

Dealer's Name and Telephone Number

LIBERTY MOTORS (630) 477-5454

Engine:

No. Cylinders 6

Fuel Type:

DIESEL

Original Owner

☒

Dealer's City

GRASS VALLEY

State

CA

Zip Code

95945

Transmission Type

AUTO

☒ Antilock Brakes

Powertrain

☒ Cruise Control

Vehicle Component Code

135200 VISIBILITY: REARVIEW MIRRORS/DEVICES: EXTERIOR

Multiple Failure: 2

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)
12-MAY-2004

Failure Mileage

4/29/04

Failure Speed

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make

Tire Model (Name or Number)

Tire Size (Example P215/85R15)

DOT No. (Example: DOTM18ABC038)

☐ 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

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).

WHEN DRIVING BOTH OF THE SIDE VIEW MIRRORS CRACKED. CONSUMER NOTIFIED THE DEALER ABOUT THIS ISSUE IN THE PAST.
HOWEVER, THE PROBLEM RECURRED. *AK

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

ATTACH ADDITIONAL SHEETS IF NECESSARY.

The Privacy Act of 1974-Public Law 93-579 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.

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

DRIVER SIDE MIRROR CRACKED IN OR AROUND SUMMER OF 03
SERVICEWRITER SAID DODGE HAVING TROUBLE WITH DELUXE HEATED
MIRRORS CRACKING CAUSING DISTORTED REAR VISION SO HE REPLACED
WHOLE MIRROR AT MANUFACTURES EXPENSE AND NO PAPERS WERE
GIVEN. THE END OF APRIL I NOTICED BOTH HAD CRACKED AGAIN
AND NOTIFIED THE SAME SERVICEWRITER AND HE SAID THERE
WAS NO BULLITTEN AND SA THEY WOULD GIVE ME THEIR DISCOUNT
AT THE GLASS SHOP BUT WOULD NOT PAY IT THEMSELVES.
BOTH MIRRORS HAVE MORE THAN ONE CRACK CAUSING DISTORTED
VISION TOWARD THE REAR. ALL THIS AND I ONLY PUT 5354
MILES ON THE TRUCK

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 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

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 dial toll free at

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1-888-327-4236

DOT Auto Safety Hotline
(DASH) 2 DOT



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<http://www.safercar.gov>



**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).**