



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 1367

Date Received

28-MAY-2004

Repository ☐

Reference No.

10974493

OWNER INFORMATION (Type or Print)

Name

Address

City

ELEMENTON

State

MO

Zip Code

63001

Daytime Telephone Number

Evening 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 NHTSA agent, you provide your name or address to the vehicle manufacturer.

Signature of Owner

Date 6-11-04

VEHICLE INFORMATION

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

2B7H821Y3T

Make

DODGE

Model

RAM 2500

Model Year

1996

Date Purchased

Dealer's Name and Telephone Number

Engine:

No. Cylinders

8

Fuel Type:

Gas

Original Owner

☐

Dealer's City

State

Zip Code

Transmission Type

AUTOMATIC

☒ Antilock Brakes

☒ Cruise Control

Powertrain

REAR WHEEL DRIVE

Vehicle Component Code

060000 ENGINE AND ENGINE COOLING

Multiple Failure: 3

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)

15-MAY-2004

Failure Mileage

75000

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: 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).

THE ENGINE RACED AT A HIGH RPM WHEN IT SHOULD BE AT AN IDLE AS IT SLOWED DOWN. WHEN THIS OCCURRED, THE CONSUMER APPLIES THE VEHICLE INTO NEUTRAL, WHICH SLOWED THE ENGINE. THE DEALERSHIP PERFORMED A DIAGNOSTIC TEST, IN WHICH NO FAILURE CODE WAS FOUND. THE CAUSE OF THE PROBLEM IS UNDETERMINED. THE DEALERSHIP TOOK AN EDUCATED GUESS AND REPLACED THE AIS MOTOR AND TPS SENSOR AND DID SOME GENERAL CLEANING. THUS FAR THE PROBLEM HASN'T RECURRED. *LA

The problem keep occurred on 3 successive days - Twice going forward and once backing up. Cruise control was not on in any of these occasions.

See enclosed letter to dealer and dealer repair invoice.

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.

May 18, 2004

Service Manager
Flemington Dodge

Re: Serious Safety with my 1996 Dodge Van

I purchased the 1996 Dodge Conversion Van in February of this year in Florida - VIN 2B7HB21Y3T [REDACTED]

I've driven it several thousand miles since then, but the past 3 days I experienced a major problem that I believe should be passed on to the manufacturer, if they are not already aware of the problem.

On Saturday, May 15, as I came to a stop sign and braked to stop, the engine suddenly began to race and I could not stop the vehicle with the brakes - luckily I had the foresight and fast reaction to shift it into neutral after going well past the stop sign. Thankfully, there were no cars or people at the intersection at that time. Once in neutral, the engine returned to a normal idle. I cautiously drove it to my destination (about 15 miles) without further problems.

On Sunday, again driving on Flemington Borough streets, I approached a stop sign and the same problem occurred - but this time I was alert to the problem and quickly shifted out of gear, and again it returned to normal idle. In both these instances, I was just a few blocks from my home and had just started driving.

On Monday, I drove the van over 15 miles and stopped at my local mechanic to ask what he thought the problem might be. He indicated it could be caused by a vacuum hose leak or by an idle speed control unit that makes an adjustment for airflow when the car comes to an idle situation. He recommended taking it to a Dodge dealer. As I returned home and was backing the van into a parked position, it again began to race wildly. In this instance, I was in reverse, and the engine was hot, not cold.

I believe this to be a serious defect, and I would like from you the proper channel for me to take to get this to the correct people at Dodge. If it is not a recall item, it sure should be.

[REDACTED]
Flemington, NJ [REDACTED]

COPY

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).