



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-CASH-2-DOT
(1-888-327-4236)
INTERNET: www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 252

Date Received

2004 JUN 15 PM 7:12
04-JUN-2004

Repository ☐

Reference No.
10075718

OWNER INFORMATION (Type or Print)

Name

Address

City KINGSFORT

State TN

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 authorization, NHTSA WILL NOT provide your name or address to the vehicle manufacturer.

Signature of Owner _____ Date 6/12/04

VEHICLE INFORMATION

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

307MU4BC34

Make

DODGE

Model

RAM

Model Year

2004

Vehicle Purchased

YES ☒ NO ☐

Dealer's Name and Telephone Number

BUCHANAN BERNARD

Engine:

No. Cylinders

6

Fuel Type:

DSL

Original Owner

YES ☒ NO ☐

Dealer's City

GREENVILLE

State

TN

Zip Code

37443

Transmission Type

☐ Antilock Brakes

☐ Cruise Control

Powertrain

Vehicle Component Code

015100 STEERING:HYDRAULIC POWER ASSIST:PUMP

Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)

04-JUN-2004

Failure Mileage

541 mi

Failure Speed

55

52113926-AF

LINE POWER 1905 SCOT

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: 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

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).

WHILE DRIVING 55 MPH A LIQUID FLUID LEAKED FROM TOP OF THE HOOD ONTO THE WINDSHIELD. CONSUMER WAS ABLE TO MAINTAIN CONTROL, AND PULLED OVER. ONCE THE HOOD WAS LIFTED UP CONSUMER NOTICED THAT THE STEERING PUMP SOLENOID WAS EMPTY. THE LIQUID HAD APPARENTLY LEAKED OUT. CONSUMER DROVE VEHICLE TO THE DEALER, AND MECHANIC DETERMINED THAT THE HYDRAULIC HOSE TO THE STEERING PUMP SHEARED OFF, AND NEEDED TO BE REPLACED. *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)

THE HIGH PRESSURE SIDE FROM THE HYD PUMP IS A TWO PIKE HOSE - SPLICE IN THE MIDDLE. THIS SPLICE FAILED CAUSING FAILURE FOR PROPER STEERING & BRAKING.

I WAS TOLD BY A CHAUSIER DODGE TECHNICIAN THAT THIS COULD HAVE CAUSED A MAJOR ACCIDENT HAD I NOT CORRECTED THE PROBLEM IN TIME.

I WAS TOLD THEY (DODGE) HAD SHORT-CUTTED ON THIS HOSE SINCE A SHORT HOSE WOULD WORK ON OTHER MODELS. DODGE TOOK TWO SHORT HOSES (ONE FOR SUPPLY END & ONE FOR DISCHARGE) & SPLICED THEM TOGETHER. THIS SHOULD BE A ONE PIECE HOSE SINCE WE DON'T KNOW WHEN THIS SPLICE WILL FAIL.

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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



GREETINGS
FROM

For Far Away Places

U.S.



**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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(DASH) 2 DOT



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