



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

25-JUN-2004

Repository ☐

Reference No.
10078863

OWNER INFORMATION (Type or Print)

Name

Address

City SPRING HILL

State FL

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

Signature of Owner _____ Date 6/1/04

VEHICLE INFORMATION

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

3B7KF2388XG

Make

DODGE

Model

RAM 2500

Model Year

1999

Date Purchased

12/2/02

Dealer's Name and Telephone Number

Nitayee Coast Dodge 3525971265

Engine:

No. Cylinders

Fuel Type:

Diesel

Original Owner

Dealer's City

Brooksville

State

FL

Zip Code

34613

Transmission Type

AUTOMATIC

☐ Antilock Brakes

☐ Cruise Control

Powertrain

4 WHEEL DRIVE

Vehicle Component Code

103600 POWER TRAIN: AUTOMATIC TRANSMISSION: COOLING UNIT

Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)

23-JUN-2004

Failure Mileage

54032

Failure Speed

TRANSMISSION LINES FAILED - ALL FLUID RAN OUT
Dodge KNOW they ARE faulty since year 2000

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: DOTM1ABC036)

☐ 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 HESITATED WHEN CHANGING GEARS. CONSUMER NOTICE FLUID ON THE GROUND OF THE PARKING LOT. DEALERSHIP INDICATED THAT THIS OCCURRED BECAUSE TRANSMISSION COOLER LINES WERE DEFECTIVE AND FLUID LEAKED OUT. MANUFACTURER AND THE DEALERSHIP WERE AWARE OF THIS ISSUE, AND WERE INSTALLING AN UPDATED LINE AND SPRING TO CORRECT THE FAILURE. *AK

They have know this defect on many models since year 2000. They Replace all TRANSMISSION lines AND charge customer full price, to admit it is a problem but it's just to bad. Could cause Accident. It is environmentally bad.

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.

see attached sheets

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

I took my 1999 Dodge P.U. truck to Crystal Chrysler Dodge-Jeep on 6/23/04 with leaking TRANSMISSION fluid. Pick it up on 6/24/04 and was charged 395.55 plus tax. On 6/25/04 I WAS DRIVING it on road and SAW fluid WAS RUNNING OUT. I took it back AND they replaced the only line left (it was metal) the others had been RUBBER. they wanted to charge me but I refused to pay AND left. On 6/26/04 I check fluid level AND it DID NOT touch stick. I took it back, they put 3 quarts in it AND AT that time told me it WAS A known defect since probably 2000, but NO RECALL HAD BEEN ISSUED because it was not a danger to the public. I disagree.

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



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<http://www.nhtsa.dot.gov/defects>

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and dial toll free at

TO REPORT VEHICLE SAFETY DEFECTS
COMPLETE THIS FORM
ON

DOT AUTO SAFETY HOTLINE

QUESTIONNAIRE

**VEHICLE
OWNER'S**

Jump Starts

Lock Out

Taylor's Towing

24 Hour Service



99 Ram 2500 Diesel

Hard Left, Trans Florida Leak,

NO light on. Cust had Repairs

done 6-23-04, is not Toy

Rate 40.31.38

Cust. 6-23-04

for trans leak found metal

trans line leaking. Replaced

at n/c to customer. Come back

6-25-04 2004s low fluid

Customer Very unhappy and would

Call free 1-800-630-2TOW 1-7c money

Back and talk to Owner

Jump Starts

Lock Out

Taylor's Towing

24 Hour Service

faulty trans cooler lines

updated lines springs or

Seal w side line faults. cust

went to Krenschy's

would not ~~pay~~ pay

for repairs to known

problem



Art wrote this
on 6/25/04

23 take it in

24.

Pick it up

25th fluid running out - took it back

26th fluid levels low

3 quarts added

they told of knowing
about problem

**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).**