



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

Date Received

2004 SEP 28 AM 9:40

Od_or _____
rt_or _____
od_or _____
up_or _____

Reference No.

10095470

Daytime Telephone Number

OWNER INFORMATION (Type or Print)

Name _____
Street _____ Apt. No. _____
City Franklin State NJ Zip Code _____

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 9/12/04

PRODUCT INFORMATION

Vehicle Identification No. (VIN) (17 Digits) <u>3B7HC13Y91G</u>		Make <u>DODGE</u>	Model <u>Ram 1500</u>	Year <u>2001</u>
Purchased Date <u>6/2002</u>	Dealer's Name <u>Bennett Chevrolet</u>		Engine Size (CID/CC/L) <u>6.2L</u>	☐ Turbo ☐ Diesel ☒ Gas ☐ Fuel Injection
☐ New ☒ Used	Dealer's City <u>EGG HARBOR TWP.</u>	State <u>NJ</u>	Zip Code <u>08234</u>	No. Cylinders <u>8</u>
Manufacture Date (on driver's door or pillar) <u>2/2000</u>	Transmission Type ☐ Manual ☒ Automatic	Restraint System ☒ Driver's Side Air Bag ☐ Motorbelt ☒ Passenger's Side Air Bag ☐ 2-Point Belt ☐ 3-Point Belt	Cruise Control ☐ Yes ☒ No	Drivetrain ☐ Front ☒ Rear ☐ 4-Wheel
Vehicle Type ☐ Car ☐ Sport Utility ☐ Van ☒ Truck ☐ Minivan ☐ Motorcycle ☐ Other		Body Style ☐ 2-Door ☐ 4-Door ☐ Stationwagon ☒ Pick Up Truck ☐ Other		

FAILED COMPONENT(S)/PART(S) INFORMATION

Part Name(s) <u>DASHBOARD</u>	Location ☐ Left ☒ Right ☒ Front ☐ Rear	Failed Part(s) ☒ Original ☐ Replacement	Handicap Adaptive Equip. ☐ Yes ☐ No
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TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Brand	Tire Name
Complete Tire Size	DOT No.
No. of Failures	Date(s) of Failure(s)
	Mileage at Failure(s)
	Vehicle Speed at Failure(s)
Failed Part(s) Available?	NHTSA Previously Contacted?
☐ Yes ☐ No	☐ Yes ☐ No

APPLICABLE INCIDENT INFORMATION

(Please describe in detail the Incident(s), Failure(s), Crash(es), and Injury(ies). Attach photos if available.)

Crash ☐ Yes ☒ No	Fine ☐ Yes ☒ No	Number of Persons Injured	Number of Fatalities	Reported to Manufacturer ☒ Yes ☐ No
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Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies).

one day a small crack approx. 2" long started at the defroster vent on the right side. Within a week, it was all the way to the passenger side air bag cover. By the following week, it had y'd back up to the vent. Now there are 5 cracks, some of which have connected & "split" off into a box. (See enclosed pictures). I noticed that the "boxed" cracked section rises when warm (sun or heater). I called my extended warranty company, MRP (Mechanical Repair Protection) 800-631-5590, only to be told this was considered TRIM! I called Dodge, who told me it was not their problem, they would not do anything. When I asked the woman for her supervisor, I was told this was "the end of the line" and she hung up.

The Privacy Act of 1974 - Public Law 93-579 This information is requested pursuant to 49 U.S.C. Chapter 301. You are under no obligation to respond to this questionnaire. Your response may be used to assist NHTSA in determining whether a manufacturer should take appropriate action to correct a safety defect. If 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.

Mail postage free or fax to 202-368-7882

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

It looks like something from underneath is pushing up and caused this cracking. As you can see from the pictures, the crack extends to the passenger's air bag cover. I am afraid now of the air bag, so I keep it turned off. I believe it compromises the safety of the air bag. The truck was less than 2 years old, & had only 55,600 miles on 11/14/02. Also reference D.O.T. defect reports #10046877 & 10055381 other cracked dash boards

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 NAT'L HWY. TRAFFIC SAFETY ADMIN.

U.S. Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NSA-10.01
400 7th Street, SW
Washington, DC 20590

NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES

Complete and return or place in your car manual for future use

**VEHICLE
OWNER'S
QUESTIONNAIRE
(VQQ)**



DOT AUTO SAFETY HOTLINE

TO REPORT VEHICLE SAFETY DEFECTS
COMPLETE THIS FORM

OR

DASH 2 DOT

and dial toll free at

1-888-DASH-2-DOT

1-888-327-4236

DOT Auto Safety Hotline
(DASH) 2 DOT



U.S. Department of Transportation
National Highway Traffic Safety
Administration

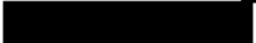
www.nhtsa.dot.gov/hotline

September 12, 2004

Daimler Chrysler
Po Box 610207
Port Huron, MI
48061-0207

I just want to let you know I am filing a safety defect report with the DOT. I have enclosed copies of my complaint to you, with the hopes something can be done. I am also sending one picture from the set of the cracked dashboard. At one point in the past, my friend had called you in my behalf, only to be told, very rudely, that it was not your problem. When he asked for a supervisor, he was told 'this is the end of the line', and was hung up on. Some customer service and support! For a company as large as yours, and with the amount of competition in the market, it would seem that consumers would be accommodated in a better fashion. I am now in the process of shopping for a sports car. I can assure you, however, Chrysler/Dodge will not be one of the brands I will consider. I will, hopefully, find a company that does not subscribe to the 'take the money and run' mentality. I have also made sure anyone I meet on the car lots, vehicle chat rooms, message boards, as well as anyone I know, is aware of the problems I have had with Dodge.

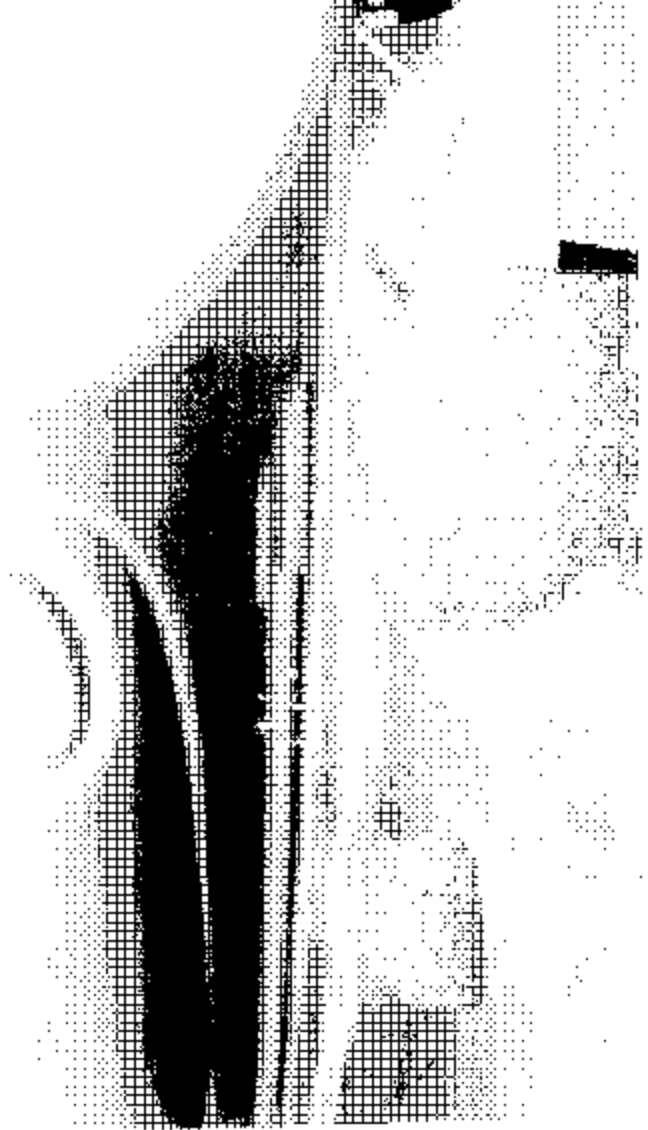
Regards,


Franklin, NJ
















**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).**