



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 241

Date Received

2004 NOV 12 11:47
25-OCT-2004

Repository ☐

11: 47

Reference No.

10097560

OWNER INFORMATION (Type or Print)

Name [REDACTED] Daytime Telephone Number [REDACTED] E-mail Address [REDACTED]
Address [REDACTED]
City GRAND HAVEN State MI Zip Code [REDACTED] Evening Telephone Number [REDACTED]

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle? ☒ YES [REDACTED]
In the absence of a signature, you must provide your name or address to the vehicle manufacturer.
Signature of Owner [REDACTED] Date 11/11/04

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side
387KF23C0T [REDACTED] Make DODGE Model RAM 2500 Model Year 1996
Date Purchased 5/24/04 Dealer's Name and Telephone Number (616) 363-9011
~~MASSACHUSETTS~~ K & M NORTHFIELD DODGE, INC. Engine: No. Cylinders X6 Fuel Type: Diesel
Original Owner ☐ Dealer's City GRAND RAPIDS State MI Zip Code 49505
Transmission Type AUTOMATIC ☒ Antilock Brakes ☒ Cruise Control Powertrain 4 WHEEL DRIVE
Vehicle Component Code 103800 POWER TRAIN: AUTOMATIC TRANSMISSION: COOLING UNIT
Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s) 06-AUG-2004 Failure Mileage 106000 Failure Speed 30

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make [REDACTED] Tire Model (Name or Number) [REDACTED] Tire Size (Example P215/85R15) [REDACTED]
DOT No. (Example: DOTM1ABCD36) ☐ Original Equipment ☐ Prior Repair Failure Location: [REDACTED]
Tire Component Code [REDACTED] Tire Failure Type [REDACTED]

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make: [REDACTED] Date Manufactured: [REDACTED] Model No./Name: [REDACTED]
Seat Type: [REDACTED] Installation System: [REDACTED]
Child Seat Component Code: [REDACTED] Failed Part: [REDACTED]

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).

RECALL 97V084000 CONCERNING TRANSMISSION COOLING LINE. WHILE PULLING A 6TH WHEEL TRAILER UP A INCLINE AT 30 MPH VEHICLE STOPPED WHILE IN MOTION, AND WHITE SMOKE CAME FROM UNDER THE HOOD. VEHICLE WAS TOWED TO A REPAIR SHOP. DEALER WAS NOTIFIED. DEALER INFORMED CONSUMER THAT THIS VEHICLE WAS NOT COVERED UNDER THAT RECALL. *AK

ACCORDING TO THE MECHANIC AT THE REPAIR FACILITY, THE FITTING THAT FAILED WAS PLASTIC AND IT HAD MELTED.

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 responses 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.

**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).**