



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

22-DEC-2004

Repository ☐

Reference No.
10105235

OWNER INFORMATION (Type or Print)

Name

Address

City EVERETT

State WA

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?
In the absence of an authorization, NHTSA will not provide your name or address to the vehicle manufacturer.
Signature of Owner [Signature] Date 01/05/05 ☒ YES ☐ NO

VEHICLE INFORMATION

17 digit Vehicle Identification Number located at bottom of windshield on driver's side
1B7KF236811

Make
DODGE

Model
RAM

Model Year
2001

Date Purchased
09-24-01

Dealer's Name and Telephone Number
Dwayne Lane's

Engine:
No. Cylinders 6

Fuel Type:
Diesel

Original Owner
☒

Dealer's City
Everett

State
WA

Zip Code
98203

Transmission Type
AUTOMATIC

☒ Antilock Brakes
☒ Cruise Control

Powertrain
4 WHEEL DRIVE

Vehicle Component Code
010000 STEERING

Multiple Failure: 3

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)
01-05-05

Failure Mileage
7380

Failure Speed

Steering & Brakes

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

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).

THE STEERING WHEEL WAS HARD TO TURN WHILE DRIVING AT A LOW SPEED. THE VEHICLE WANDERED ACROSS THE ROAD. THE VEHICLE HAS BEEN TO THE DEALER ON THREE SEPARATE OCCASIONS. THE DEALER REPLACED THE STEERING BOX ON TWO SEPARATE OCCASIONS AND MADE SOME OTHER REPAIRS, HOWEVER THE PROBLEM CONTINUED. *JB

*Copies of Invoice's enclosed (eight in total)
Also copies of Bear Alignment service, of Everett
Estimate to Repair steering. (I also asked to
To Talk to Area Rep. But that never happened either.)*

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 responses, or a statistical summary thereof, may be used in support of the agency's action.

I also had trouble with the brakes on this truck.

Sometimes when I apply the brakes they grab or chatter. It's like posting on a hard plank.

They don't do it all the time, but it's a shock when it happens.

The service dept. at Owayne Harris said that is the way ABS brakes work. I never experienced this with my two previous trucks.

I'm very glad I have the extended warranty. I have used it three times in 2004, costing me an additional 150.00 for the same problem.

Sincerely,

Name _____
 Address _____
 Telephone _____
 Vehicle (VIN#) _____
 License _____
 Mileage _____
 Technician _____
 Time and Date _____

12:18:18 05/21/04

Specifications

Dodge Truck/Van
 00-00 2500 4X4 Ext. Cab, Long Bed

Actual	Before	Specified Range
-0.1°	-0.2°	
3.0°	3.8°	
0.0°	0.0°	
0.18°	0.18°	

Camber
 Caster
 Toe
 Included Angle
 Turning Angle Diff.

Actual	Before	Specified Range
-0.1°	-0.9°	
3.6°	3.6°	
0.0°	0.0°	
0.18°	0.18°	

Actual	Before	Specified Range
-0.0°	-0.1°	
0.2°	0.2°	
0.18°	0.03°	
-0.06°	-0.14°	

Cross Camber
 Cross Caster
 Total Toe
 Set Back

Actual	Before	Specified Range
-0.3°	-0.5°	
0.12°	0.12°	
.....		

Camber
 Toe
 Rear

Actual	Before	Specified Range
-0.2°	-0.3°	
0.00°	0.00°	
.....		

Actual	Before	Specified Range
0.09°	0.12°	
0.00°	0.00°	
-0.40°	-0.40°	

Total Toe
 Thrust Angle

* VALUE IS NOT WITHIN SPECIFICATION.
 TIRE WEAR, HANDLING, OR SIMILAR PROBLEMS MAY RESULT.

**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).**