



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 100218

Date Received

3/8/05

Repository ☐

04-MAR-2005

Reference No.

10113463

OWNER INFORMATION (Type or Print)

Name

Address

City

ZEPHYRHILLS

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 your signature, provide your name or address to the vehicle manufacturer.

Signature of Owner

Date 3/27/05

VEHICLE INFORMATION

17 digit Vehicle Identification Number (located at bottom of windshield on driver's side)

3D7KU25084G

Make

DODGE

Model

RAM 2500

Model Year

2004

Date Purchased

10/26/04

Dealer's Name and Telephone Number

BOB OCHOCKER BODY 4850 MAHONING AVE

Engine:

No. Cylinders X8

Fuel Type:

GAS

Original Owner

☒

Dealer's City

YOUNGSTOWN, OHIO 44515

State

OHIO

Zip Code

44515

Transmission Type

AUTOMATIC

☒ Antilock Brakes

☒ Cruise Control

Powertrain Transfer Case

I don't believe it is safe.

Vehicle Component Code

104000 POWER TRAIN:TRANSFER CASE (4-WHEEL DRIVE)

Multiple Failures: 7

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)

22-OCT-2004

Failure Mileage

50

Failure Speed

70

Not working the way it should.
Transfer Case

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).

WHILE DRIVING 70 MPH DRIVER HEARD A LOUD KNOCKING NOISE COMING FROM THE FRONT. VEHICLE VIBRATED UNCONTROLLABLY. VEHICLE WAS TAKEN TO THE DEALER FOR INSPECTION NUMEROUS TIMES, AND MECHANIC DETERMINED THAT THE TRANSFER CASE NEEDED TO BE REPLACED. *AK

While driving at 62 to 72 I got a vibration and a noise. If I take it to a repair shop Dodge they tell there is nothing they can do. So far the tires have been rotated 3 or 4 times and balanced. A new drive shaft. Now it has been found to be coming from the transfer case. They tell me there is know fix off it to Dodge dealer. They want to replace it.

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



Winter Park Dodge, Inc.

1050 N. Orlando Ave. Winter Park, FL 32789

407-644-1919 407-629-6931 Fax

1-800-NEWDODGE

"Florida's guaranteed lowest prices"



Dodge Trucks

ZBYNSBYT
ZU0462A14493

January 31, 2005

Orlando, FL

|||||

Dear

Thank you for your recent visit to WINTER PARK DODGE. We are delighted you have chosen our dealership for your vehicle's service needs and will do everything we can to ensure pleasant, trouble-free visits.

WINTER PARK DODGE employs the finest factory-trained technicians, and our state-of-the-art diagnostic equipment and genuine manufacturer parts inventory ensure that you will enjoy the highest level of service.

FOR YOUR CONVENIENCE, OUR SERVICE DEPARTMENT IS OPEN
7:00 A.M. TO 6:00 P.M. MONDAY THROUGH FRIDAY,
AND 8:00 A.M. TO 5:00 P.M. ON SATURDAY.

As part of our commitment to customer service, we provide our customers with a maintenance reminder service. Before your next recommended maintenance, we will send you a reminder to schedule a reservation.

Again, thank you for being a customer of WINTER PARK DODGE. Please do not hesitate to call us at (407) 644-1919 for any of your automotive needs.

Sincerely,

David Lanier

David Lanier
Service Manager



**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).**