



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-DOY
(1-888-327-4238)
INTERNET: www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 100148

Date Received

2005 JUN 28 AM 10
07-JUN-2005Repository ☐Reference No.
10124476

OWNER INFORMATION (Type or Print)

Name

Address

City COTTAGE GROVE

State OR

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 1/1

VEHICLE INFORMATION

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

1D7KU28D84J

Make

DODGE

Model

RAM 2500

Model Year

2004

Date Purchased

11-21-2004

Dealer's Name and Telephone Number

KENDALL DODGE of Cottage Grove 541-949-5551

Engine:

No: Cylinders 8

Fuel Type:

Gas

Original Owner

☒

Dealer's City

COTTAGE GROVE

State

OR

Zip Code

97424

Transmission Type

AUTOMATIC

☒ Antilock Brakes☒ Cruise Control

Powertrain

4 WHEEL DRIVE

Vehicle Component Code

050000 ENGINE AND ENGINE COOLING

Multiple Failures: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)

05-MAR-2005

Failure Mileage

EST
3,000

Failure Speed

20MPH

Vehicle Died and Fully Shut down. I was
unable to steer or stop. I almost hit a child.

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make

Tire Model (Name or Number)

Tire Size (Example P215/65R16)

DOT No. (Example: DOTMALSABC036)

☐ 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 check all that apply. Subsequent crashes and injuries (yes))

Crash:

☐ Yes ☒ No

FIR:

☐ Yes ☒ No

Number of Persons Injured

0

Number of Deaths

0

Reported to Police

No

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)).

DT: VEHICLE DIES WHILE DRIVING AND HAS NO STOPPING POWER. CONSUMER HAS TAKEN VEHICLE TO SERVICE DEPARTMENT AND IT HAS BEEN FIXED TWICE. THE LAST TIME HE TOOK IT IN THEY DIDN'T WANT TO PUT IT ON THE MACHINE TO CHECK TO SEE IF ANYTHING WAS WRONG. THIS HAPPENED AT LEAST ONCE EVERY WEEK. *AK

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.

Dear Daimler Chrysler Management,

My wife and I purchased a 2004 Dodge Ram 2500 SLT (VIN # 1D7KU28D54J253174) on 8/15/04 from ~~Kendall of Cottage Grove~~. We wrote to you on November 9, 2004, as well as to the Better Business Bureau, the Attorney General's office, and Peter Wright of Kendall, and explained that we were having nothing but problems with the vehicle. We expressed at that time how very unhappy we were with the vehicle as well as Kendall's ability to ignore our complaints.

On November 20, 2004 Kendall traded it for another 2004 Dodge Ram 2500 SLT (VIN # 1D7KU28D84). We suppose this was to stop any further action we were going to take. When it was traded, we had to pay an additional \$2,027.00 for the exact same thing. I explained to Kendall that I did not feel that was fair since they sold me the original faulty product. However, I let them talk me into it anyway assuming that I was now getting a quality Dodge product. I was mistaken.

Now we own truck #2 in less than a year, and once again we are not happy with it. This truck too has repetitively been in Kendall's repair shop.

On December 22 2004 I took this truck in because the front suspension was making loud clicking and popping noises. As usual Kendall could not get it to duplicate the problem. Even though they could not get it to duplicate they tightened the suspension bolts anyway. This problem still has not been fully resolved.

Between 12/22/04 and 02/22/05 the vehicle would die while idling. It would usually happen in my drive way or shortly after starting out down our road. I called Kendall and spoke with Patrick Howell regarding this matter. I was told that it just needed to warm up a little more. As per Patrick's advice I allowed the vehicle to warm up for 10 minutes before leaving. This did not correct the problem.

Then on February 22 2005 I was driving down the road at a speed of 30mph to 40mph when it died. I lost ALL breaking and steering ability. I nearly went off the road and into the ditch. The vehicle had been running for nearly 20 minutes when this happened. I was able to get the vehicle started just as I came upon the cliff side by putting it into neutral. I went directly to Kendall to express my concern. They kept the vehicle overnight and as usual they were unable to duplicate the problem. Since that time, it has died approximately once every two weeks. Each time I would call Kendall or go down to Kendall I would speak with Patrick Howell. However, each time I would talk to him, I would get nothing accomplished. I was told multiple times by Patrick Howell that his head technician had looked on line regarding this matter. There was nothing listed on line about it being a problem or having a fix. Therefore, I had no problem.

At that time I felt that I had only been risking my own life. It wasn't until 03/05/05 that I became horrified to even drive your product. I was driving down the road at about 20mph; I was slowing down as I was approaching a stop sign. Your product died on me, and as I said before, it lost all breaking and steering ability when I drove through the stop sign. If I had received a moving violation, that would be the least of your concern. I nearly hit a child! Do to your faulty product; I was now putting someone else's life in danger. Thank the Lord this child was paying enough attention to know I could not stop. Does a child have to die before you will recall your faulty product?

I immediately went to Kendall again. The staff refused to even put the vehicle on the machine. I was again told that there is no problem. This is unacceptable. I came home and got right on the phone with Daimler Chrysler customer service. I was told by a Lady at that time that there were no problems or fixes listed for our vehicle based on our complaints. She also told us that she would check into it and see what she could do. Together she and I discovered that Kendall was not keeping proper documentation regarding the problems I have been in and complained about. I then filed a complaint with the U.S. Department of Transportation. As I explained above, I also did to her about how very frightened I was about the safety of others.

During the months of March, April, and May I continued to express my concern with Kendall each and every time it would die. Each time I was told by Patrick Howell, if there wasn't anything listed on line then there wasn't anything they could do for me. It wasn't until May, when this problem came up in conversation with a friend, that I discovered that others were having the same problems as I was. I also learned that one of the dealerships in the Portland Oregon area knew of a fix and they were just waiting for it to be manufactured and released. I then called Patrick Howell at Kendall and told him what I knew. He was then able to get the fix ordered for me.

In May this vehicle went in three times for repair. On May 3 2005 it was given what were told was an update to fix the problem. For about two weeks it seemed to have worked. Then on 5/18/05 it died again. I restarted the vehicle after it died. Let it warm up for 4-5 minutes as I drove away it died again. I called Kendall right after it happened. They had no idea why it would do this.

I then called Dodge Recall Center and spoke with Erin. She took my information and gave me another phone number of who to contact. I called that number and spoke with Brenda and was given file #13564985. I was also given file #13565049.

On 5/20/05 Kendall was still unable to understand that there was a problem. Nothing was fixed again. Then on 5/23/05 Kendall did replace the map sensor upon the request of Daimler Chrysler's engineer. They explained that the original map sensor and the update were not a match. So now you would think that the problem has been fixed, but it hasn't. On 6/6/05 it died while driving down the road again. I again called Daimler Chrysler customer service. This time I spoke with Robert. He gave me file #13635775. When I called Kendall they again do not know what to do, nor do they want to put it on their machine and try to figure it out.

After months of dealing with Kendall and getting no satisfying results I called Lithia Dodge of Eugene. I spoke with Eric, their service manager, and he told me he has heard of this being a problem. He recommended I contact the lemon law. In doing so I spoke with Kim, who told me that only Daimler Chrysler can deem this vehicle a lemon.

In addition to the above problems I have had with you product, this week alone this vehicle has been in the shop twice. Once on 6/15/05 because as I was driving the vehicle hesitated, it dropped below 400rpm. I let off the gas peddle and nothing happened. When I pushed the peddle back down it hesitated even more and would not go. I then called Patrick Howell at Kendall and was told to bring it in and they would put it on the machine. They could not duplicate the problem, therefore nothing was fixed.

Before I left Kendall on 6/15/05 I asked to speak to the general manager. He was unavailable at that time. Later that day I spoke with Peter Wright on the telephone. I

explained to him about not getting proper documentation in Daimler Chrysler's computers about all of the problems I have had. He assured me that each time I bring it in, he will have the repair guys put it on the machine, no matter what so that there will be additional documentation for my claim. Peter also told me that he would personally look into the problem and see what he could do to find a fix. As well as contact Daimler Chrysler.

I was hoping that this would be the end of all our problems with this vehicle but yesterday 6/17/05 it died as I was driving down the road again. Apparently the new map sensor still did not fix the problem.

We personally believe that all of your 2004 Dodge Ram 2500 SLT's have faulty manufacturing and therefore they are all lemons. We do not want another one. We want you to acknowledge you faulty products and refund us our money in the amount of \$10,447.00 as well as pay off our remaining balance due on this vehicle. We will gladly give you back you lemon, so that we may move on and purchase a different vehicle from a different manufacturer.

We gave you options before and you allowed your representatives (Kendall of Cottage Grove) to bully us into another one of your faulty products. Therefore you have lost our business as Daimler Chrysler customers. We will not own one of your products again.

Our friends and family our already well aware of the problems we have had. When asked about the Dodges we have owned, we would like to be able to say "we were not happy with the two we owned. However, Daimler Chrysler was very good about working with us. Although we will not own another Daimler Chrysler product again, you should go ahead and give them a chance. I'm sure they have good vehicles, and I know they have a great customer service department that will stand behind their products".

However, if we are not fully 100% satisfied this time, we will tell them exactly as we see it. "We owned two Daimler Chrysler lemons in a row. Daimler Chrysler would not stand behind their faulty products. Daimler Chrysler would do nothing to help us. The first vehicle was horrible. It was in the shop on an average of every 10 days since the first month we owned it. The repair shop put more miles on it than we did. It was constantly giving us problems. But, it was a saint next to the second Daimler Chrysler product we owned." Need I go on? I will also be very detailed when describing how horrifying it was just to drive your product. Including that it would die for no apparent reason at all. I will not leave out the fact that when it died, it would loose all breaking and steering ability. That weather I was at a speed of 20mph or 60mph, there was absolutely no controlling the vehicle if it were to die. How about I tell them about the time I almost hit a grade school aged child in the cross walk because your product died and I couldn't stop?

I do realize that you probabley just think we are a couple of complainers, but when the safety of others are at stake, I do believe there is a reason to complain. My complaint isn't only with Kendall, it is with Daimler Chrysler.

I purchase a Dodge not only for its hardy looks but also because it came highly recommended. I explained at the time of purchase that I was in need of a vehicle that would be able to tow year round. I not only tow for pleasure but at times I am also required to tow for work. I have not been able to tow with this vehicle since I purchased

it. It is untrustworthy and I feel that it would be unsafe to attach a trailer to the back of it. I could only imagine the mess that would be created if it died while I was towing. To be honest, my wife won't even drive the truck (unless she absolutely has to) because she is terrified of it.

The last time I wrote to you, it took over a month to get a response from you. I would greatly appreciate it, if we could get this matter dealt with immediately. I need to be able to get a trustworthy vehicle in order to tow. I have to be able to tow by 7/1/05. I do realize this does not give you much time to respond, and I apologize in advance. However, if this was not the second faulty Daimler Chrysler vehicle we had purchased, I would probably be more patient.

I do not know what all it takes for Daimler Chrysler to deem one of it's vehicles a lemon, but I do believe that I have provided you with sufficient information for you to do so. If I have not, I am asking you at this time, in writing, for you to acknowledge my complaint and to help me by providing me all the information I need to make this happen.

I tried to make it clear above, but just incase I did not. **I do not want another vehicle from you.** All I want is for you to deem this vehicle a lemon. Pay off its' balance in full and refund us our \$10,447.00. I am sure you are trying to figure out my math on that \$10,447.00. It is our original trade in at \$13,452.00 less amount we owed \$5,468.00 (\$7984.00). It also includes the DMV and title transfer fees \$218.00 that we had to pay twice (\$436.00) as well as the additional \$2027.00 that we had to finance from the first faulty Daimler Chrysler product to purchase the second faulty Daimler Chrysler product. $\$7984.00 + \$436.00 + \$2027.00 = \$10,447.00$.

Before I thank you for your time I want to be sure that you understand my concern with this matter. I also want to be sure you know how unsafe your products are. Just because I got two in a row does not mean I got the only two out there. My concern is for the safety of others. Please do not disregard this letter with out first understand that. Thank you for your time.

Cottage Grove, Or.