

Add to
10125694

2005 JUN 28 AM 10:13



Office of Defects Investigation

VOQ Confirmation

Your Complaint Information is successfully submitted.

Your Confirmation number (ODI Number) is: 10125694

Your Complaint Information

Consumer Information

Name : [REDACTED]
Org. Name : [REDACTED]
Address : [REDACTED]
City, State, Zip : Shreveport, LA [REDACTED]
USA
Daytime Phone : [REDACTED] Ext :
Evening Phone : [REDACTED] Fax :
Email : [REDACTED]

top

Complaint Information

Description : 2001 Dodge 1500 Quad Cab I called the Daimler Chrysler in Marshall Texas and they told me they have seen a few of the dashboards. I explained it was crumbling. He told me it wouldn't hurt anything as the air bags are bolted in. He also stated it was out of warranty. I called the main customer 800 service line that Tx dealer gave to me and once again I was told it was out of warranty and they didn't care who I contacted after I talked to them as it was out of warranty. I even told them I would call the Better Business Bureau and they still didn't care. the Dashboard has cracks running across the entire board. Will it fall? Will it cause an accident? I have pictures that I will be sending when I hear from you.

NAAR
aeb
6/30/05

Incident Date : 5/11/2005 **Fire :** No
Num. Failures : **Property Damage :** No
Num. Deaths : **Crash :** No
Num. Injured : **Police Report :** No
Referral Source : NHTSA HOTLINE

[top](#)

Vehicle Information

VIN : 3B7HC13Z81M **Purchase Date :** 11/15/2000
Manufacturer : DAIMLERCHRYSLER CORPORATION
Year, Make and Model : 2001/DODGE/QUAD **Original Owner :** Yes
of Cylinders : 8 **Trans. Type :** AUTOMATIC
Engine Size : 59 **VehicleDetails Usage :** MEDIUM TRUCK
Cruise Control : Yes **Antilock Brakes :** Yes
Current Mileage : 99000 **Speed :**
Failure Mileage : **Powertrain :** UNKNOWN
Body Style : PICKUP TRUCK **Fuel System :** FUEL INJECTION
Fuel Type : GAS **Vehicle Type :**

Vehicle Component Information

Component 1: STRUCTURE:BODY **OEM:** No
Component 2: STEERING:WHEEL AND HANDLE BAR **OEM:** No
Component 3: AIR BAGS:FRONTAL **OEM:** No

Vehicle Dealer Information

☒ **Dealer :** 1
Name : Elder Randall Autoplex **Dealer Type :** SALES DEALER

Name : Elder Randall Autoplex

Dealer Type : SALES DEALER

Address : 3435 East End Boulevard South

Marshall
TX 75672

Dealer Phone:

Dealer Fax:

Email: