Form Approved: OMB No. 2127-0005

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 10014B

Date Received	Repository ☐
2005 JUN 15 AM 7:34 14-JUN-2005	Reference No. 10128551

OWNER INFORMATION (Type or Print)

Name	[redacted]	Daytime Telephone Number	E-mail Address
Address	[redacted]		
City: BARSTOW	State: CA	Zip Code: [redacted]	

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 ___/___/___

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side	Make	Model	Model Year
3B7HF13YXXM[redacted]	DODGE	RAM 1500	1999

Date Purchased	Dealer's Name and Telephone Number			Engine:	Fuel Type:
20-MAR-99	VICTORVILLE MOTOR			No. Cylinders 8	Gas
Original Owner ☒	Dealer's City: VICTORVILLE	State: CA	Zip Code		

Transmission Type		Powertrain	Vehicle Component Code
AUTOMATIC	☒ Antilock Brakes ☒ Cruise Control	4 WHEEL DRIVE	110000 ELECTRICAL SYSTEM Multiple Failure: 3

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)	Failure Mileage	Failure Speed
18-JUN-2003	25000	APP. 55-60 MPH

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make	Tire Model (Name or Number)	Tire Size (Example P216/66R15)
DOT No. (Example: DOTMAL9ABC036)	☐ 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	Fire	Number of Persons Injured	Number of Deaths	Reported to Police
☐ Yes ☒ No	☐ Yes ☒ No			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).

DT: 1999 DODGE RAM 1500 Â½ TON 4 WHEEL DRIVE PICK UP. 25000 MILES ON THE TRUCK. WHILE DRIVING TRUCK STALLED, AND ALL LIGHTS ON THE DASHBOARD CAME ON. PULLED OFF TO THE SIDE, SAT A COUPLE MINUTES, AND THE TRUCK STARTED BACK UP. THIS PROBLEM RECURRED. THIS TIME IT TOOK ABOUT 5 MINUTES TO RESTART. NEXT DAY TOOK VEHICLE TO DEALER, THEY KEPT IT FOR 2 DAYS, COULD NOT FIND ANYTHING WRONG WITH THE TRUCK. SAID COULD HAVE RESULTED FROM BAD GAS OR VAPOR LOCK. TOOK VEHICLE HOME, AND THIS HAPPEN AGAIN. TOOK BACK TO DEALER, STILL COULD NOT FIND ANYTHING WRONG. THIRD TIME THIS HAPPENED CONSUMER WAS DRIVING ON THE FREEWAY AND THE TRUCK JUST QUIET RUNNING. WOULD NOT START BACK UP. DID GET THE TRUCK OFF THE ROAD AND COASTED OFF AN EXIT. TOOK OVER HALF HOUR BEFORE IT STARTED BACK UP. TOOK BACK TOO DEALER. THEY KEPT THE TRUCK FOR SEVERAL DAYS. THE DEALER FOUND IT WAS THE COMPUTER. THE MECHANIC DID A WIGGLE TEST AND FOUND PROBLEM AND FIXED IT. *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 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 response, or a statistical summary thereof, may be used in support of the agency's action.

[redacted]
BARSTOW, CA [redacted]

MICHAEL JORDAN
SAFETY DEFECTS PROGRAM ASST
CORRESPONDENCE RESEARCH DIV.
OFFICE OF DEFECTS INVESTIGATION

400 7TH ST SW
WASHINGTON, DC 20590

DEAR MR. JORDAN — RE - DODGE TRUCK COMPUTER FAILURE

THANK YOU FOR SENDING ME THE VEHICLE OWNERS QUESTIONNAIRE. THE INFO. AT THE BOTTOM, WHICH I GAVE YOUR ASSOCIATE OVER THE PHONE, IS ALL CORRECT. I HAVE CORRECTED THE PURCHASE DATE AND ADDED THE VIN # FROM THE ORIGINAL SALES ORDER. I WANTED TO INCLUDE A COPY OF THE FINAL REPAIR ORDER THAT SHOWED THE PROBLEM WAS FOUND BY "WIGGLE TESTING", BUT IT CAN'T BE FOUND AT THIS TIME. I'M SURE DAIMLER-CHRYSLER WOULD HAVE A COPY, AS IT WAS UNDER WARRANTY DUE TO FEDERAL EMISSIONS REGULATIONS. THIS WAS AT NO CHARGE, HOWEVER, I WAS CHARGED FOR THE 2 PRIOR REPAIR ORDERS WHERE NOTHING WAS FOUND!

HERE'S THE QUESTION? YES, THIS IS THE MAIN QUESTION. WHY, WITH ALL THIS SOPHISTICATED TEST EQUIPMENT, BOTH STATIONARY AND PORTABLE, WERE THE DEALER'S MECHANICS UNABLE TO DIAGNOSE THE PROBLEM?? WHY DID ONE INDIVIDUAL MECHANIC WITH ½ A BRAIN IN HIS HEAD, AT LEAST, RESORT TO THE MODEL "T" METHOD OF "WIGGLE TESTING?? PEOPLE'S LIVES ARE AT STAKE HERE! WHEN THIS TRUCK DIED IN THE MIDDLE OF THE FREEWAY, A BIG TRUCK IN THE RIGHT LANE SAW I WAS IN TROUBLE, AND THE DRIVER SLOWED DOWN TO GIVE ME ROOM TO MOVE OVER AND COAST OFF AT THE NEXT EXIT. I BELIEVE I MIGHT POSSIBLY OWE MY LIFE TO THAT DRIVER!!

IS THERE ANY WAY TO POSSIBLY AVOID THAT SITUATION FROM HAPPENING TO SOMEONE ELSE? NOTHING MECHANICAL, OR ELECTRICAL, OR ELECTRONIC IS 100%, BUT THIS MIGHT HELP. CONTINUED →

1. REQUIRE ALL NEW CAR DEALERS TO INFORM BUYERS OF THE POSSIBILITY OF THIS HAPPENING. (THE DEALERS WON'T LIKE THIS!!)
2. SHOULD THESE SYMPTONS APPEAR AND THE VEHICLE DIES, PULL OVER TO THE SIDE AND CALL A TOW TRUCK. DO NOT DRIVE THE VEHICLE!
3. HAVE THE DEALER CHECK IT OUT THOROUGHLY, AND GUARANTEE THAT THE PROBLEM HAS BEEN FOUND AND CORRECTED BEFORE RELEASING THE CAR.
4. IF HE CAN'T REASONABLY ASSURE THAT THE PROBLEM HAS BEEN CORRECTED — RED LINE THE VEHICLE UNTIL THE PROBLEM HAS BEEN REMOVED. IF IT CAN'T BE FOUND, RETURN THE VEHICLE TO THE FACTORY AND REPLACE [redacted] WITH ANOTHER COMPARABLE VEHICLE.

NOW, HERE IS, WHAT IS TO ME, THE MOST DISGUSTING PART OF THIS STORY. MY BROTHER-IN-LAW, WHO HAS DRIVEN SEMI-TRUCKS ALL HIS WORKING LIFE, TELLS ME THAT THE BIG TRUCKS HE DRIVES ARE EQUIPPED WITH AN EMERGENCY BACK-UP SYSTEM THAT KEEPS THE MOTORS RUNNING FOR APP. 15 to 20 MINUTES IN THE EVENT OF A COMPUTER FAILURE, PLENTY OF TIME TO GET THE TRUCK OFF THE ROAD.

IN VIEW OF THIS FACT — WHY ARE NOT AUTOS + LIGHT TRUCKS EQUIPPED WITH THIS TECHNOLOGY?? WHAT CAN BE DONE TO MAKE INSTALLATION OF THESE SYSTEMS MANDATORY ON ALL VEHICLES PRODUCED OR SOLD BY AMERICAN MANUFACTURERS??

PLEASE ADVISE ME BY RETURN MAIL AS TO WHAT THE N.H.T.S.A. CAN DO TO BRING THIS BADLY NEEDED SAFETY MEASURE TO LIFE.

THANK YOU,

[redacted]