



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 100148

Date Received

2005 OCT 27 AM 11:3

Repository ☐

31-AUG-2005

Reference No.
10134897

OWNER INFORMATION (Type or Print)

Name [REDACTED]

Address [REDACTED]

City ORVILLE Oroville

State CA

Zip Code [REDACTED]

Daytime Telephone Number

[REDACTED]

E-mail Address

Evening Telephone Number

[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

187KC2363X

Make

DODGE

Model

RAM 2500

Model Year

1999

Date Purchased

Dealer's Name and Telephone Number

Antioch Dodge - Sonoma Rd. Antioch 94509

Engine:

No: Cylinders 6

Fuel Type:

Diesel

Original Owner

☒

Dealer's City

Antioch, Ca. 94509

State

Zip Code

Transmission Type

☒

Antilock Brakes

Powertrain

REAR WHEEL DRIVE

Vehicle Component Code

190000 TIRES

AUTOMATIC

☒

Cruise Control

Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)

24-FEB-2005

Failure Mileage

78000

Failure Speed

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make

BRIDGESTONE

Tire Model (Name or Number)

BRIDGESTONE

Tire Size (Example P215/65R15)

DOT No. (Example: DOTM9ABC036)

☐ Original Equipment

☐ Prior Repair

Failure Location:

Tire Component Code

191000 TIRES:TREAD/BELT

Tire Failure Type OUT OF ROUND

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

Number of Deaths

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).

DT: BOUGHT A SET OF BRIDGESTONE TIRES, THEY BOLTED ALL THE WAY AROUND. ONLY 26,000 MILES ON ALL TIRES. PURCHASED THESE FROM SEARS. CONTACTED BRIDGESTONE, THEY HAD THE CONSUMER CONTACT SEARS, AND WOULD ONLY GIVE A DISCOUNT. HAD TO PURCHASE NEW TIRES ELSEWHERE. *AK

Big O TIRES - Didn't - need front end alignment (2nd set tires)

Sears said we needed a front end Alignment - We don't to date doesn't need one. Why did all 4 tires look like racing sticks after 26,055 miles with a 50,000 warranty?

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.

VALUED CUSTOMER INFORMATION

NAME: _____

PHONE: _____

CSA NOTES:

YEAR: 99MAKE: DodgeMODEL: Ram 2500ODOMETER IN: 52418

VIN# _____

(if required for commercial customer)

VEHICLE INFORMATION

LIC. PLATE: _____

COLOR: WhiteENGINE SIZE: 5.9

WHEEL LOCKS: Y / N

WHEEL KEY LOCATION _____

CURRENT RIDE CONDITIONS

Is the steering wheel straight? Y / N

Is the vehicle pulling? Y / N Left/Right

Is the vehicle vibrating? Y / N At what speed? _____

During braking? Y / N If Yes, refer to Current
Brake Conditions (below)

CURRENT BRAKE CONDITIONS

Is brake light on? Y / N

Is ABS light on? Y / N

Is there a noise when braking? Y / N

Does vehicle pull when braking? Y / N

Does pedal pulsate? Y / N

Is brake pedal low? Y / N

Are tires Good / Fair / Poor? If Poor, refer to Current Tire
Conditions (on right)

OIL SERVICE

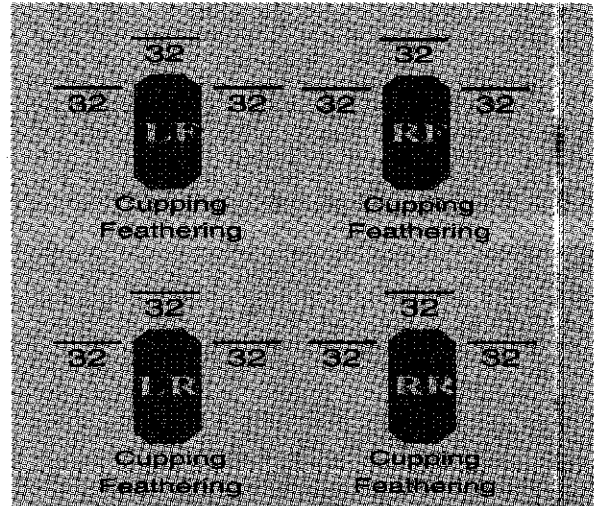
Is Oil indicator light on? Y / N Quick Lube Guide: Pg #: _____

of Quarts: _____

Drain Plug Torque: _____

Oil Type: _____

CURRENT TIRE CONDITIONS

FRONT TIRE SIZE: P/XL/LT _____ / _____ / _____ Performance
Rating _____

RWL

BW

WW

REAR TIRE SIZE: P/XL/LT _____ / _____ / _____ Performance
Rating _____

LF

RF

SAVE OLD TIRES Y / N

LR

RR

COMMENTS:

SP

QUICK CHECK	✓	ITEM/PART	FINDINGS/COMMENTS				Recommend Evaluation
		BRAKES	LIGHTS	PEDAL	PADS	ROTORS	
		CV BOOTS	TORN	CRACKED		CLAMP	
		SHOCKS - STRUTS - SPRINGS	BROKEN	CRACKED		LEAKING	
		FRONT END	LOOSE	COMMENT			
		Service Technician(s) Initials	Service Technician(s) Comments: _____				

DieHard® Express Battery Service

- ☐ DIEHARD SERVICE AND ADVISE (SABRE Printout)
- ☐ IN-WARRANTY BATTERY AND DIEHARD SERVICE

CUSTOMER AUTHORIZATION: I hereby authorize the repair facility to operate my vehicle and perform DieHard Service as described above.

I acknowledge that the charge for this service, if any, is disclosed below

CUSTOMER SIGNATURE _____

DieHard Service Fee

\$ _____

(DieHard Service Only)

DieHard Service includes:

- Full analysis of your battery's condition - Its state of charge and ability to hold a charge
- Inspection and analysis of your vehicle's starting and charging system, including the starter, alternator, and regulator (Most vehicles)
- Inspection of the alternator belt, and tightening if necessary
- Cleaning of the battery's connections and cable ends
- Application of corrosion protection and terminal protectors
- Installation of new battery, if necessary

Wants tires adjusted for Poor wear

VALUED CUSTOMER INFORMATION

NAME: _____

PHONE: _____

CSA NOTES:

(63075)

10/11/02 → 55.16

VEHICLE INFORMATION

YEAR: 99

LIC. PLATE: _____

MAKE: Dodge

COLOR: white

MODEL: Ram 2500

ENGINE SIZE: 5.9

ODOMETER IN: 79,473

WHEEL LOCKS: Y/N

VIN# _____

WHEEL KEY LOCATION _____

(if required for commercial customer)

CURRENT RIDE CONDITIONS

Is the steering wheel straight? Y / N

Is the vehicle pulling? Y / N Left/Right

Is the vehicle vibrating? Y / N At what speed? _____

During braking? Y / N If Yes, refer to Current Brake Conditions (below)

CURRENT BRAKE CONDITIONS

Is brake light on? Y / N

Is ABS light on? Y / N

Is there a noise when braking? Y / N

Does vehicle pull when braking? Y / N

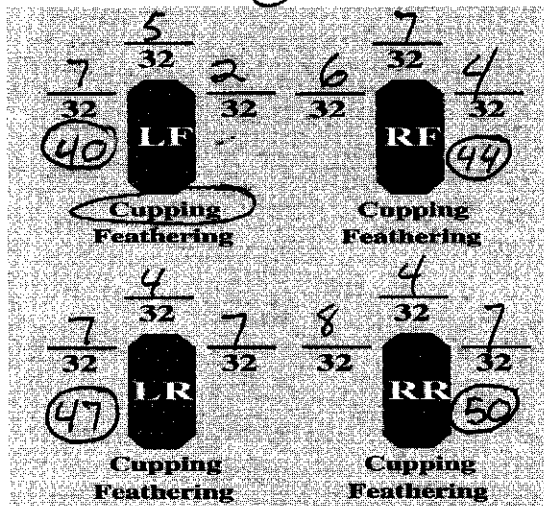
Does pedal pulsate? Y / N

Is brake pedal low? Y / N

TECH NOTES

TIRE TYPE & TREAD WEAR

FRONT TIRE SIZE: P/XL LT 245/75/16 Performance Rating Q



REAR TIRE SIZE: P/XL LT 245/75/16 Performance Rating Q

LF

RF

SAVE OLD TIRES Y / N

LR

RR

COMMENTS:

SP

Express Services

• DieHard® SERVICE

- ☐ DieHard SERVICE AND ADVISE (SABRE Printout)
- ☐ IN-WARRANTY BATTERY AND DieHard SERVICE

• OIL CHANGE

- Would you like to have your air filter replaced? Y N
- Would you like your wiper blades replaced? Y N
- Would you like your coolant exchanged? Y N

• COOLANT EXCHANGE

• A/C RECHARGE

• OTHER _____

Price

\$ _____

\$ _____

\$ _____

\$ _____ EA.

\$ _____

\$ _____

\$ _____

Customer Authorization: I hereby authorize the repair facility to operate my vehicle and perform service(s) as described above. I acknowledge that the charge for this service, if any, is disclosed above. Additional parts and services are extra.

CUSTOMER SIGNATURE _____ DATE _____

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).