



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 NOV 15 AM 8:55  
04-OCT-2006  
Repository:   
Reference No.: 10138575

**OWNER INFORMATION (Type or Print)**

Name: [Redacted]  
Address: [Redacted]  
City: WATCHTAW-FALLS State: TX Zip Code: [Redacted]

Daytime Telephone Number: [Redacted] E-mail Address: [Redacted]  
Evening Telephone Number: [Redacted]

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle?  
In the absence of an authorization, NHTSA cannot provide your name or address to the vehicle manufacturer.  
Signature of Owner: [Redacted] Date: 10/24/05  
 YES  NO

**VEHICLE INFORMATION**

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side: TD7HA18M [Redacted]  
Make: DODGE Model: RAM QUAD CAB Model Year: 2002  
Date Purchased: 17-JAN-02 Dealer's Name and Telephone Number: [Redacted]  
Original Owner:  Dealer's City: [Redacted] State: TX Zip Code: [Redacted]  
Transmission Type: AUTOMATIC  Antilock Brakes  Cruise Control Powertrain: 4 WHEEL DRIVE  
Vehicle Component Code: *instrument cluster*  
134100-LATCHES/LOCKS/LINKAGES-DOOR/LATCH  
Multiple Failure: 1

**FAILED COMPONENT(S)/PART(S) INFORMATION**

Incident Date(s): 28-SEP-2005 Failure Mileage: 84000 Failure Speed: 0

**ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE**

Tire Make: [Redacted] Tire Model (Name or Number): [Redacted] Tire Size (Example P215/65R15): [Redacted]  
DOT No. (Example: DOTM18ABC0136)  Original Equipment  Prior Repair Failure Location: [Redacted]  
Tire Component Code: [Redacted] The Failure Type: [Redacted]

**ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE**

Make: [Redacted] Date Manufactured: [Redacted] Model No./Name: [Redacted]  
Seat Type: [Redacted] Installation System: [Redacted]  
Child Seat Component Code: [Redacted] Failed Part: [Redacted]

**APPLICABLE INCIDENT INFORMATION**

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).

DT: CONTACT OWNS A 2002 DODGE RAM 1500 QUAD CAB. CONTACT GOT OUT AND HIT THE AUTOMATIC DOOR LOCKS. CONTACT TRIED TO OPEN DOORS WITH THE KEY, BUT DOOR LOCKS WOULD NOT WORK. ONCE INSIDE THE VEHICLE CONTACT TURNED VEHICLE ON AND NO LIGHTS ON DASHBOARD CAME ON. THE ONLY INDICATION THAT HE HAD THE DASHBOARD LIGHTS WAS A SMALL RED LIGHT. NO DOOR LOCKS, NO INDICATION FOR CRUISE CONTROL WAS ON. CONTACTED DODGE, AND WAS TOLD THAT NO RECALLS WERE ON THIS VEHICLE. CONTACT WAS TOLD THAT THIS VEHICLE WAS NOT UNDER WARRANTY. NO CRASHES. NO POLICE REPORTS. \*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 The 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 response, or a statistical summary thereof, may be used in support of the agency's action.

Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies)

I Got out of the truck and hit the Power Door Lock switch on Driver's side. Came back to truck, ~~was~~ attempted to unlock truck with after-market remote. Door didn't unlock, opened door with key, started truck. None of the instruments worked, signals, horns, hazard lights switch, speedometer would not work. The radio, cruise control, air would work. Could drive vehicle but wouldn't know how fast I was going. If a person was driving the vehicle, and this occurred, there could be an accident. The only light that was lit on the dash was a small RED LIGHT. I checked the owners manual. It had to do with security. This truck has no factory installed security. I've never seen this light before. Took the truck to a dealer chosen because of safety. They said the problem was the instrument cluster was out. I paid almost \$700.00 for repairs. This isn't the first truck to have this failure, as per internet web sites. Luckily, I wasn't operating the vehicle at the time of failure.

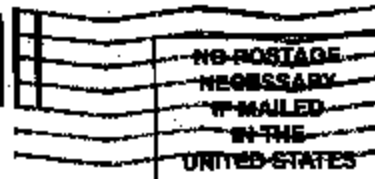
ATTACH ADDITIONAL SHEETS IF NECESSARY

U.S. Department of Transportation

National Highway Traffic Safety Administration

400 Seventh St., S.W. Washington, D.C. 20590

Official Business Penalty for Private Use \$300



**BUSINESS REPLY MAIL**

FIRST CLASS PERMIT NO 73173 WASHINGTON, D.C.

POSTAGE WILL BE PAID BY NATL. HWY. TRAFFIC SAFETY ADMIN.

U.S. Department of Transportation  
National Highway Traffic Safety Administration  
Office of Defects Investigation, NVS-216  
400 7th Street, SW  
Washington, DC 20590



**VEHICLE OWNER'S QUESTIONNAIRE**

**DOT AUTO SAFETY HOTLINE**

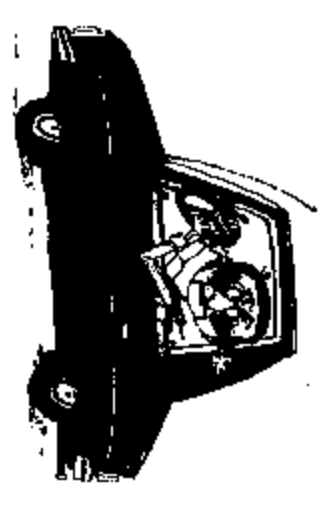
TO REPORT VEHICLE SAFETY DEFECTS  
COMPLETE THIS FORM  
OR

**DASH2DOT**

and dial toll free at

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**1-888-327-4236**

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(DASH) & DOT



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**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).**