



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
07-OCT-2005

Repository ☐

11-8-56
Reference No.
10139054

OWNER INFORMATION (Type or Print)

Name [REDACTED]
Address [REDACTED]
City GREENSBORO State CA Zip Code [REDACTED]

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**
In the absence of an authorization, NHTSA WILL NOT provide your name or address to the vehicle manufacturer.
Signature of Owner [REDACTED] Date 11/2/05

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side: 1D7HA180X4S [REDACTED] Make DODGE Model 1500 Truck Model Year 2004
Date Purchased 17-APR-04 Dealer's Name and Telephone Number Childre Chrysler Dodge 478)452-5535 Engine: No. Cylinders 8 Fuel Type: Reg
Original Owner ☒ Dealer's City Milledgeville State GA Zip Code 31061
Transmission Type 4 Speed Auto ☒ Antilock Brakes ☒ Cruise Control Powertrain Vehicle Component Code 121300 EXTERIOR LIGHTING: HEADLIGHTS: HIGH/LOW BEAM DIMMER
Multiple Failure: 3

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s) 04-APR-2005 Failure Mileage 23000 Failure Speed ANY

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make The Model (Name or Number) The Size (Example P215/65R15)
DOT No. (Example: DOTM1ABBC036) ☐ Original Equipment ☐ Prior Repair Failure Location:
Tire Component Code The 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 ☐ 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: CONSUMER COMPLAINED THAT HEADLIGHT DIM SWITCH WAS NOT FUNCTIONING ON 2004 DODGE 1500 SINCE APRIL 2005. IT WOULD STAY ON BRIGHT OR DIM BUT NOT SWITCH. AT THE SAME TIME THE WINDSHIELD WASHER WOULD NOT WORK. THE DEALER REPLACED THE MULTIFUNCTION SWITCH, BUT THE PROBLEM PERSISTED. HAD IT BACK TO TWO DIFFERENT DEALERS FOUR TIMES, AND HAD THE SAME SWITCH REPLACED TWICE. BUT THE PROBLEM RECURRED, BUT WAS NOT CONSTANT. THE CONTACT WROTE TO CHRYSLER, BUT HAD NO SATISFACTION. ALSO, ON ONE OCCASION THE CONTACT'S VEHICLE WOULD NOT ACCELERATE WHEN TRYING TO PASS ANOTHER TRUCK. AT THAT TIME THE CRUISE CONTROL WOULD NOT WORK, AND THE HEADLIGHTS WOULD NOT COME ON. THIS PROBLEM HAS NOT RECURRED, BUT THE DEALER HAD NO EXPLANATION OR SOLUTION. *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.

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

Problem 1 occurs almost every day but only for a brief time. This is the failure of the bright/dim headlight switch to function as well as the windshield washer switch.

Problem 2 occurred only once in July 05. This was a failure to accelerate / downshift while attempting to pass at about 40-45 mph. This occurred for about one hour and also the cruise control would not set and headlights did not work. After stopping and turning off the engine, and restarting the engine the problem did not repeat.

Both problems could be caused by electrical and/or computer. No warning lights observed.

ATTACH ADDITIONAL SHEETS IF NECESSARY

Washington, D.C. 20590

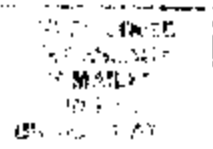
Postage and Fees
Private Use \$300

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, NHTSA-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

1-888-DASH-2-DOT

1-888-327-4236

DOT Auto Safety Hotline
(DASH) 2 DOT



U.S. Department of Transportation
National Highway Traffic Safety
Administration
www.nhtsa.dot.gov/hotline

~~Subject: Fwd: Re: Re: DaimlerChrysler Customer Assistance (KMM3266392V10319L0KM)~~
~~From: Jim Gillespie <gillespie1@aiffel.net>~~
~~Date: Mon, 31 Oct 2005 17:13:45 -0500~~
~~To: Jason Childre <jinfo@chmdra.net>~~

----- Original Message -----

Subject: Re: Re: DaimlerChrysler Customer Assistance (KMM3266392V10319L0KM)
Date: Fri, 07 Oct 2005 15:04:12 -0400
From: customerassist <customerassist@daimlerchrysler.com>
Reply-To: customerassist <customerassist@daimlerchrysler.com>
To: [REDACTED]

Dear [REDACTED]

Thank you for your most recent email to DaimlerChrysler Motors regarding your 2004 Dodge Ram 1500.

I spoke to Paul, service manager, and it appears the last repair was made around 8/11/05. The dealer also says they have had difficulty in duplicating the problem.

I have update the files and requested the local Chrysler representative in the area contact you as well. (THIS NEVER HAPPENED) 11/4/05
Please remain in touch with your dealership for updates.

Thank you again for your email.

NOTE: Please do not use the 'Reply' function of your email system. If you have a need to respond to this message, please visit us at our reply form (link provided below). Our system is NOT able to accept any emails at this address.

For any future communications related to this email, please refer to the following information:

REFERENCE NUMBER:

REPLY LINK: <http://www.chrysler.com/wccsapp/wccs/brand/forms/us/reply.jsp?trk ID=KM>

Sincerely,

Larry
Senior Staff Representative
DaimlerChrysler Customer Assistance Center

Original Message Follows:

customerassist wrote:

>Dear [REDACTED]

>

>Thank you for your most recent email to DaimlerChrysler Motors.

>

>Our records show that we are currently working with your dealer to

>resolve your concerns. We have updated your file to reflect the latest

>information you provided in the email message. I have sent a copy of
>your email to Mr Puccio's office as well.
>
>If your concerns are not resolved to your satisfaction, please contact
>the DaimlerChrysler Customer Assistance Center at 1-800-992-1997, 8:00
>a.m. to 5:00 p.m., Monday through Friday.
>
>Thank you again for your email.
>
>NOTE: Please do not use the 'Reply' function of your email system. If
>you have a need to respond to this message, please visit us at our
reply
>form (link provided below). Our system is NOT able to accept any emails

>at this address.
>
>For any future communications related to this email, please refer to
the
>following information:
>REFERENCE NUMBER:
>REPLY LINK: <http://www.chrysler.com/wccsapp/wccs/brand/forms/us/reply.jsp?trk IL=N>
>
>
>Sincerely,
>
>Larry
>Senior Staff Representative
>DaimlerChrysler Customer Assistance Center
>
>
>Original Message Follows:
>-----
>customerassist wrote:
>
>
>
>>Dear [REDACTED]
>>
>>Thank you for your recent email to DaimlerChrysler Motors regarding
>>your 2004 Dodge Ram 1500 and the electrical problems you've had.
>>
>>Unfortunately, given the many variables involved, we are unable to
>>diagnose your vehicle's problem via email. We recommend contacting
>>
>>
>>your
>>
>>authorized DaimlerChrysler dealership to arrange an appointment for
>>proper diagnosis and repair.
>>
>>Our dealerships have the factory training, equipment and information
>>available to them to diagnose and correct problems with
DaimlerChrysler
>>
>>
>>
>>Motors Corporation vehicles. Should your dealer require factory
>>assistance, it is available through the regional Business Center.
>>

>>If, after this current attempt, the problem remains unresolved, please

>>contact our Customer Assistance Center at 1-800 992-1997 to request a

>>file be sent to the dealer and local office for further help.

>>

>>Their office hours are from 9:00AM to 5:00PM, Monday through Friday.

>>

>>Thank you again for your email.

>>

>>NOTE: Please do not use the 'Reply' function of your email system. If

>>you have a need to respond to this message, please visit us at our

>>

>>

>reply

>

>

>>form (link provided below). Our system is NOT able to accept any
emails

>>

>>

>

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>

>>at this address.

>>

>>For any future communications related to this email, please refer to

>>

>>

>the

>

>

>>following information:

>>REFERENCE NUMBER: 13882968

>>REPLY LINK: <http://www.chrysler.com/wccsapp/wccs/brand/forms/us/reply.jsp?trk ID=>

>>

>>

>>Sincerely,

>>

>>Larry

>>Senior Staff Representative

>>DaimlerChrysler Customer Assistance Center

>>

>>

>>Original Message Follows:

>>

>>Form Selected:

>>

>>Category: US Customer Service

>>Brief Description:

>>

>>PROBLEMS WITH 2004 DODGE 1500

>>Comments:

>>

>>In March or April 2005 we first noticed that the windshield washer

>>

>>

>would

>

>

>>not work.

>>Then we noticed that, also the bright switch for the headlights

>>also did not work at the same times the washers did not work.

>>The problem

>I took it to another dealer in Waukesha WI "Wilde Dodge" two times. On
>the second trip, they replaced the same switch that had previously been

>replaced. This worked for a few days but the problem reoccured and I
>have seen it happen almost every day since. I hesitate to take it back
>to Childre as I have no confidence that they can or will fix it. I also

>do not want to waste my time or my gas driving 35 miles each way to the

>dealer..

>I am thinking of contacting the Georgia Department that handles the
>Lemon Law, as I think this qualifies.

>I am also trying to get to someone at Chrysler who will do something
>positive. I am getting tired of the runaround I have been getting from
>you and the customer noservice department.

>Please pass this letter on to your boss or to someone who has an
>interest in CUSTOMER SERVICE.

>

>

>

>Regards,

>

>GREENSBORO GA

>

>

>

>

>

>

> wrote:

>

>

>

>> nhtsa.vsh wrote:

>>

>>>Thank you for contacting the U.S. Department of Transportation's
Vehicle

>>>Safety Hotline Information Center.

>>>

>>>The U.S. Department of Transportation provides you assistance and
>>>information regarding vehicle safety, recalls or defects of motor
>>>vehicle equipment.

>>>

>>>We have received your request, but need further clarification on your
>>>issue. Please provide us with additional information so that we can
>>>better assist you.

>>>

>>>We hope that you find this information helpful. However, if you need
>>>additional information on our services please feel free to contact us
at

>>>1-888-327-4236.

>>>

>>>Thank you,

>>>

>>>NHTSA.dot.gov Response Team

>>>

>>>Disclaimer: "This response is for information purposes only and does
not

>>>constitute an official communication of the U.S. Department of
>>>Transportation. For an official response, please write U.S.

would not work.

>>

>>

>> <>>Then we noticed that also the bright switch for the headlights
>>>also did not work at the same times the washers did not work.

>>>The problem

>>>came and went away. Finally it was more constant and I took it to the
>>>dealer on April 18, 2005. Childre Dodge in Milledgeville GA.

>>>They replaced

>>>the multi-function switch (15-7015 ?BILL-) Mileage 23740

>>>Soon after, the problem reoccurred. Also on one occasion the

>> headlights would not come

>>>on.

>>>I returned to the dealer and they took the assembly apart and checked

>>>all connections and found no problem. This was on June 01, 2005.

>> <>Mileage 25524

>>>The problem continued to occur occasionally.

>>>In July,2005 while

>>>returning from a trip in Florida, I tried to pass a truck on a two
>>>lane

>>>road going about 50 MPR. When I tried passing gear it lost power and
>>>I

>>>had

>>>to pull back behind the truck. It ran normally except when hitting

>>>passing

>>>gear.

>>>This persisted for about one hour. Also the cruise control did not

>>>work or the washers either. We stopped and turned off the engine and

>>>after

>>>restarting all was normal. This has not reoccurred.

>>>We drove to Wisc. in August

>> and had the washer and bright switch problem

>>>reoccur

>>>several times. Took it to a Dodge dealer and they replaced the

>> multipurpose switch again.

>> The problem returned in one day and continues almost every day.

>> Last week while driving at night I turned on the brights, headlights

>> but could not switch back to dims.

>> This occurs frequently and is a safety hazard.

>

> Yesterday, Oct 6, 2005, while driving with my headlights on I tried

> to switch to brights but the brights did not come on. Instead the

> wipers came on and the squirters also came on. This occurred several

> times but finally the brights came on but then they stayed on and

> would not switch off again. finally it worked properly.

>> Title: Mr.

>> First Name: [REDACTED]

>> Middle Initial: [REDACTED]

>> Last Name: [REDACTED]

>

>

>

>

>

DAIMLERCHRYSLER

September 8, 2005

DaimlerChrysler
Motor Company LLC
Southeast Business Center

Greensboro, GA

Re: Request for Inspection/Repair Attempt
VIN-48

Dear

This will acknowledge receipt of your Request for an Inspection/Repair Attempt. Please be advised that a review of your vehicle's history, comprised of the manufacturer's and dealer's records, indicates that the non-conformities you reference do not appear to meet the criteria set forth in the Georgia Motor Vehicle Warranty Rights Act.

Section 10-1-784(b)(3): Number of Repair Attempts for the Same Condition:

During any period of 24 months or less or during any period in which the vehicle has been driven 24,000 miles or less, whichever occurs first, the same non-conformity has been subject to repair, three or more times, at least one of which is during the lemon law rights period, and the non-conformity continues to exist.

I am advising Gavlon Morgan, District Manager for DaimlerChrysler Motors Company, of your inquiry and requesting that you be contacted to inspect your vehicle. At that time he will determine if your concern is a non-conformity that would require a repair. You will be contacted regarding a time for the inspection to occur.

Sincerely,

Robert Puccio

Robert Puccio
Customer Relations

Never Happened

*4 Trip
to 2
dealers
Still
Same
Problem*

September 29, 2005

Robert Puccio
Customer Relations
Daimler Chrysler Motors Company
10300 Boggy Creek Road
Orlando FL 32824

Dear Mr. Puccio,

I have received your letter dated Sept. 8th about three weeks ago.

*still no contact with Tech rep
11/4/05
Jay*

I have been waiting for more than a month for a rep. to contact me. I first sent an email to Chrysler on August 4th. I am attaching a copy of my email and the reply.

I then called the 800 no. on Sept 1st and talked to a Lisa who also said, "a rep. would call in a few days." That was four weeks ago.

I am not sure you understand what the problem is with my truck but if you read the attached letters, you might understand it.

After taking it back to my dealer "Childre" twice with the same problem, I took it to another dealer in Waukesha WI "Wilde Dodge" two times. On the second trip, they replaced the same switch that had previously been replaced. This worked for a few days but the problem reoccured and I have seen it happen almost every day since. I hesitate to take it back to Childre as I have no confidence that they can or will fix it. I also do not want to waste my time or my gas driving 35 miles each way to the dealer..

I am thinking of contacting the Georgia Department that handles the Lemon Law, as I think this qualifies.

I am also trying to get to someone at Chrysler who will do something positive. I am getting tired of the runaround I have been getting from you and the customer no-service department.

Please pass this letter on to your boss or to someone who has an interest in CUSTOMER SERVICE.

Regards,

GREENSBORO GA

Sent To Chrysler Headquarters

October 8, 2005

Dear Sirs:

This letter is being sent to inform you of my intent to seek remedies under the Georgia Lemon Law Code OCGA Section 10-1-790 through 10-1-794. I have been trying to get my truck fixed since April of this year with no satisfaction. I have contacted your web site on August 4th and called your 800 number on September 1st and written letters. I have gotten one call promising that a technical Rep would call me, but no one has done this. I have gotten a letter from Robert Puccio dated Sept. 8th but no satisfaction. My reply letter to him is enclosed.

The following describes the problems:

PROBLEMS WITH 2004 DODGE RAM 1500 (VIN 1d7ha18dxs

In March or April 2005 we first noticed that the windshield washer would not work. Then we noticed that also the bright switch for the headlights also did not work at the same times the washers did not work. The problem came and went away. Finally it was more constant and I took it to the dealer on April 18, 2005. Childre Dodge in Milledgeville GA. They replaced the multi-function switch 56045515AA(15-7015 ?BILL-) Mileage 23740 Soon after, the problem reoccurred. Also on one occasion the headlights would not come on. I returned to the dealer and they took the assembly apart and checked all connections and found no problem. This was on June 01, 2005. Mileage 25524 The problem continued to occur occasionally.

In July, 2005 while returning from a trip in Florida, I tried to pass a truck on a two lane road going about 50 MPH. When I tried passing gear it lost power and I had to pull back behind the truck. It ran normally except when hitting passing gear. This persisted for about one hour. Also the cruise control did not work or the washers either. We stopped and turned off the engine and after restarting all was normal. This problem has not reoccurred but I'm concerned that it will.

We drove to Wisc. in August where we had the washer and bright switch problem reoccur several times. I took it to Wilde Dodge in Waukesha WI. I told them of all the problems we have had. They found no problem but as I was driving away from the lot the problem reoccured and I returned and they checked it and later replaced the same multifunction switch that had been changed in April. This seemed to fix the problem for about two days and then it returned.

The problem continues almost every day butt comes and goes. Some nights the brights won't come on and sometimes they won't go off. Once this week while trying to turn on the brights the wipers and washer came on but not the brights.

The mileage is now about 32,000 and will be out of warranty at 36,000 miles. I want the warranty extended until this is resolved or the truck is either replaced or my money refunded.

[REDACTED]
Greensboro GA [REDACTED]

Phone [REDACTED]

Cell Phone [REDACTED]

**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).**