



Office of Defects Investigation

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10141934*

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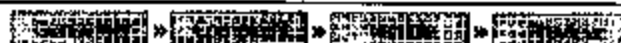
Sitemap

Contact

1-888-DASH-2-DOT
(1-888-327-4236)

TTY

- » 1-800-424-9153 or
- » 1-202-484-5238



VOQ Confirmation

Your Complaint Information is successfully submitted

Your Confirmation number (ODI Number) is: 10141934

Click on the "Print Complaint" button to see a print version of the confirmation page to print for y

[Print Complaint](#)

Consumer Information

Name :

Org. Name :

Address :

City, State, Zip : Surprise, AZ
USA

Daytime Phone : Ext :

Evening Phone : Fax :

Email :

Complaint Information

Description : Failure of clockspring on 2001 Dodge Dakota. Horn and cruise control not work and airbag light was on. There is a safety recall on this part number 982. Part was replaced at owner's expense. Pictures of replace indicate defect in part but Dodge will not pay for replacement of part.

Incident Date : 10/20/2005 Fire : No

Num. Failures : 1 Property Damage : No

Num. Deaths : 0 Crash : No

Num. Injured : 0 Police Report : No

Referral Source : INTERNET

*Maria
11/29/05*

Vehicle Information

VIN :	1B7GL2AN11	Purchase Date :	4/15
Manufacturer :	DAIMLERCHRYSLER CORPORATION		
Year, Make and Model :	2001/DODGE/DAKOTA QUAD CAB	Original Owner :	No
# of Cylinders :	6	Trans. Type :	AUT
Engine Size :	V-8	VehicleDetails Usage :	LIG TRU
Cruise Control :	Yes	Antilock Brakes :	Yes
Current Mileage :	70,000	Speed :	50
Failure Mileage :	69500	Powertrain :	UNK
Body Style :	PICKUP TRUCK	Fuel System :	FUE INJE
Fuel Type :	GAS	Vehicle Type :	TRU

Vehicle Component Information

Component 1:	AIR BAGS	OEM:	No
Component 2:	OTHER	OEM:	No

Vehicle Dealer Information

☒ Dealer :	1		
Name :		Dealer Type :	SALES DEALER
Address :			
Dealer Phone:		Dealer Fax:	
Email:			



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Re: Safety Recall number 982 – Clockspring
2001 Dodge Dakota manufactured at Warren plant on August 23rd, 2000
Last 8 numbers of Vin#: 1S136025

Dear Sir;

Recently, I have made contact with your company recall department regarding a bad part and have been very disappointed in the outcome. I would appreciate it if you would take the time to review my case. About a week ago, I noticed that my airbag light kept coming on, my horn did not work, and my cruise control did not work. I contacted my local mechanic and he suspected it was the clockspring. I did some research and found that a recall was made on that part. The following was the information I found online:

Date: June 2001

Models: 2001 (BR/BE) Dodge Ram Truck built at the:

- Warren Assembly Plant from May 16, 2000 through October 23, 2000
 - "S" in the 11th VIN position AND has a MDH of 0516XX to MDH 1023XX .
- St. Louis North Assembly Plant from May 19, 2000 through October 23, 2000
 - "J" in the 11th position AND an MDH of 519XX thru 102300
- Lago Alberto Assembly Plant from May 23, 2000 through October 23, 2000
 - "M" in the 11th position AND an MDH of 0523XX thru 102300
- Saltillo Assembly Plant from May 23, 2000 through October 23, 2000
 - "G" in the 11th position AND an MDH of 0523XX thru 102310

Also includes these trucks:

2000 (AN) Dodge Dakota built from May 16, 2000 through July 5, 2000 (MDH from 0516XX to 0705XX)

2000 (DN) Dodge Durangos built from May 23, 2000 through July 24, 2000 (MDH from 0523XX to 0724XX)

(XX being the hour on a 24 hour schedule)

IMPORTANT: Vehicles that have already had the proper clockspring installed, according to warranty records, have been excluded from this recall. In addition, 1997 - 2001 model year vehicles that have had a suspect replacement clockspring installed, according to warranty records, have been added to this recall.

Subject:

The clockspring on about 200,000 of the above vehicles may break. This could cause the driver's airbag, speed control and steering wheel mounted audio controls (if equipped) to be inoperative. An inoperative driver's airbag will not deploy, which can result in increased injury to the driver under certain accident conditions.

Sound reduction material internal to the clockspring could become detached from the clockspring cover and housing. When this occurs, the material could interfere with the clockspring ribbon and cause an open circuit. The driver air bag system will become disabled and the air bag warning lamp will illuminate on the instrument panel.

The clockspring is the connection in the steering wheel for the radio controls (if you have them) the horn, the cruise and anything else on the wheel including the airbag. The safety people long ago said that slip rings would not do for the airbag circuit, and the other safety related stuff in the steering wheel so they required a clockspring type of wiring to do the job. It is designed to expand and recoil just like a clockspring as the wheel is turned lock to lock and all the time in full direct contact with all the circuits involved.

My truck was made during that same time frame and in the same plant. I suspected that my truck had the bad part so I called the Dodge recall department. The woman told me to go to my local dealership and have them diagnose it and give them a call back. I took my vehicle in and they told me it was the clockspring, so I gave the recall department a call. I spoke with Matt (#273) and he told me that they would not compensate me and he would not provide an explanation or let me speak to a supervisor. I had no choice at this point but to let the dealership finish the repair and pay for it. I asked for the clockspring that was taken out of my truck and just as I suspected, I had a faulty part. Please take a look at the pictures that are attached to this email. You can see the crease or kink in the ribbon cable which is what caused the cable to break. I have worked for years in electronics and am very familiar with ribbon cables. This ribbon cable is not a part that would wear out unless there was a problem with it. This piece was assembled with a crease in it - thus the cause for its failure. My truck was repaired at Larry Miller Dodge in Phoenix, Arizona and I paid \$214.81 for the repair. A scanned copy of my receipt is attached.

I have always purchased GMC's, but have been disappointed in their trucks lately, so I thought I would try a Dodge. I am very happy with the vehicle and would definitely buy another Dodge, but I am sorely disappointed in the service I just received and feel I should be compensated for the repair. It is obvious that I had a faulty part in my vehicle. I would appreciate it if someone could review this situation and get in touch with me ASAP. I can be reached on my cell at [REDACTED] or by email at [REDACTED]. My home address is [REDACTED] Court Surprise, AZ [REDACTED]. Thank you for taking the time to review the matter and I look forward to hearing from you.

[REDACTED]

