



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

Repository ☐

2005 DEC 27 PM 1:00
01-DEC-2005

Reference No.
10144117

OWNER INFORMATION (Type or Print)

Name [REDACTED]

Address [REDACTED]

City KINGS MOUNTAIN

State NC

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? ☒ YES ☐ NO
In the absence of an authorized signature, NHTSA will not provide your name or address to the vehicle manufacturer.
Signature of Owner [REDACTED] Date 12/8/05

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side
3B7HC12Z6YG [REDACTED]

Make
DODGE

Model
RAM 1500

Model Year
2000

Date Purchased
02-SEP-00

Dealer's Name and Telephone Number
ABERNATHY CHRYSLER/JEEP/DODGE 704-732-1890

Engine:
No: Cylinders 8

Fuel Type:
Gas

Original Owner
☒

Dealer's City
LINCOLN

State
NC

Zip Code
28092

Transmission Type
AUTOMATIC

☒ Antilock Brakes
☒ Cruise Control

Powertrain
REAR WHEEL DRIVE

Vehicle Component Code
160000 STRUCTURE

Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)
09-NOV-2003

Failure Mileage
36000

Failure Speed

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make

Tire Model (Name or Number)

Tire Size (Example P215/65R15)

DOT No. (Example: DOTM19ABC036)

☐ 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

☐ 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: CONTACT STATED THE DASHBOARD STARTED SHOWING HAIR LINE CRACKS AND HAVE PROGRESSED INTO SPIDER WEBBING. PIECES BROKE OFF AND SPILLED OVER UNDERNEATH THE DASHBOARD, INCLUDING THE RADIO, HEATER, AND PASSENGER AIR BAG AREA. WHERE THE PIECES BROKE OFF, THE DASHBOARD WAS VERY SHARP, BRITTLE AND POSED A SAFETY RISK. HE WAS AFRAID THAT IF THE AIR BAG DEPLOYED ONE OF THESE PIECES COULD PROJECT AND HURT SOMEONE. BECAUSE THE VEHICLE WAS NO LONGER UNDER WARRANTY THE MANUFACTURER AND DEALER OFFERED NO HELP. THE VEHICLE HAS NOT BEEN REPAIRED. *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 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)

The PLASTIC DASH gets more CRACKS, LARGER CRACKS ON A CONTINUAL basis. This started occurring shortly AFTER the three yr WARRANTY RAN out.

There is NO excuse for a DASH breaking into pieces AND CRACKING other than POOR quality. This should be a RECALL OR REPLACED at OWNERS Request. These trucks cost over \$20,000. People expect more for their money. If something is NOT done, this will be the LAST CHRYSLER product I will buy.

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

NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES



**VEHICLE
OWNER'S**

QUESTIONNAIRE

DOT AUTO SAFETY HOTLINE

**TO REPORT VEHICLE SAFETY DEFECTS
COMPLETE THIS FORM**

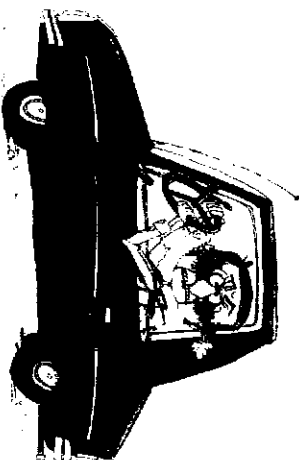
OR

DASH2DOT

and dial toll free at

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1-888-327-4236**

DOT Auto Safety Hotline
(DASH) 2 DOT



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