



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 100748

Date Received

2006 JAN 25 PM 3:15

Repository ☐

Reference No.

10147009

OWNER INFORMATION (Type or Print)

Name

Address

City WESTMINSTER

State MA

Zip Code

Daytime Telephone Number

978-87

E-mail Address

Evening Telephone Number

Do you authorize the NHTSA to provide a copy of this report to the manufacturer of your vehicle?
In the absence of a signature, the name or address of the vehicle manufacturer.
Signature of Owner ☒ YES ☒ NO
Date 1/23/06

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side
387HF12Y

Make
DODGE

Model
RAM

Model Year
1996

Date Purchased
08-JUN-99

Dealer's Name and Telephone Number
CONTEMPORARY CHRYSLER DODGE 603-673-5511

Original Owner
☒

Dealer's City
MILFORD

State
NH

Zip Code
03055

Engine:
No. Cylinders 6

Fuel Type:
Gas

Transmission Type
AUTOMATIC

☒ Antilock Brakes
☒ Cruise Control

Powertrain
4 WHEEL DRIVE

Vehicle Component Code
176100 LATCHES/LOCKS/LINKAGES:HOOD:LATCH

Multiple Failures: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)
08-DEC-2005

Failure Mileage
78000

Failure Speed
60

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make

Tire Model (Name or Number)

Tire Size (Example P215/65R16)

DOT No. (Example: DOTM1ABC036)

☐ 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

Fire

☐ Yes ☒ No

☐ 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*: THE CONTACT STATED THERE IS NHTSA RECALL D1V040000 REGARDING THE HOOD LATCH. THE SECONDARY HOOD LATCH FAILED AND ALLOWED THE HOOD TO OPEN STRIKING THE WINDSHIELD AND BLOCKING THE CONTACT'S VIEW WHILE DRIVING 60 MPH. WITH VERY LIMITED VISIBILITY THE CONTACT MANAGED TO PULL OVER. THE CONTACT TIED THE HOOD DOWN WITH ROPE BECAUSE THE SECONDARY HOOD LATCH WAS INOPERABLE. THE VEHICLE HAS THE SAME PROBLEMS AS INDICATED IN THE RECALL; HOWEVER, IT IS NOT INCLUDED IN THE RECALL DUE TO THE VIN. THE VEHICLE HAS NOT BEEN SEEN BY A DEALER. 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.

DAIMLERCHRYSLER

RECEIVED

01 MAY -2 PM 9:11

DEFECTS DIVISION
DaimlerChrysler Corporation
Matthew C. Reynolds
Director
Vehicle Compliance & Safety Affairs

April 23, 2001

Mr. Kenneth N. Weinstein
Associate Administrator, Safety Assurance
National Highway Traffic Safety Administration
400 South Capitol Street, S.W.
Washington, D.C. 20590

Dear Mr. Weinstein:

Reference: NHTSA Identification Number [REDACTED]

Enclosed are representative copies of communications relating to the 1994 through 1999 model year vehicles involved in the referenced Safety Recall. DaimlerChrysler expects to begin an interim owner notification during the week of April 30, 2001. The exact number of vehicles in the recall is 681,740 (1994 through 1997 - The Polk Company currently registered and 1998 through 1999 - manufactured).

The involved Vehicle Identification Number range is:

Low	High	Low	High	Low	High
RM500066	RM567097	TM100006	TM196581	WJ100001	WJ283840
RS500048	RS736821	TS600023	TS718233	WM200001	WM298514
8G701119	8G707682	VG700002	VG840331	WS500004	WS772283
SM100022	SM188252	VJ500001	VJ829668	XG100001	XG213841
SS100019	SS357711	VM500002	VM598835	XJ800001	XJ850418
TG100001	TG200034	VS100001	VS316613	XM500002	XM622385
TJ100001	TJ202626	WG100001	WG240404	XS100019	XS500029

(VIN last eight characters) - R = 1994 Model Year, S = 1995 Model Year, T = 1996 Model Year, V = 1997 Model Year, W = 1998 Model Year, X = 1999 Model Year; S = Warren Truck Assembly Plant, Warren, Michigan; J = St. Louis North Assembly Plant, Fenton, Missouri; G = Sanililo Truck Assembly Plant, Sanililo, Mexico; M = Lago Alberto Truck Assembly Plant, Lago Alberto, Mexico; and the last six digits = sequential number.

We caution that the above range represents only the lowest and highest VIN sequential numbers included in this notification. This range cannot be used to determine conclusively that a vehicle is involved in the recall because most vehicles with a VIN within the range are not affected by the recall.

This continues DaimlerChrysler's package of information for this Safety Recall as required by the Defects Report Regulation.

Sincerely,

Matthew C. Reynolds

M. C. Reynolds

Enclosure: Recall #973W

cc: K. C. DeMeter

A Company of the DaimlerChrysler Group

DaimlerChrysler Corporation
300 Chrysler Drive, 2648 484-01-11
Auburn Hills, MI 48316-2717
Phone 248.912.4168
Fax 248.535.7321
e-mail: mcr1@daimlerchrysler.com

DAIMLERCHRYSLER

SAFETY RECALL TO REPLACE YOUR TRUCK'S SECONDARY HOOD LATCH

Dear Dodge Ram Pick-up Truck Owner:

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

DaimlerChrysler Corporation has determined that a defect, which relates to motor vehicle safety, exists in some 1994 through 1999 model year Dodge Ram Pick-up Trucks. These trucks have been operated for extended periods in geographical areas using large amounts of road salt for ice and snow removal.

In a previous letter on this subject, we said that we expected to notify you by the end of this year. Replacement secondary hood latches are now available for this recall.

NOTE: 1994 and 1995 model year trucks that were included in a previous recall involving the hood latch bracket must also have this recall performed.

The problem is...

The secondary hood latch on your Ram Truck (identified on the enclosed form) may corrode and bind in the "released position." If the primary hood latch is not engaged, and if the secondary latch binds, the hood could open unexpectedly and cause an accident without warning.

What DaimlerChrysler and your dealer will do...

DaimlerChrysler will repair your truck free of charge (parts and labor). To do this, your dealer will replace your truck's secondary hood latch. The work will take less than ½ hour to complete. However, additional time may be necessary depending on how dealer appointments are scheduled and processed.

What you must do to ensure your safety...

- Simply contact your dealer right away to schedule a service appointment. Ask the dealer to hold the part for your truck or to order it before your appointment.
- Bring the enclosed form with you to your dealer. It identifies the required service to the dealer.

If you need help...

If you have questions or concerns which the dealer is unable to resolve, please contact the DaimlerChrysler Customer Assistance Center at 1-800-853-1403. A representative will assist you.

If you have already experienced the problem described above and have paid to have it repaired, you may send your original receipts and/or other adequate proof of payment to the following address for reimbursement: DaimlerChrysler Customer Assistance Center, P.O. Box 1040, St. Charles, MO 63302-1040, Attention: Reimbursement.

If your dealer fails or is unable to remedy this defect without charge and within a reasonable time, you may submit a written complaint to the Administrator, National Highway Traffic Safety Administration, 400 Seventh Street, S.W., Washington, DC 20590, or call the toll-free Auto Safety Hotline at 1-888-327-4236.

We're sorry for any inconvenience, but we are sincerely concerned about your safety. Thank you for your attention to this important matter.

*Buckle up
 for Safety*

Customer Services Field Operations
DaimlerChrysler Corporation
973

Subject Identification

DaimlerChrysler Corporation has notified the National Highway Traffic Safety Administration of its intent to conduct a safety recall to replace the secondary hood latch with a new secondary hood latch. The parts to implement this recall will not be available for many months. Customers have been sent an interim notice informing them of the future recall. The interim notice further requests that they ensure the primary hood latch is engaged and provides instructions to lubricate the secondary latch. Customers have been advised that they may have the secondary latch lubricated at dealerships. This notification provides the instructions for that lubrication.

Repair

DaimlerChrysler is working to obtain the parts to correct this condition as quickly as possible. However, it may take many months to complete the tooling, make and validate the parts and then deliver them to dealers. When the parts are available, another notification will be sent asking customers to bring their truck to their dealer to have this condition repaired.

In the interim, customers may schedule appointments to have the secondary hood latch lubricated. Combined with ensuring that the primary hood latch is engaged, lubrication will ensure that the hood remains latched during vehicle operation.

Parts Information

Part Number	Description
04318066	Mopar Spray White Lube (Lithium Grease)

NOTE: There is enough lubricant in each can of spray white lube to lubricate approximately 20 secondary hood latches.

Owner Notification and Service Scheduling

All involved vehicle owners known to DaimlerChrysler are being notified of the service requirement by first class mail. They are requested to lubricate the secondary hood latch on their trucks themselves or, if preferred, to schedule appointments for this service with their dealers. A copy of the owner letter is attached.

Dealers are encouraged to consider alternative scheduling and servicing approaches for this service. This repair does not require hoists or other full service facility special equipment and is a DaimlerChrysler Mobile Service approved repair.

Only vehicles sold or currently registered in "Salt Belt" states (where large amounts of road salt are used for snow and ice removal) are involved. The following states are "Salt Belt" states:

*Connecticut
Delaware
Illinois
Indiana
Iowa
Maine
Maryland*

*Massachusetts
Michigan
Minnesota
Missouri
New Hampshire
New Jersey
New York*

*Ohio
Pennsylvania
Rhode Island
Vermont
Washington, DC
West Virginia
Wisconsin*

Vehicles Not Available

If a vehicle is not available for service, let us know by filling out the pre-addressed Owner Notification Form or describe the reason on a postcard and mail to:

DaimlerChrysler Corporation
CIMS 482-00-85
800 Chrysler Drive East
Auburn Hills, Michigan 48326-2757

Additional Information

If you have any questions or need assistance in completing this action, please contact your Zone Service Office.

Customer Services Field Operations
DaimlerChrysler Corporation

Amica

AUTO HOME LIFE

1-13-06
NHTSA-

THIS ESTIMATE IS WELL
BELOW WHAT THE ULTIMATE
REPAIR COST WILL BE IN THAT THE ADJUSTER
ONLY ALLOWED FOR AN AFTER

Toll Free: 1-800-63-AMICA (1-800-632-6422)
Claims Fax: (508) 791-2504
Production Fax: (508) 831-7328

December 20, 2005
MARKET MOOD. THE REPAIR PEOPLE INFORMED THE
[REDACTED] and THAT THEY WILL NOT FURNISH AN AFTER
MARKET MOOD DUE TO THE HISTORY OF FAILED
[REDACTED] PATCHES ON DODGE TRUCKS. I WILL BE GLAD
Westminster MA [REDACTED] TO SEND YOU THE ACTUAL REPAIR COST, ONCE
THE REPAIRS ARE MADE

File Number: [REDACTED]
Date of Loss: December 13, 2005
Agreed Amount of Loss: [REDACTED]
Less Deductible: [REDACTED]
Net Payment: [REDACTED]

Dear Mr. and Mrs. Keena:

Enclosed is our check representing our appraiser's opinion
of the cost for the repair of your vehicle less the applicable
deductible.

Also, enclosed is a copy of our appraisal as well as a
Repair Certification Form. The Repair Certification form lists
your rights and duties in connection with the repair of your
automobile.

Please note that all policyholders are required to complete
and return this Repair Certification Form when the vehicle is
repaired. If the form is not returned, we are obligated to
reduce the actual cash value of your vehicle by the amount of
payment made, plus any applicable deductible. This could affect
future losses involving the same automobile.

If you have any questions, please feel free to contact the
Claims Department for assistance.

Very truly yours,

Evelise Rivera
Claims Department, Ext. 49653
Amica Mutual Insurance Company
erivera@amica.com

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