



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 ☐

19-MAY-2006 11:11

Reference No.
10157658

OWNER INFORMATION (Type or Print)

Name
Address
City SAN ANTONIO State TX Zip Code

Daytime Telephone Number

E-mail Address

Evening Telephone Number
SAME

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle? ☒ YES ☐ NO
In the absence of an authorization, NHTSA WILL NOT provide your name or address to the vehicle manufacturer.
Signature of Owner Date

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side:
3B7HC13Z71M

Make

DODGE

Model

RAM 1500

Model Year

2001

Date Purchased
08-NOV-04

Dealer's Name and Telephone Number

Engine:

No. Cylinders 3

Fuel Type:

Gas

Original Owner ☐

Dealer's City

State

Zip Code

Transmission Type
AUTOMATIC

☒ Antilock Brakes
☒ Cruise Control

Powertrain
FRONT WHEEL DRIVE

Vehicle Component Code
200000 WHEELS

Multiple Failures: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s) 14-OCT-2005
Failure Mileage 37990
Failure Speed 65

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: DOTM19ASC036) ☐ 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

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 WHILE DRIVING 65 MPH THE RIGHT REAR TIRE DETACHED FROM THE VEHICLE. AFTERWARDS THE VEHICLE FELL TO THE GROUND AND WAS PULLED TO THE SIDE OF THE ROAD. AFTER THE TIRE WAS LOCATED THE VEHICLE WAS TOWED TO A LOCAL INDEPENDENT REPAIR SHOP FOR INSPECTION. THE MECHANIC REPLACED THE BRAKE SHOES AND DRUMS, WHEEL NUTS AND STUDS, COMBINATION SPRING KIT AND SELF ADJUSTER KIT. THE MANUFACTURER WAS ALERTED.

See enclosed notes.

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 created 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.



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NORTA STAR DODGE: 341-2251 FOR INFORMATION ON
CONSUMER SERVICE "DALMER CHRYSLER DODGE."

1-800 992-1997: NOV 29 2005. TOOK TRUCK IN FOR SERVICE
SPOKE W/ PHIL GERMAIN. HE TOOK PICTURES OF PARTS ON TAIL GATE. DRUM
BRAKE PARTS & WHEEL. SAID HE WOULD CONTACT FACTORY RECALL. HEARD NOTHING.
PICTURES OF RIGHT FRONT WHEEL.

CALL DODGE 4 JAN 2006 AT 1140 AM SPOKE WITH
CHENTEL TOOK CLAIM INFORMATION FILE: 1458838
ALSO CALLED PHIL GERMAIN: SERVICE DIRECTOR.

FIESTA DODGE: 13 JAN 06 SERVICE DEPT. SPOKE W/
PHIL GERMAIN W/REFERENCE BRAKING PLATE
REPLACEMENT.

FIESTA DODGE: 16 JAN 06 RECEIVED A CALL FROM
PHIL GERMAIN APPROX. 11 AM SAID HE WAS TRYING
TO CONTACT THE MAIN PEOPLE AT DODGE HQ. W/REF
TO THE WHEEL FALLING OFF. WILL CALL ME?

2 FEB 2006
FIESTA DODGE CRUISE: PHIL GERMAIN CALLED INDICATING
THAT. I SHOULD CONTACT SPECIAL INVESTIGATION.
#1 FILE NO. 14450448 FOR WHEEL FALLING OFF, INDICATING
THAT. THEY MIGHT COME OUT AND INVESTIGATE!
NO SUCH LUCK?

TRIED TO REACH SPECIAL INVESTIGATIONS
OUT TO LUNCH.

8 FEB 06 SPOKE WITH ROGER AT MAIN HQ CUSTOMER
SERVICE AT 4:45 SPEC INVEST. WAS CLOSED FOR ME

#2 FILE NO. 1458838



SAN ANTONIO, TX

(5)

10 FEB 06 8 RECEIVED A CALL AT APPROX 909 FROM SPECIAL INVEST. REP. REAR WHEEL. MR. MIKE POWKOWSKI DALLAS CHRY. DODGE. HEAD QUARTERS. 1800 9921997 EXTENSION: 7130. CORP. HQ. INDICATING THAT THEY WILL NOT DO ANYTHING, AS VEHICLE IS OUT OF WARRANTY. AND I SHOULD ~~OF~~ FIESTA DODGE. THEY HAVE NO RECORD OF PROBLEM, OR PICTURES, OR SUPPORTING DATA, OF ANYTHING, THAT HAS HAPPENED.

HE SAID I SHOULD ~~SEE~~ PHIL GERMAIN AND CHECK WITH FIESTA DODGE FACTORY REP. AND HE WOULD BE WILLING TO SET UP A CONFERENCE WITH FIESTA, AND MYSELF. "LOOKS LIKE ANOTHER KISS OFF"

WILL CONTACT PHIL GERMAIN TODAY 10 FEB 06 PHONE CALL LASTED FROM 909 AM 957 AM.

15 FEB 06 AUTHORITY WROUCH: FACTORY REP. FOR

DODGE WILL BE CONTACTED BY PHIL WHO CALLED W/REF TO WROUCH AND SPECIAL INVESTIGATION. RESULTS HE CALLED 202 PM. 15 FEB 06 REP. CALL @ 2:15 PM SAID HE WILL CONTACT FACTORY REP. FIESTA DODGE CTX. 210-684-4000

NO CONTACT FROM FIESTA DODGE TO DATE. ~~TOOK TO CHASE~~

16 MAY 2006 ORDERED BACKING BRATE FOR TRUCK. @ \$100. TO

16 MAY 2006 GOT TRUCK OUT FOR COMPLAINT FROM NHTSA

18 MAY CONTACT NHTS BOARD VENESSA. TOOK INFORMATION ABOUT

WHEEL FALLING OFF AND TOOK COMPLAINT. WILL RECEIVE

ADDITIONAL INFORMATION 3-4 WEEKS TO BE FILLED OUT AND SENT IN.



(3)

23 MAY 2006 TOOK TRUCK TO FIESTA DODGE TO HAVE NEW
BACKING PLATE INSTALLED @ A COST OF 303.34
INCURRED BY ME. DONT WANT DODGE TO GO BROKE.
TOTAL COST TO DATE \$ 703.05 CANT. SUBSIDY TO WIN?

**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).**