



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 ☐

29-NOV-2006

Reference No.
10174646

OWNER INFORMATION (Type or Print)

Name

Address

City

SUNLAND

State CA

Zip Code

Daytime Telephone Number

E-mail Address

Evening Telephone Number

Signature of Owner

Date 11-30-06

VEHICLE INFORMATION

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

1B7KC23W6XJ

Make

DODGE

Model

RAM 2500

Model Year

1999

Date Purchased
09-APR-99

Dealer's Name and Telephone Number

Murphy & Shelby Dodge Inc.

Engine:

No: Cylinders 10

Fuel Type:

Gas

Original Owner

☒

Dealer's City

SAN FERNANDO

State

CA

Zip Code

91340

Transmission Type

AUTOMATIC

☒ Antilock Brakes

☒ Cruise Control

Powertrain

REAR WHEEL DRIVE

Vehicle Component Code

161000 STRUCTURE: FRAME AND MEMBERS

Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)

14-AUG-2006

Failure Mileage

109000

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*: THE CONTACT STATED WHILE BRAKING FROM VARIOUS SPEEDS, THERE WAS A CLICKING NOISE COMING FROM THE FRONT END OF THE VEHICLE. IT WAS FIRST TAKEN TO A PRIVATE REPAIR SHOP, WHO DETERMINED THERE WERE CRACKS THROUGHOUT THE FRAME ON THE FRONT END. THE VEHICLE WAS THEN TAKEN TO A SERVICE DEALER, WHO DETERMINED THAT THE VEHICLE WOULD NEED TO BE INSPECTED BY A FACTORY REPRESENTATIVE. THE MANUFACTURER WAS CONTACTED AND THE VEHICLE WAS INSPECTED. THE MANUFACTURER DEEMED THE VEHICLE UNSAFE TO BE DRIVEN.

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 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.

Nov 30, 2006
Shadow Hills, Ca.

National Transportation and Safety Bd
Washington D.C.

To whom it may Concern,

Enclosed please find Photos and Copies
of a letter I have sent to Chrysler
Motors, Customer Service Dept.

The matter involves a failure of the
Steel & Welding used in the frame of
my 1999 Dodge Truck.

My Truck is not drivable as the
photos show.

I need your assistance in making
this matter right. I don't have a computer
or the means to track down how often this
might have happened or is happening your
help in this matter would be much appreciated

Thank You

Phone & Fax

Home

Cell

Shadow Hills, Ca

19 photos

Nov. 26 06
Shadow Hills, CA
Page 1 of 3

Chrysler Motors Corp
Customer Relation Dept.

To whom it may Concern!

Enclosed are photos taken by the dealer and myself on a very "Serious and dangerous" condition which has developed on my Truck.

I developed a clicking sound whenever the brakes where applied and particularly when attempting to park (as in turning in to the parking spot.) I kept trying over a period of time and during Service times to locate the origin of the noise - I replaced Brakes, Had Rotors Turned - Checked wheel Bearings and no luck.

Finally as the noise became more pronounced I took it to a Repair ^{Shop} near home - He went under the truck and finally found the cause as you can see in the photos. He instructed me to take it to the dealer where I purchased it, which I did - Murphy - Shelby Dodge.

I discussed the matter with Mr. John Aranda the Service manager. He told ^{me} it could be repaired, but it would have to be approved by the Dodge factory.

He suggested I make arrangements to leave the truck so the factor rep could see it. Which would be the week of 8-14-06.

I dropped the truck off and left it for their inspection.

A few days later Murphy-Shelby called to pick up the truck. I was told pictures were taken and inspection was made.

When I went to pick up the truck I was informed that I must not drive the truck as it was unsafe and it was close to failing.

I took his advice and had it towed to my home where it now sits. At the time I was informed that the factory rep. a DESIREE WARNER, refused to do anything about the problem.

It is hard to believe that seeing the failure where someone could get either killed or seriously injured, would choose to ignore the problem.

The pictures are marked as to who took the photos on the backside.

Please note, the excellent condition of the truck. It has never been in a collision or off road. It has under 113,000 miles of careful driving and never been abused. A frame should not come apart or the metal "split" and or "tear" for the entire life of the truck.

The photos with the pink hilit~~e~~ was taken by the dealer, the ones with white hilit~~e~~ was taken by me.

Again I insist that this should never happen to a "FRAME" no matter how old or how many miles it has on it. Its obvious the materials used were mediocre at best.

I notice in your new T.V. ads you promote your dodge "Tuff" trucks with new frames. Is that because you have had other failures.?

Please understand, I don't want a new Truck or a replacement Truck, or money, I want this one repaired because I know what I have in the rest of it.

I've been told to inform the Federal Traffic and Sfty Board also. Because it is an unsafe Vehicle in this condition.

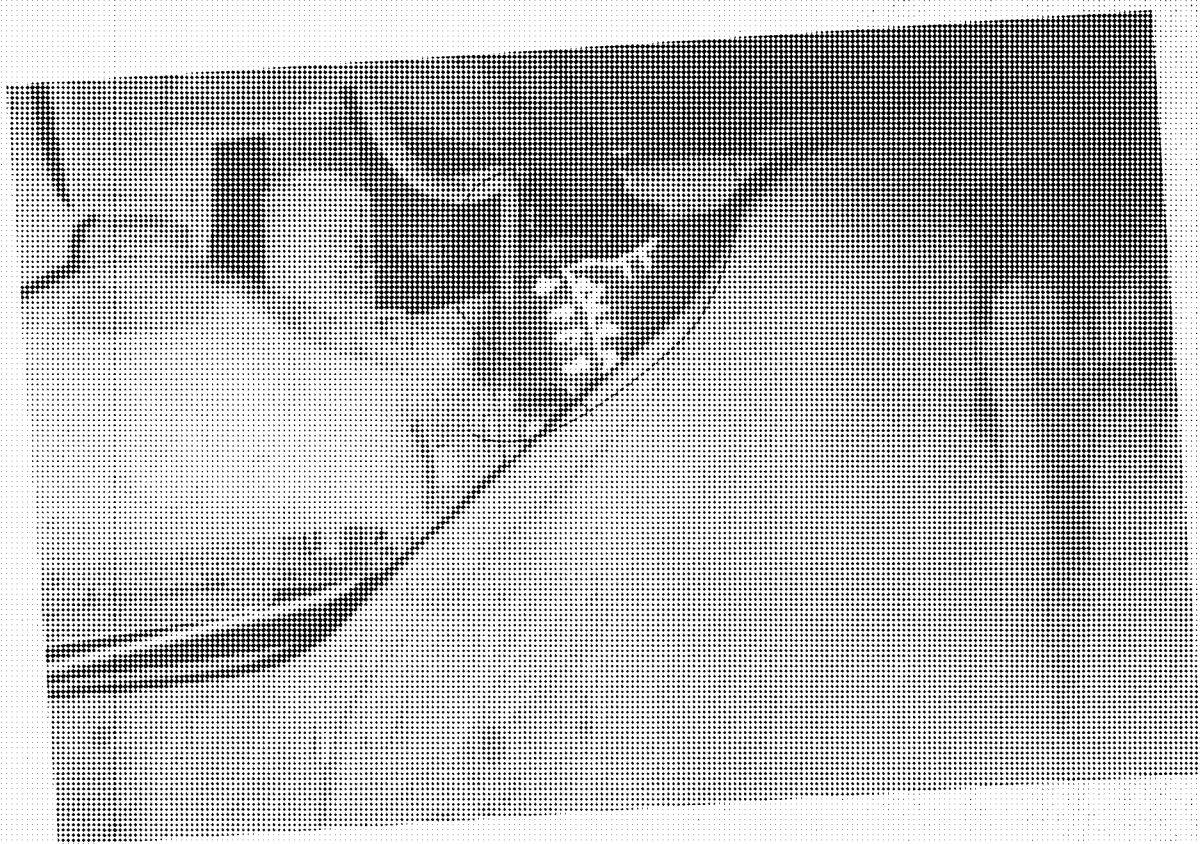
Trusting you will do whats right.
Sincerely

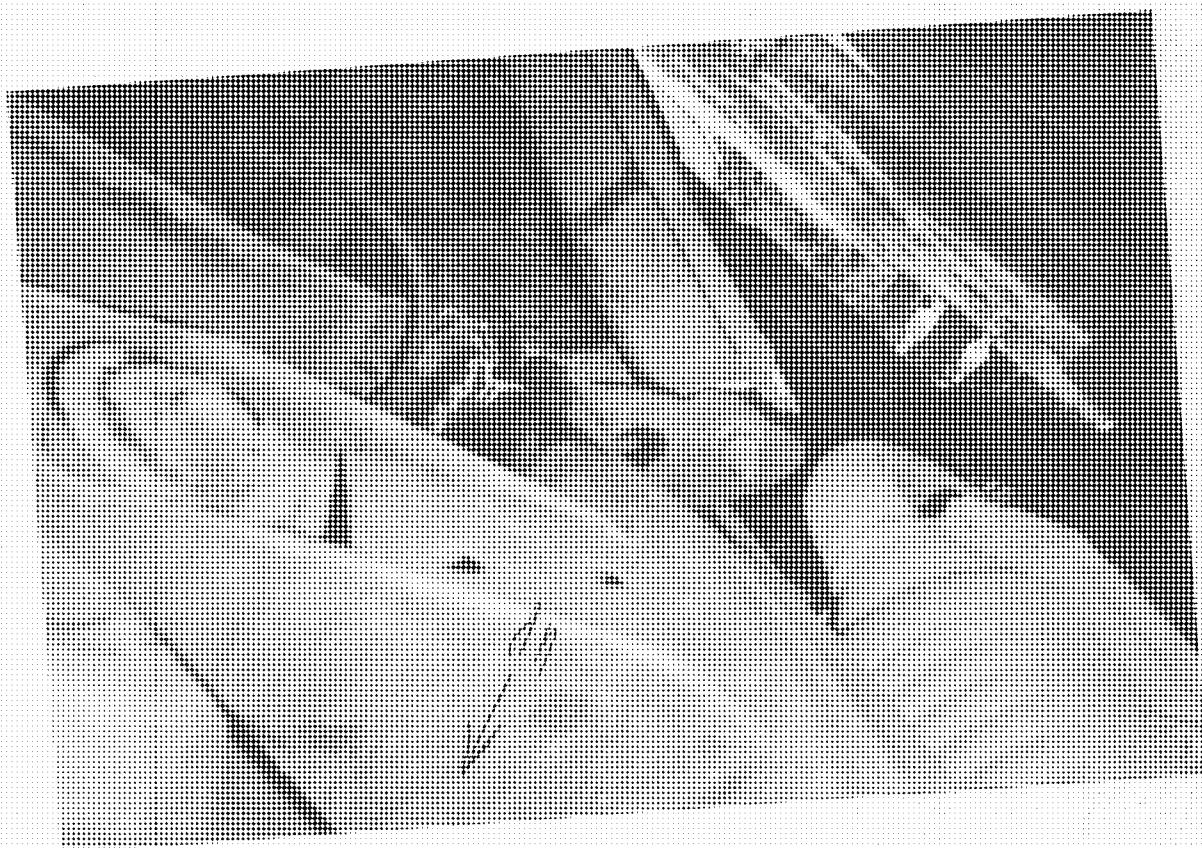
Phones & Fax

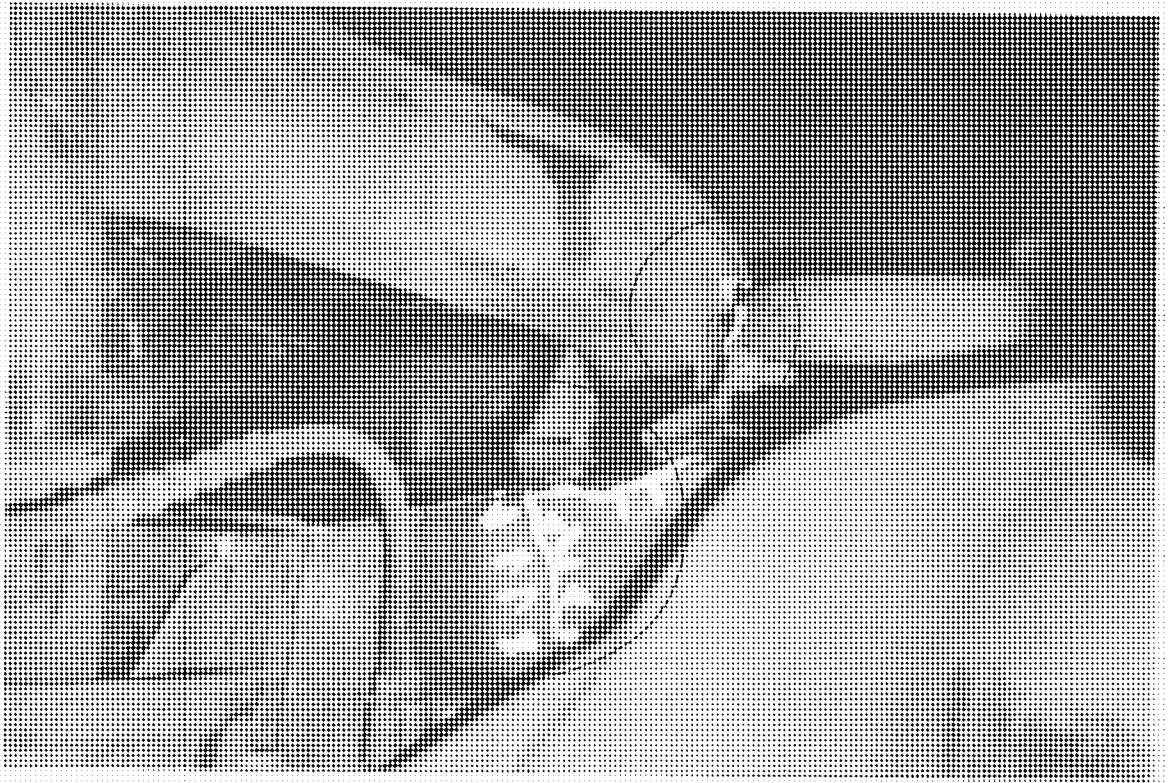
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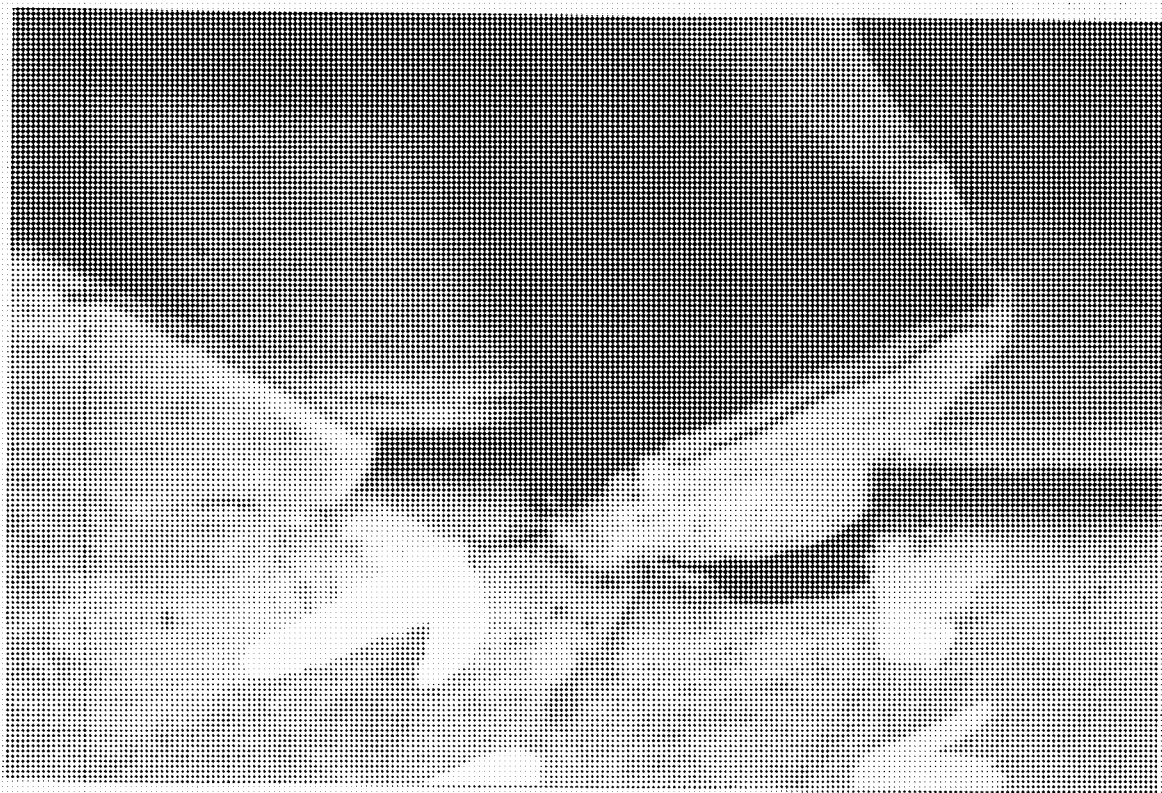
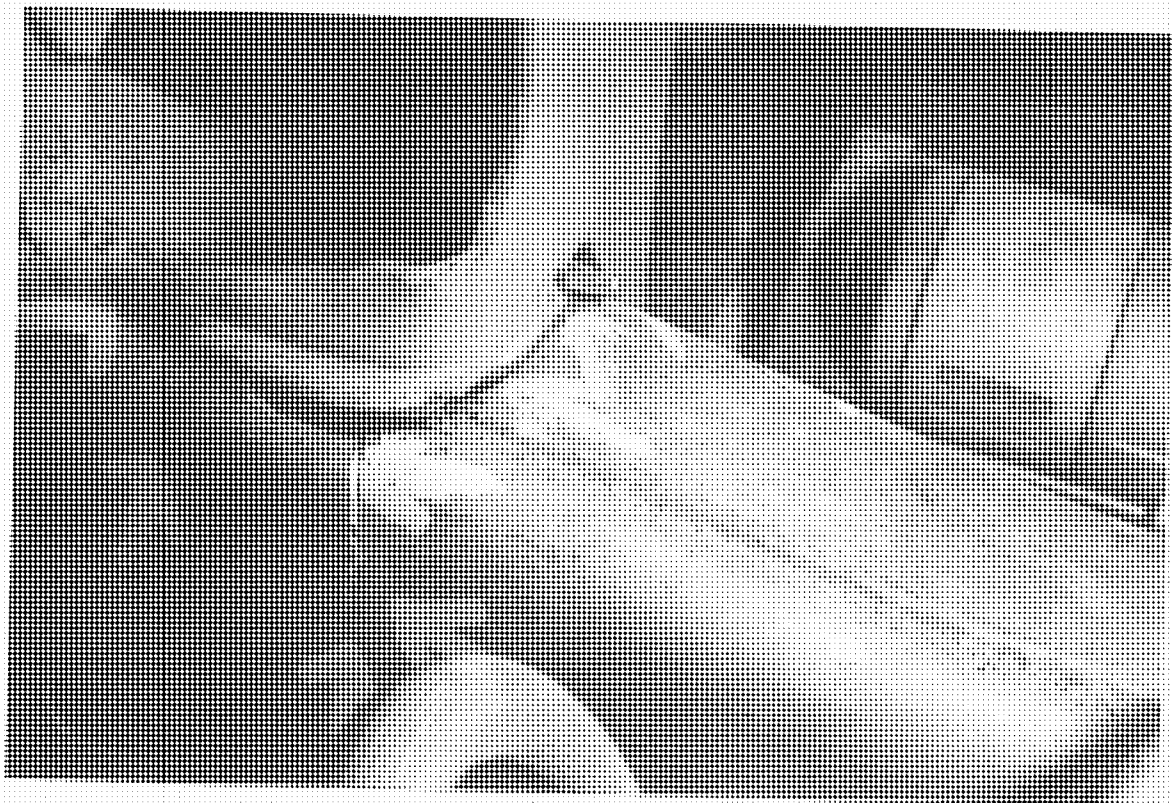
CELL

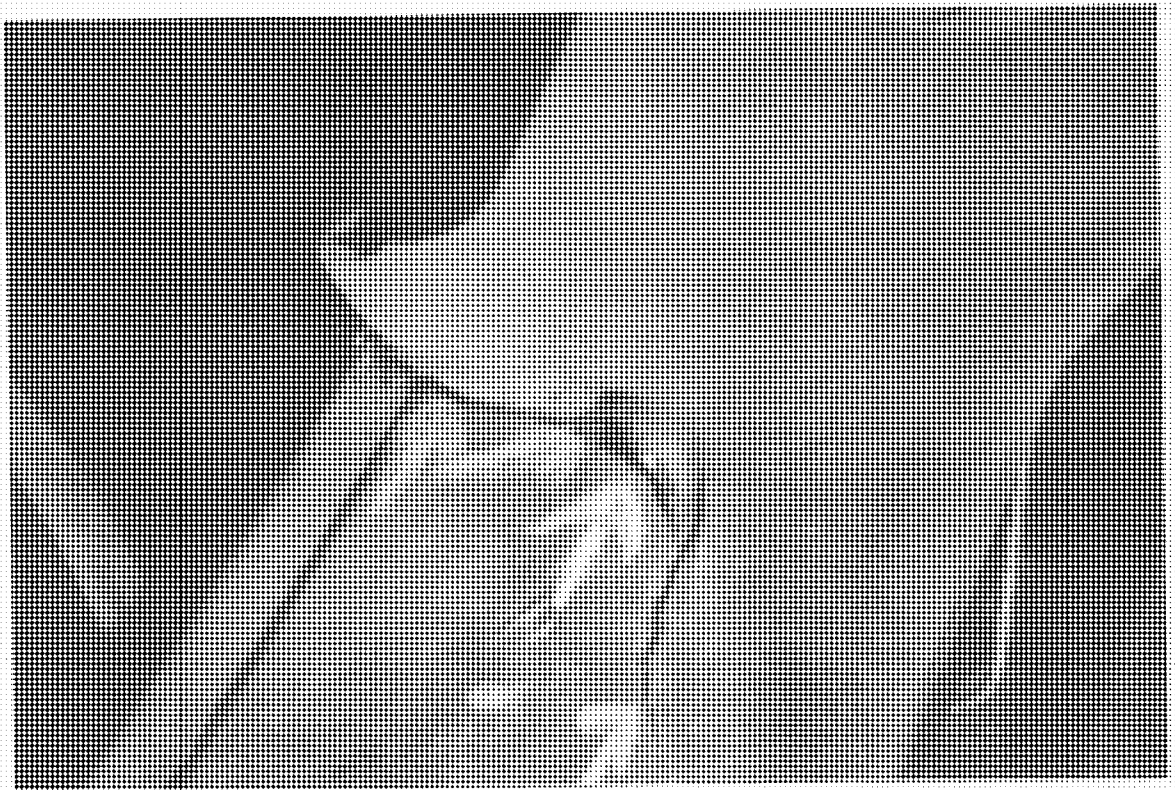
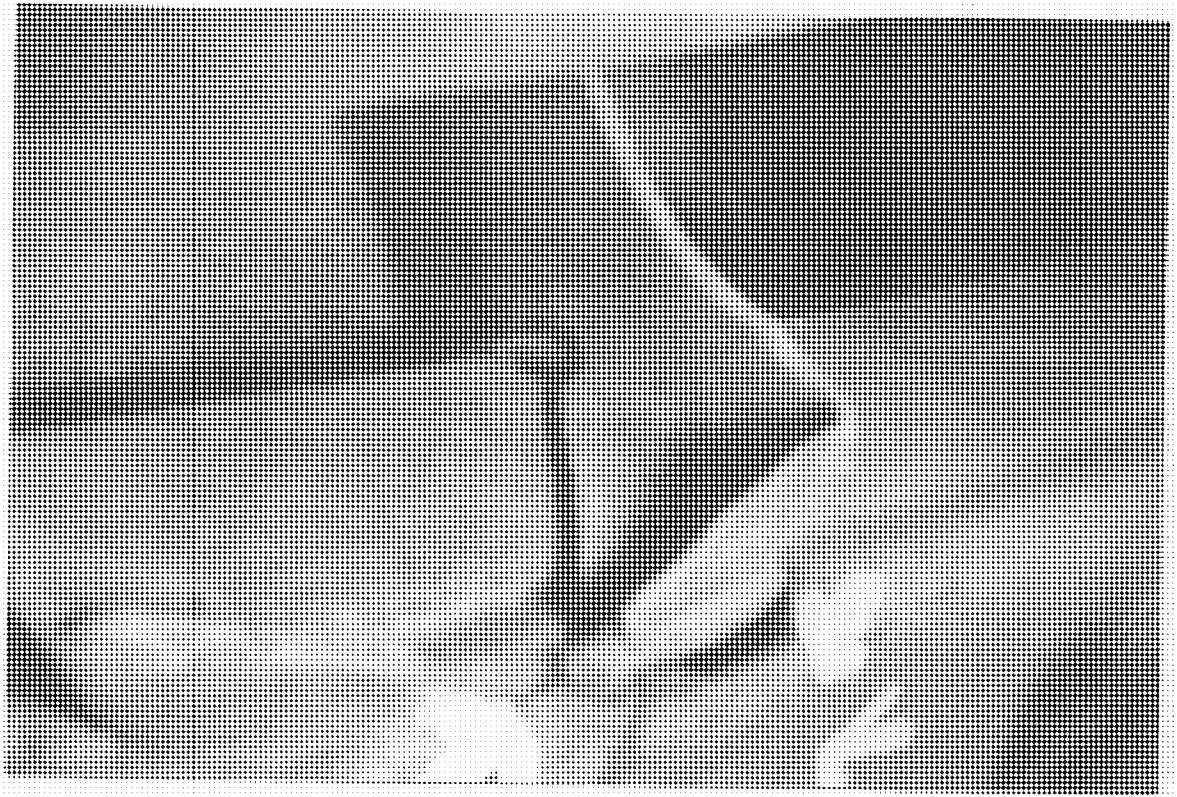
Shadow Hills, Ca.

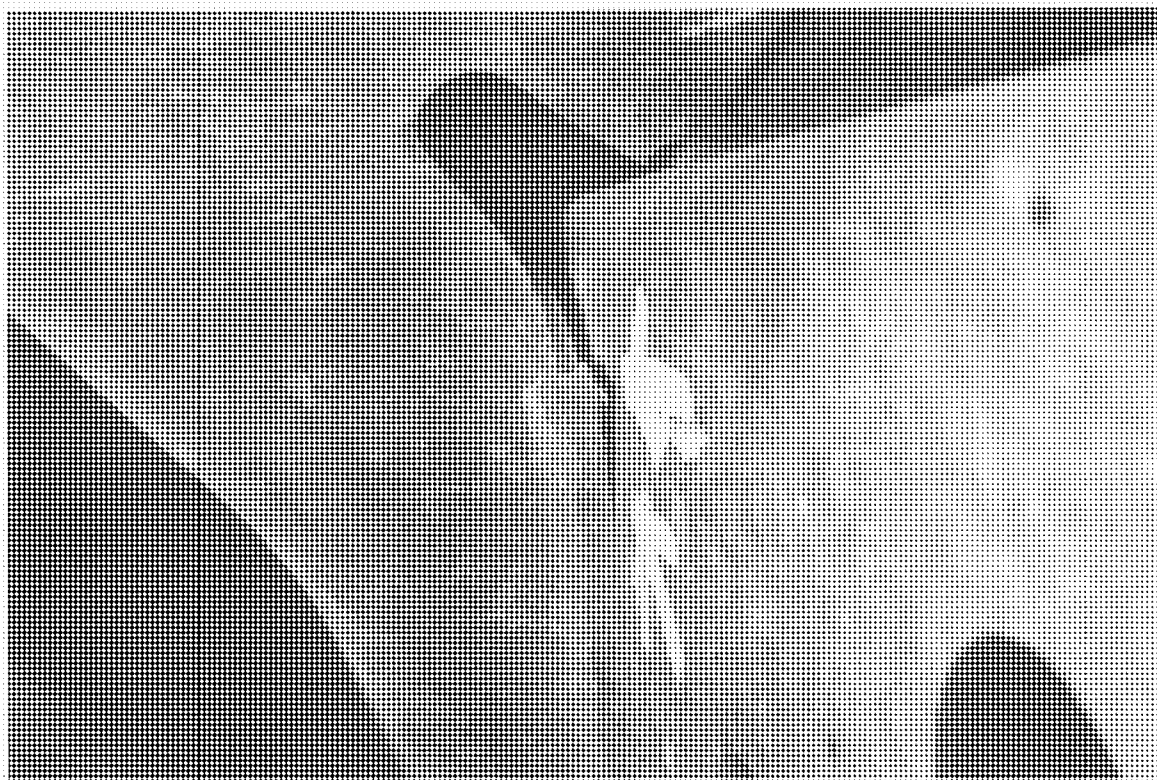
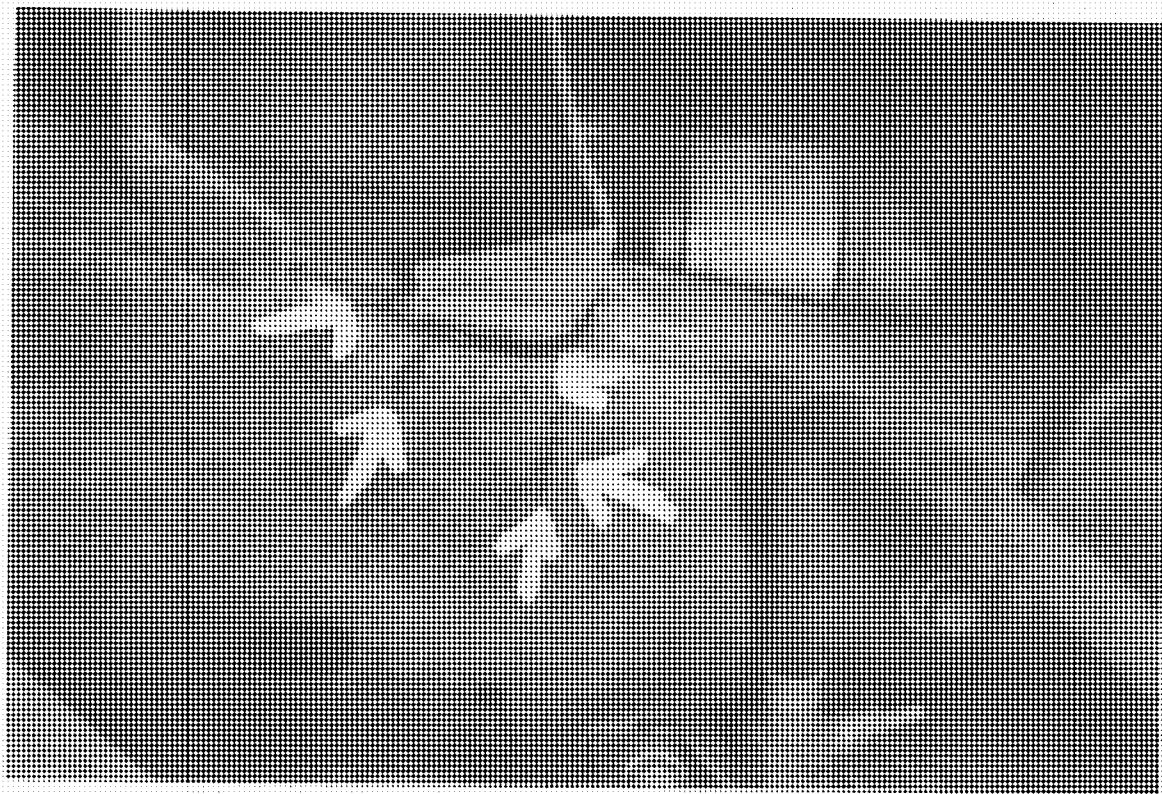


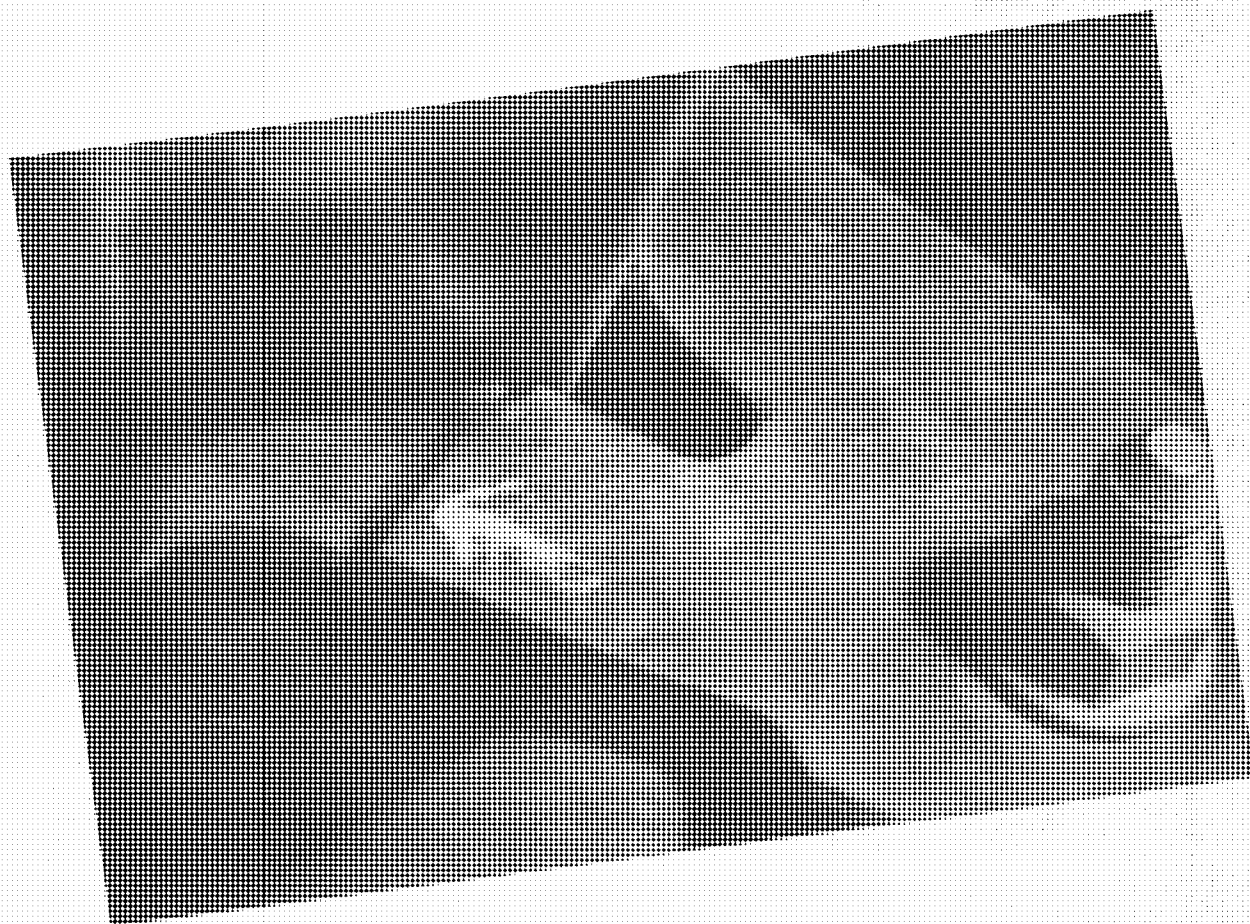
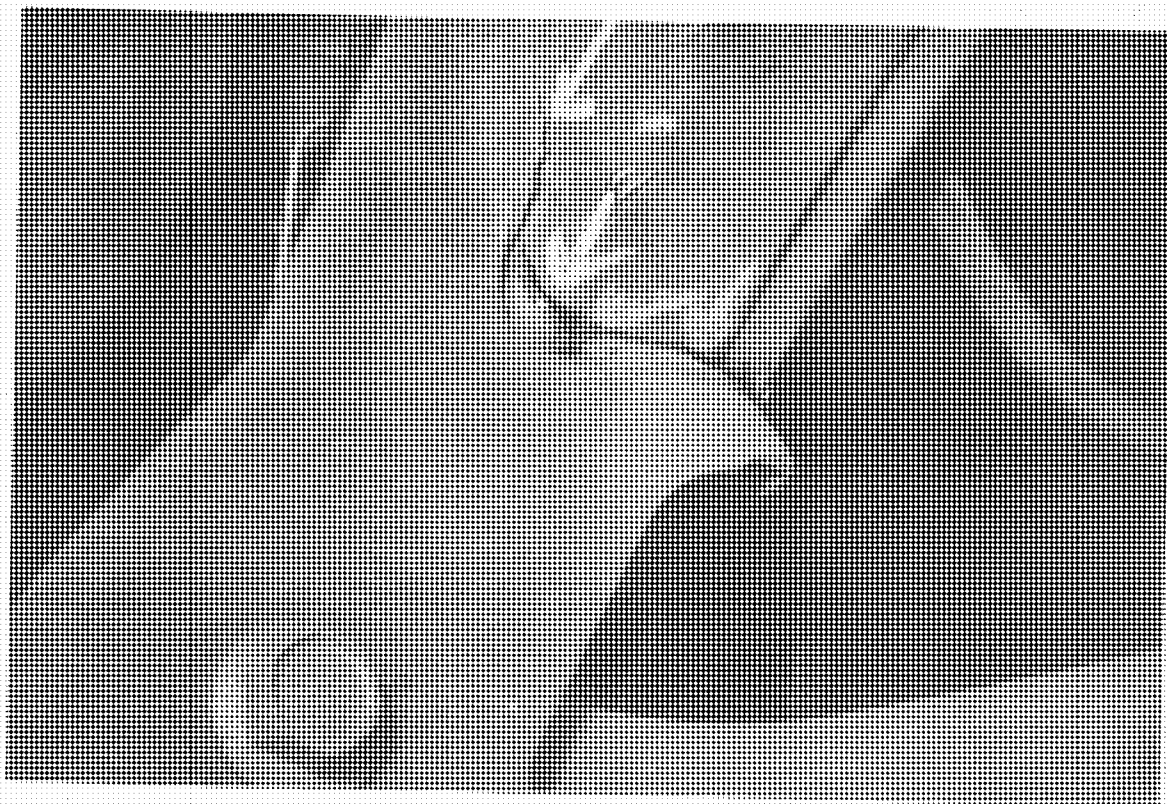


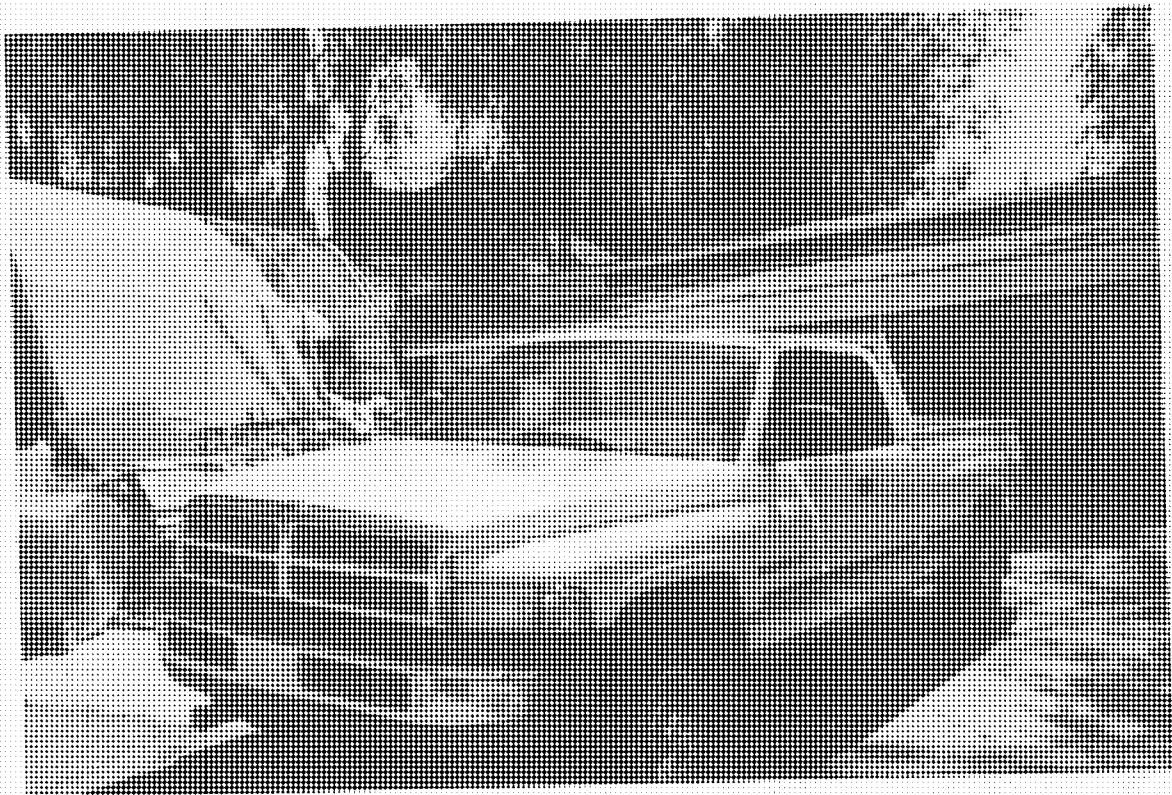


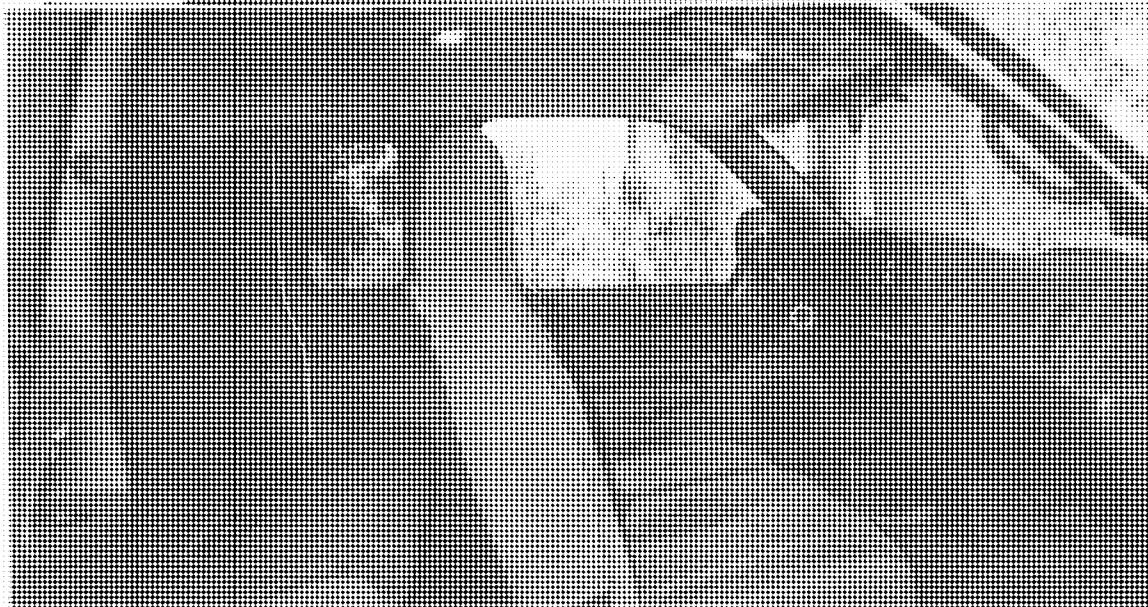












THE ATTACHMENTS TO THIS
DOCUMENT HAVE BEEN REMOVED
TO PROTECT UNWARRANTED
INVASION OF PERSONAL PRIVACY
PURSUANT TO EXEMPTION 6 OF
THE FREEDOM OF INFORMATION
ACT (FOIA), 5 U.S.C. 552(b)(6).