



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  
2007 JAN 29 AM 9:40  
03-JAN-2007

Repository   
Reference No.  
10177643

**OWNER INFORMATION (Type or Print)**

Name [REDACTED]  
Address [REDACTED]  
City SHREWSBURY State MA Zip Code [REDACTED]

Daytime Telephone Number [REDACTED]  
Evening Telephone Number [REDACTED]

E-mail Address [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, provide your name or address to the vehicle manufacturer.  
Signature of Owner [REDACTED] Date 1/15/07

**VEHICLE INFORMATION**

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side  
1B7HF16Y3VS [REDACTED] Make DODGE Model RAM \*Model Year 1997  
Date Purchased 14-JUL-97 Dealer's Name and Telephone Number WESTBORO DODGE 508-366-1741 Engine: No: Cylinders 8 Fuel Type: Gas  
Original Owner  Dealer's City WESTBORO State MA Zip Code 01581  
Transmission Type AUTOMATIC  Antilock Brakes  Cruise Control Powertrain 4 WHEEL DRIVE Vehicle Component Code 176100 LATCHES/LOCKS/LINKAGES:HOOD:LATCH  
Multiple Failure: 1

**FAILED COMPONENT(S)/PART(S) INFORMATION**

Incident Date(s) 18-DEC-2006 Failure Mileage 70000 Failure Speed 25

**ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE**

Tire Make [REDACTED] Tire Model (Name or Number) [REDACTED] Tire Size (Example P215/65R15) [REDACTED]  
DOT No. (Example: DOTMAL9ABC036)  Original Equipment  Prior Repair Failure Location: [REDACTED]  
Tire Component Code [REDACTED] Tire Failure Type [REDACTED]

**ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE**

Make: [REDACTED] Date Manufactured: [REDACTED] Model No./Name: [REDACTED]  
Seat Type: [REDACTED] Installation System: [REDACTED]  
Child Seat Component Code: [REDACTED] Failed Part: [REDACTED]

**APPLICABLE INCIDENT INFORMATION**

(Please describe in detail the incident(s), failure(s), injuries, and injuries)

Crash  Yes  No Fire  Yes  No Number of Persons Injured 0 Number of Deaths 0 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).

TL\*- THE CONTACT HAS A 1997 DODGE RAM WITH AN ODOMETER READING OF 70000. ON 12-18-06 WHILE DRIVING IN DRY WEATHER CONDITIONS AT 25 MPH HOOD UNLATCHED. THE CONTACT WAS ABLE TO MOVE TO THE SIDE OF THE ROAD WITHOUT A CRASH. THE CONTACT FOUND THAT THERE WAS RECALL 01V040000. HE THEN TOOK THE CAR TO THE DEALER, AND THEY TOOK PICTURES OF THE VEHICLE AND SENT THEM TO THE MANUFACTURER. THEY TOLD THE CONTACT THAT THEY WERE NO LONGER LIABLE FOR THE RECALL BECAUSE THEY NOTIFIED HIM, AND HE DID NOT HAVE IT 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 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.

[REDACTED]

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**From:** [REDACTED]  
**Sent:** Monday, January 15, 2007 11:35 AM  
**To:** [REDACTED]  
**Subject:** FW:

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**From:** [REDACTED]  
**Sent:** Monday, January 15, 2007 10:20 AM  
**To:** Nardero, Frank  
**Subject:**

To whom it may concern,  
Thank you , to the NHTSA, for your effort's in helping me out with this matter. On December 18.2006 I was driving down a road when suddenly to my surprise my hood went flying up blocking my vision to drive. Luckily I was going slow and was able to control the vehicle. However, now I am drive a very unsafe vehicle with a hood that is severly damage, that I cannot open or close anymore. On my arrival to work the next day, I ask a co-worker if he had ever had this problem with his 1997 Dodge and that's when I found out that there was a recall on the hood-latch. Then on doing more research found more information on the internet about the recall. Never did I receive a letter in the mail about this recall on the hood latch nor did the dealer ( Westboro Dodge ) tell me about the recall when I have brought the truck in for services.

I then was recommended to call Chrysler and see if they would help me out. On two different occasions I call and spoke to Chrysler repersentives and they claimed it was not a warranty issue. I explained that it was a recall not a warranty issue and was told that they where Not liable because I was notified. Again, wouldn't you think that something so dangerous would come by certified letter ?? Now I have to drive a very dangerous unsafe vehicle because its the only truck I have at this time. The hood, hinges, and latch would have to be replaced to make this a safe vehicle to be driven again so a serous accident doesn't occur in the near future.  
If the NHTSA could recommend to the Chrysler Corporation to help me out with this situation as soon as possible I would deeply appreciate your help.

To contact me, [REDACTED] Mon-Friday 7:00 a.m. to 3:30 p.m. or e-mail me at [REDACTED] Thank you very much for your help and support.

Sincerely, [REDACTED]  
[REDACTED]  
Shrewsbury Ma [REDACTED]