



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 FEB -6 AM 9:40
10-JAN-2007

Repository ☐

Reference No.
10178301

OWNER INFORMATION (Type or Print)

Name

Address

City PORT ST LUCIE

State FL

Zip Code

Daytime Telephone Number

E-mail Address

Evening Telephone Number

Signature of Owner

Date 1/26/07

VEHICLE INFORMATION

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

1D7HL38N349

Make

DODGE

Model

DAKOTA

Model Year

2004

Date Purchased
01-NOV-03

Dealer's Name and Telephone Number
MASSEY YARDLEY CHRYSLER DODGE 772-546-1800

Engine:

No: Cylinders 8

Fuel Type:

Gas

Original Owner

☒

Dealer's City

HOBE SOUND

State

00

Zip Code

33455

Transmission Type

☒

Antilock Brakes

☒

Cruise Control

Powertrain

REAR WHEEL DRIVE

Vehicle Component Code

034510 SERVICE BRAKES, HYDRAULIC: FOUNDATION COMPONENTS

Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)
01-NOV-2006

Failure Mileage

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

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 STATED IN NOVEMBER 2005 WHILE TOWING A BOAT ON A BRIDGE THE BRAKES FAILED. HE WAS ABLE TO STOP THE VEHICLE BY USING THE EMERGENCY BRAKES. THE CONTACT TOOK THE VEHICLE TO A DODGE DEALER, AND THEY REPLACED THE BRAKE LINE AND CALIPER. THE VEHICLE APPEARED TO BE FINE UNTIL DECEMBER 2006 WHEN HE HEARD A SCRAPING NOISE. THE CONTACT TOOK THE VEHICLE TO A FIRESTONE DEALER, AND WAS TOLD IT HAD TWO DIFFERENT CALIPERS ON IT, ONE WHICH BELONGED TO A DODGE RAM 1500. THE VEHICLE WAS TOWED TO THE DODGE DEALER. THE CONTACT BELIEVED THE DODGE DEALER REPLACED THE CALIPER WITH AN INCORRECT CALIPER DURING THE BRAKE LINE REPLACEMENT. THE CONTACT STATED THE DODGE DEALER WOULD NOT VERIFY THIS. THE CONTACT HAD NEW CALIPERS AND A ROTOR PLACED ON THE VEHICLE. THE CONTACT STATED THE VEHICLE HAD UNDER 36,000 MILES ON IT AT THE TIME OF FAILURE BECAUSE IT WAS COVERED UNDER THE WARRANTY. THE CONTACT HAS THE OLD PARTS, PICTURES AND REPAIR INVOICES. *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]
[REDACTED]
Port Saint Lucie, Florida [REDACTED]
[REDACTED]
[REDACTED] **Cell**
[REDACTED]

Dear Mr. Jimenez,

Thank you for opening a file on this case. I am forwarding a C/D of photographs & further details in this letter. Which my Son [REDACTED] & I took & prepared before & after the vehicle in question was repaired.

To clarify the incident, November 2003 I purchased the vehicle brand new from Massey Yardley /Dodge dealership I Hobe Sound Florida. Approximately November 2005, I was pulling my boat up over the Palm City Florida Bridge during a fishing excursion. When I got to the top of the bridge fortunately the traffic was heavy and slowed to a crawl. When I proceeded down the bridge the brake pedal went to the floorboard. Since the vehicle was not slowing when I applied the brake I applied the emergency brake to get down to the bottom of the bridge without crashing.

I notified Dodge because the vehicle in November of 2005 was under the 36000 mile mark for warranty purpose. The repair was made by Dodge stating they replaced the right front high pressure caliper hose because it separated from the mounting plate that was attached to the frame. I asked to see the old brake line hose and/or asked to be given to me, but I was told it had to be sent back to the factory for evaluation.

No further incident with the brake system until, November 2006, when a scraping noise is heard on the left front side. My son [REDACTED] is employed with the Firestone Corporation, so I asked him to check the brake pads for wear level. At this time the vehicle is approximately 1500 -2000 miles out of warranty. My Son checked the brakes & advised there were two different brake calipers on the vehicle. I was totally confused because the only personnel to touch the brake system ever was the dealership back in November 2005. After the dealership Service manager Mike would not cooperate in identifying the brake caliper on the driver side I called Dodge Customer Service Center. They instructed me to go to another local dealer and bring the brake caliper to them to verify what type of vehicle it belongs to. I did and it was verified the caliper belonged on a full size truck Ram 1500, not a Dakota. I also called TRW who manufacture the brake calipers and verified through the casting numbers it belong to a full size truck. The reason there was not incident before is because the brake pad had to wear down before the caliper bolts would dig into the rotor causing the scraping noise and prevent the caliper from working.

I can not believe I had the only vehicle assembled that had two different calipers. It cost me \$140 to have the vehicle towed twice to & from the shops & \$170 to make the repair. I believe according to my investigation the vehicle came the way I described from the factory or Massey Yardley changed the passenger side caliper when they changed the brake line. My main concern is to prevent a disaster like the Firestone tire incident and people getting hurt because of a brake failure. I would like to be reimbursed for the repair that would be good. I made contact with Mr. Yardley himself but to no avail. I also have two certified ASE Master Mechanics that work for Firestone in Jensen Beach Florida that are willing to testify to you or the courts if necessary They can be contacted at 772-692-3194. There names are Roger Frykberg & Marc Brittman. Any questions please call me or them. Thank you for your time.

Respectfully Yours,

[REDACTED]





U.S. Department
of Transportation
**National Highway
Traffic Safety
Administration**

400 Seventh Street, S.W.
Washington, D.C. 20590

Dear Consumer:

NVS-216 aaj

As a result of your recent report to the Vehicle Safety Hotline (VSH), we have recorded that report on the enclosed Vehicle Owner's Questionnaire (VOQ) form. Please review the form and make changes, additions and corrections as necessary. Additionally, please provide a more detailed description of the failure(s) you reported that you believe is(are) relevant to safety. Also, if available, include copies of repair invoices, letters to the manufacturer, or any other document related to the problem(s) you reported. If a crash or fire occurred, include a copy of the police or fire department report.

It is helpful to be as thorough as possible in your report so that our ability to use your report will be maximized. If you do not have the information, it is not necessary to complete all the boxes. However, it is very difficult to identify the scope of a vehicle problem unless the vehicle identification number (VIN) is known. The VIN is located inside the vehicle on the dashboard adjacent to the left (driver's side) of the windshield pillar and on the driver's door or the drivers door jam. It may also be listed on the dealer's repair invoices. When reporting a tire problem, the brand name, tire name and complete tire size should be included. If possible also provide the DOT tire identification number. It is usually located near the rim flange of the tire on either side of the tire.

The Privacy Act prohibits our agency from identifying you to the manufacturer without your permission. If you wish to give us that permission, please mark the appropriate authorization box and sign the form to allow us to provide your name to the manufacturer. The information you provide may assist the manufacturer and NHTSA in determining if a safety-related defect exists.

Any information provided is entirely voluntary. There is no consequence or penalty of any kind if you do not wish to provide it. We seek this information to develop both statistical and investigative evidence that will help identify potential safety related problems in vehicle or vehicle equipment, e.g., tires, child safety seats, jacks, etc.

When completed, please fold and staple or tape the form so that the pre-address portion of the form is on the out side. If a larger envelope is used, tape the VOQ form to the larger envelope so that the pre-address portion of the form is showing.

If further assistance is needed, please contact the VSH at their toll-free number, 1-888-327-4236.

Thank you for your cooperation.

Sincerely,

Alberto A. Jimenez, Chief
Correspondence Research Division
Office of Defects Investigation
Enforcement

Enclosure: VOQ



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