



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 APR -5 AM 7:41
05-MAR-2007

Repository ☐

Reference No.

10184199

OWNER INFORMATION (Type or Print)

Name

Address

City

ALLENTON

State

MI

Zip Code

Daytime Telephone Number

E-mail Address

Evening Telephone Number

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle? ☒ YES ☒ NO
In the absence of a signature, I NOT provide your name or address to the vehicle manufacturer.
Signature of Owner _____ Date 3/19/07

VEHICLE INFORMATION

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

3B7KF26Z0X

Make
DODGE

Model
2500

Model Year
1999

Date Purchased
14-APR-99

Dealer's Name and Telephone Number
CRANDELL'S DODGE JEEP 724-0444

Richmond, MI

Engine:
No: Cylinders 8

Fuel Type:
Gas

Original Owner
☒

Dealer's City Crandell Chrysler Dodge
IMLAY CITY Jeep

State
MI

Zip Code

Transmission Type
AUTOMATIC

☒ Antilock Brakes
☒ Cruise Control
NO

Powertrain
4 WHEEL DRIVE

Vehicle Component Code
036000 SERVICE BRAKES, HYDRAULIC:ANTILOCK

Multiple Failure: 5

FAILED COMPONENT(S)/PART(S) INFORMATION First Documented 2000

Incident Date(s)
08-NOV-2006

Failure Mileage
44600

Failure Speed
30

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE N/A

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 N/A

Make:

Date Manufactured:

Model No./Name:

Seat Type:

Installation System:

Child Seat Component Code:

Failed Part:

APPLICABLE INCIDENT INFORMATION N/A

(Please describe in detail (1) incident(s), failure(s), condition(s), 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).

TL* - THE CONTACT OWNS A 1999 DODGE RAM 2500. THE CONTACT STATED THAT HE FIRST HAD THE BRAKES REPLACED AT 36,000 MILES. PERIODICALLY WHEN APPLYING THE BRAKES THE FRONT WHEELS LOCKED, AND FELT A VERY HARD PULSATING IN THE BRAKE PEDAL. THE CONTACT STATED THAT AT 42,000 MILES HE REPLACED ALL FOUR TIRES AT THE DEALERS PRODDING THAT THE PROBLEM WAS WITH THE TIRES. AT 44,000 MILES HE REPLACED THE ELECTRONIC MODULE AFTER BEING TOLD THAT THIS WAS THE PROBLEM. THE CONTACT STATED THAT AFTER TAKING THE CAR IN APPROXIMATELY 5 TIMES THE SAME PROBLEM WITH THE BRAKES RECURRED AND NEVER DID WORK PROPERLY. THE CONTACT STATED THAT WEATHER WAS NOT A FACTOR, AND THAT HE WAS DRIVING AT 30 MPH THE TIMES THAT HE EXPERIENCED PROBLEMS WITH THE BRAKES. *AK

IT can happen at Any Speed When Applying The Brakes After locking + Pulsating
They go To The Floor And Don't Stop The Vehicle Properly. Like No Brakes.

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]
Berlin Twp. MI.
[REDACTED]

March 19, 2007

Re: 1999 Dodge Ram Pick up Truck

US Dept. of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NVS-210
400 7th Street SW
Washington DC 20077-8214

Dear Sir or Madam:

I received your letter and questionnaire you said we would receive in a few weeks. Please find it enclosed along with the bills pertaining to the repairs we have made so far, which still have not corrected the problem.

Please note, the brake problems, shuddering, locking up and then fading to no brakes, were first documented on May 18, 2000 at the Dick Huvaere's Chrysler Plymouth Dodge dealer in Richmond, Michigan. They said they checked it out and yet did not fix anything. The radio was also documented at that time as buzzing and later on the left speaker eventually would fade in and out, this was never fixed either.

Well I just learned to live with it for a while because as it goes, "Aren't brakes Optional?"

Well finally, on November 30, 2005, I had the brakes replaced and it seemed the problem was solved, for about two short months, and then it started again.

On May 26, 2006, I took my truck into the Crandall Chrysler Dodge Jeep Dealer in Imlay City, Michigan, for the same shuddering and locking then no brakes problem. They decided to fix the most expensive item in the system, the module, which cost us over six hundred dollars and the new module, did not solve the problem.

On August 31, 2006, we had to replace the front seal in the engine because of an oil leak.

A few weeks later, a sixty-mile trip, to Port Huron and back, dropped my oil pressure to almost zero and to under on quart on the dip stick. We immediately called the Crandall Chrysler Dodge Jeep dealer to tell them about it and make an appointment to take care of it.

On September 29, 2006, we took it to Crandall Chrysler Dodge Jeep again in Imlay City and were hit with another six hundred dollar bill because of the gasket the manufacturer put on it. It apparently does not leak, but causes the oil to be sucked out and burned internally, causing no oil to be left in the pan. This is no way to build a vehicle and then have the motor blown. I am just glad we caught it before blowing the motor, but this should have been a problem they had to repair and not us.

While we were there, we also had them check the brakes again. They told me, "Your tires are driving at different speeds 8mph on one, 4mph on another, 12mph on the third and the fourth is doing zero, so your tires need to be replaced." Now I told him, "Give me a break, I know damn well tires have nothing to do with the brakes!" These people must think everyone is an idiot. Well when I told my husband what they said he called them up and talked to them.

Well we were planning to get tires any way by fall, so on October 6, 2006 we went and got them from Belle Tire in Port Huron, Michigan, for another bill of seven hundred dollars.

Well on October 26, 2006, we went back to the Crandall Chrysler Dodge Jeep dealer in Imlay City, Michigan. They put the computer monitor on the truck and it seems that the tires are still working at 8mph 12mph 4mph and zero in the parking lot. This is just ridiculous.

We now are told that we need new wheel sensors, which we ordered on October 26, 2006, but have not yet had them installed. This will be an additional cost of almost four hundred dollars.

I am truly frustrated with this whole situation and am not sure if they will ever get the brakes to work correctly again.

CRANDALL CHRYSLER - DODGE - JEEP

2093 VAN DYKE
WILAY CITY, MI 48444
(810) 724-0444

DATE 10/20/06

TECH.
or R.O. # _____

PHONE # 395 4888

ADVISOR _____



QTY	ITEM/PART NUMBER	DESCRIPTION
<u>2</u>	<u>5003053AA</u>	<u>Shocks</u>
<u>1</u>	<u>5010257AB</u>	
<u>1</u>	<u>5010256AB</u>	<u>ABS Sensor</u>

YEAR	MAKE	MODEL	SERIAL NUMBER	TRIM NUMBER
<u>07</u>	<u>Jeep</u>			

ITEM REQUESTED BY _____ DEPT. _____

ITEM ORDERED BY _____ DATE _____

ITEM CLASSIFICATION ZONE ☐ FACTORY ☐ VENDOR ☐

ITEM RECEIVED DATE _____ INVOICE # _____

ITEM BACK ORDERED DATE _____ INVOICE # _____

CUSTOMER NOTIFIED 1st _____ LETTER _____ ITEM RETURNED TO STOCK _____

(3 PART) DSA-115-3 (8-86) DSA-115-4NC
(4 PART) DSA-115-4 (8-86)

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).