



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 ☐

Reference No.
10210797

Daytime Telephone Number

E-mail Address

Evening Telephone Number

OWNER INFORMATION (Type or Print)

Name

Address

City

PURDY

State

MO

Zip Code

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

3D7KA28C

Make

DODGE

Model

RAM

Model Year

2003

Date Purchased
06-AUG-03

Dealer's Name and Telephone Number

918-256-6455 C.R. Moore

Engine:

No: Cylinders 6

Fuel Type:

Gas

Diesel

Original Owner

☒

Dealer's City

Vinita

State

OK

Zip Code

Transmission Type

AUTOMATIC

☐ Antilock Brakes

☒ Cruise Control

Powertrain

UNKNOWN

Vehicle Component Code

103000 POWER TRAIN: AUTOMATIC TRANSMISSION

Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)
07-SEP-2007

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

1

Number of Deaths

0

Reported to Police

☒ yes

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 2003 DODGE RAM. THE CONTACT PARKED THE VEHICLE IN HER DRIVEWAY. SHE EXITED THE VEHICLE AND LEFT THE DRIVER SIDE DOOR OPEN. SHE THEN HEARD A LOUD POP AND NOTICED THAT THE VEHICLE WAS MOVING. SHE WAS UNABLE TO ENTER AND STOP THE VEHICLE. THE CONTACT WAS STRUCK SEVERAL TIMES BY THE DRIVER SIDE DOOR. SHE WAS PINNED BETWEEN A METAL POST AND THE DOOR OF THE VEHICLE. THE CONTACT WAS ABLE TO FREE HERSELF AND SUSTAINED INJURIES TO HER MIDRIF, BACK, AND HEAD. THE POWERTRAIN, SPEED, AND FAILURE MILEAGE WERE UNKNOWN. THE CURRENT MILEAGE WAS 46,900.

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 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.

December 20, 2007

U.S. Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NVS-210
400 7th Street, SW
Washington, DC 20590

REF. Defective 2003 Dodge Ram 2500

To whom it may concern:

Our 2003 Dodge has a defect that will allow the truck to come out of gear if it does not Properly engage at the time it is put in park.

On May 19, 2006 my husband took the truck to the Dodge dealership in Cassville, MO to be serviced. At that time the service man told him that our truck had a recall on it, that it would come out of park if it didn't properly engage when someone put it in park. They told him Dodge could install a warning device so that if it wasn't properly engaged in park the warning device would go off when the driver's door was opened. My husband told them to install it. According to Dodges records it was installed. (See enclosed report from Dodge on day it was supposed to have been installed)

When I open the door of the truck on September 7th, 2007 the warning device did not sound. Thus the accident occurred due to the defect in the truck and the fact the warning device was either not installed at all or was not installed properly.

The following week after the accident Dodge sent an independent inspector (which they paid) to inspect the truck to see if this could actually happen to the truck. While he was there he hooked his computers to the truck and had it running etc. He should have noted that the warning device did not sound when in reverse. Of course when we talked to the Dodge people they told us that the inspector said that this could not happen to this truck, however, they would not send us a copy of the report...they said we should get our own inspector. We are retired and on a limited income and don't have that kind of money.

On October 23, 2007 we took the truck to Springfield, Mo to the Central Dodge where they check it and verified the warning device did not work. They installed it at that time.

Enclosed are papers showing what it cost to repair the truck, hospital, doctor bill, ambulance bill and papers concerning the recall. We did not receive a copy of the Highway Patrol report.

Dodge or any other manufacture should be held accountable when they produce a defective vehicle. They knew that at times it would not properly engage in park or they would not have issued a recall on them and have a warning device installed. We have been married 47 years and this is the first brand new vehicle we have ever owned and do to a manufacture defect and a manufacture that seemingly doesn't not care about their customers I was almost killed. I know now the Dodge Corporation could care less. Sad isn't it?

If you have any further questions please let me know.


Purdy, MC

Woman injured when truck pins her

A Purdy woman was seriously injured Friday in Barry County when her vehicle shifted out of gear and hit her while she was checking her mailbox, the Missouri Highway Patrol said.

██████████ had parked her 2003 Dodge 2500 pickup on Farm Road 2060, three miles northeast of Purdy, while checking her mailbox, the patrol said.

The vehicle popped out of gear and began to roll.

██████████ tried to re-enter the vehicle and became pinned between the open driver's door and a pipe fence, the patrol's report said.

██████████ was taken by ambulance to St. John's Hospital in Springfield.

② SPRINGFIELD

No serious injuries

DAIMLERCHRYSLER

DaimlerChrysler Corporation
Customer Claims Resolution Group

September 11, 2007

[REDACTED]
PURDY, MO [REDACTED] 2

Dear [REDACTED]

Thank you for contacting DaimlerChrysler Corporation regarding your 2003 DODGE RAM 2500 QUAD CAB PICKUP, VIN: 3D7KA28C[REDACTED]. We are currently in the process of reviewing your file. Our records, at this time, indicate the following information regarding your vehicle:

CAIR Number:	[REDACTED]
Current Owner:	[REDACTED]
Purchased Used:	NO
Date of Purchase:	08/26/2003
Incomplete Recalls:	NONE

If any of this information requires updating, please notify us at the following (toll free) number: 1-888-922-7329.

As we proceed with our review, one of our representatives may need to contact you for additional information about your vehicle.

(For information, we expect to inform you of our decision within the next 12 business days. If you do not hear from us by then, please contact us (toll free) at: 1-888-922-7329.)

Note: If you have already settled with your insurance company, please notify us immediately at our 1-888-922-7329 (toll free) number.

Thank you for your cooperation.

Customer Claims Resolution Group

DAIMLERCHRYSLER

DaimlerChrysler Corporation
Customer Claims Resolution Group

September 19, 2007

Via U.S. Mail

[REDACTED]
Purdy, MO [REDACTED]

Re: 2003 Dodge Ram 2500 Slt Quad Cab 4x2 VIN: 3D7KA28CX3G [REDACTED]

Dear [REDACTED]

Thank you for contacting Chrysler LLC and raising concerns that you have with the above referenced vehicle. We are always concerned when hearing of injuries and accidents involving our customers and vehicles. Chrysler LLC conducted an investigation into the incident and inspected the vehicle. The inspector found no indication of a manufacturing defect that caused or contributed to the incident of 9/7/07 .

The Inspector found no problems with the subject vehicle's Transmission, Shifter, btsi (Brake Transmission Shift Interlock) mechanism or Parking Brake.

Thank you again for raising your concerns with Chrysler LLC. We suggest further inquires be directed to your insurance company.

Very truly yours,

Customer Claims Resolution Group

VIP Summary Report

Dealer: 42219 - CENTRAL DODGE

VIN: 3D7KA28CX3

Dealer Entered Name:

Date: October 23, 2007 Time: 12:09:50

Dealer Entered Odometer: 46,780 Miles

STRICTLY CONFIDENTIAL: This information is provided to DEALER, in accordance with Section 4 of DEALER's Software License, Data Exchange and Electronic Commerce Agreement with Chrysler Motors LLC. All information provided is based on entries provided by DEALER.

Warning Messages

OWNER'S LAST NAME WAS NOT ENTERED.

VEHICLES PLACED IN POLICE, TAXI, LIMOUSINE, POSTAL OR AMBULANCE SERVICE ARE EXCLUDED FROM THE 7 YEAR/70,000 MILE POWERTRAIN LIMITED WARRANTY.

Vehicle Restrictions - No Vehicle Restriction

Vehicle Service Information

Year/Model:	2003 DODGE RAM 2500 QUAD CAB PICKUP	Last Odometer:	32,964 Miles on May 19, 2006
Body Style:	DR2H41	In-Service Date:	August 26, 2003
Engine:	ETH-5.9L HO Cummins Turbo Diesel Engine	In-Service Odometer:	2,125 Miles
Transmission:	DG8-4-Spd. Automatic 48RE Transmission	Odometer Type:	Miles
Color 1:	PS2-Bright Silver Metallic Clear Coat	Car Line:	X
Color 2:	QS2-Bright Silver Metallic Clear Coat	Build Date:	July 9, 2003
Current Market Register:	U	Hour:	11
Book:	R		

Vehicle Owner Information

Name:		Preferred Name:	
Address:		City:	PURDY
State/Province:	MO	Postal Code:	
Country:	USA	Language Preference:	
Telephone-Home:		Telephone-Business:	
Fax:		Original Owner:	

Recall Information

Incomplete Recall - No Incomplete Recall Information Available

Complete Recall

Recall Number	Description	Launch Date	Repair Date
C42	POWERTRAIN CONTROL MODULE CONNECTOR CORR	February 16, 2004	February 24, 2004
C44	TRANSMISSION COOLER SUPPLY LINE	February 16, 2004	February 24, 2004
E17	OUT-OF-PARK ALARM SYSTEM	March 22, 2006	May 19, 2006

Warranty Information

REFER TO SPECIFIC LOPS FOR ADDITIONAL COVERAGE AND LIMITS

** 7/100 ON DIESEL ENGINE ONLY *** \$100 DEDUCTIBLE ON DIESEL ENGINE BEYOND 5 YEARS TRANSFERS: ALL

VIP Summary Report

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Date: October 23, 2007 Time: 12:09:50

VIN: 3D7KA28CX3

Dealer Entered Name:

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OWNERS NO CHARGE * 2004 MY VEHICLES BUILT PRIOR TO 10/1/03					
Type of Warranty	Original	Deductible	Expiration	Remaining	
BASIC	36 Months or 36,000 Miles	0	August 26, 2006	Expired (Time)	
POWERTRAIN	84 Months or 70,000 Miles	100	August 26, 2010	34 Months or 23,220 Miles	
PERFORATION	60 Months or 100,000 Miles	0	August 26, 2008	10 Months or 53,220 Miles	
EMISSIONS	60 Months or 50,000 Miles	0	August 26, 2008	10 Months or 3,220 Miles	
ADJUSTMENT	36 Months or 36,000 Miles	0	August 26, 2006	Expired (Time)	
AIR CONDITIONING	36 Months or 36,000 Miles	0	August 26, 2006	Expired (Time)	
DIESEL ENGINE	84 Months or 100,000 Miles	100	August 26, 2010	34 Months or 53,220 Miles	
EXTENDED FEDERAL EMISSIONS	60 Months or 50,000 Miles	0	August 26, 2008	10 Months or 3,220 Miles	
WCC	Roadside Assistance	Towing Assistance	Master Shield	Transferable-Powertrain Warranty	
710	No	Yes	N/A	No	
Service Contract - No Service Contracts Available					
Service History (24 Month)					
ACCESS TO CHRYSLER'S WARRANTY HISTORY IS TO ASSIST WITH VEHICLE REPAIR DIAGNOSIS AND IMPROVE CUSTOMER SATISFACTION. UNAUTHORIZED ACCESS, USE, OR DISCLOSURE OF INFORMATION IS PROHIBITED AND IS SUBJECT TO CIVIL AND/OR CRIMINAL PROSECUTION.					
Repair Date	Dealer/Payee	Claim Number	Repair Odometer	List Date	Transaction Type
May 19, 2006	44924 - SEVEN VALLEYS CHRY-DODGE-JEEP 18E17182 - Safety Recall No. E17 Out of P		32,964 Miles	2006055	RECALL REPAIR
December 22, 2005	44924 - SEVEN VALLEYS CHRY-DODGE-JEEP 03502001 - Seal, drive pinion oil		28,415 Miles	2005124	WARRANTY
Vehicle Sale Information					
Selling Dealer:	64444 - C R MOORE MTRCO VINITA OK		Sales Type:	1 - DIRECT RETAIL	
City:	VINITA		State/Province:	OK	
Country:	USA		Telephone:	(918)256-6455	
CAIR - No Open CAIR Information Available					

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