

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 16-JUN-2008	Repository ☐ Reference No. 10231202

OWNER INFORMATION (Type or Print)			
Name [REDACTED]		Daytime Telephone Number [REDACTED]	
Address [REDACTED]		E-mail Address [REDACTED]	
City PENSACOLA Pensacola	State FL	Zip Code [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 authorization, NHTSA will not include your name or address to the vehicle manufacturer.

Signature of Owner [REDACTED] Date **27 Jun 08**

VEHICLE INFORMATION			
17 digit Vehicle Identification Number Located at bottom of windshield on driver's side 3D7HA18N6 [REDACTED]		Make DODGE	Model RAM 1500
		Model Year 2002	
Date Purchased 4/24/02	Dealer's Name and Telephone Number Fiesta Auto Center 210-684-4600		Engine: No: Cylinders 8
Original Owner ☒	Dealer's City San Antonio	State TX	Zip Code 78238
Transmission Type Automatic	☒ Antilock Brakes ☒ Cruise Control	Powertrain Vehicle Component Code 117000 DIGITAL INSTRUMENT PANEL	
Multiple Failure: [REDACTED]			

FAILED COMPONENT(S)/PART(S) INFORMATION			
Incident Date(s) 01-JAN-2008	Failure Mileage 100000	Failure Speed 0	

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 OWNS A 2002 DODGE RAM 1500. THE CONTACT STATED THAT THE INSTRUMENT PANEL BEGAN TO CRACK IN JANUARY OF 2008. BY JUNE OF 2008, THE PANEL HAD CRACKED INTO SMALL PIECES AND A PIECE FELL INTO THE AIR CONDITIONING MOTOR, WHICH PREVENTED HIM FROM USING THE AIR CONDITIONER. THE DEALER WOULD NOT REPAIR THE VEHICLE FOR FREE AND IS CHARGING \$800. THE MANUFACTURER PROVIDED THE CONTACT WITH REFERENCE NUMBER 17583492 AND ADVISED HIM TO CHECK WITH THE DEALER. THE CONTACT FEELS THAT THE MANUFACTURER SHOULD REPLACE THE INSTRUMENT PANEL FOR FREE. THE FAILURE MILEAGE WAS 100,000 AND CURRENT MILEAGE WAS 116,000. Recently a piece of the Dash fell into the Heater/Air Conditioner motor, which has reduce the A/c capability, make loud noise and sometime produces smoke when unit is on. Not sure what is causing the smoke. But the Dash need replacing & Broken Parts shall be remove from motor and ensure motor is in proper working condition at manufacter expense

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.

Manufacturer Reference # is 17583492 NHTSA case# 1109
Currently trying to get Help from Hill Kelly Dodge, Pensacola, Fl.