



U.S. Department
of Transportation
2009 MAR 16 PM 5:41
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

16-JAN-2009

Repository ☐

Reference No.

10255300

OWNER INFORMATION (Type or Print)

Name

Address

City

POTOMAC

State

MD

Zip Code

Daytime Telephone Number

Evening Telephone Number

E-mail Address

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle?

In the absence of an owner's signature, please print the name or address to the vehicle manufacturer.

☒ YES

☐ NO

Date 2/26/09

VEHICLE INFORMATION

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

1D7HE42K455

Make

DODGE

Model

DAKOTA

Model Year

2005

Date Purchased

9/6/05

Dealer's Name and Telephone Number

John Vance (405) 282-2113

Engine:

No. Cylinders

Fuel Type:

Original Owner

☒

Dealer's City

Guthrie, OK

State

OK

Zip Code

73044

Transmission Type

☐ Antilock Brakes

Powertrain

☐ Cruise Control

Multiple Failure:

Incident Date(s)

06-JAN-2009

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 220000 SEATS

Failure Mileage

99000

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: DOTM9ABC036)

☐ 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 2005 DODGE DAKOTA. WHILE THE VEHICLE WAS IDLING FOR APPROXIMATELY FIFTEEN MINUTES WITH THE HEATED SEATS ACTIVATED, THE CONTACT NOTICED SMOKE EMANATING FROM HER VEHICLE. UPON FURTHER INSPECTION, SHE NOTICED THAT THE FRONT DRIVER'S SIDE SEAT WAS ON FIRE. THE VEHICLE SUSTAINED MODERATE DAMAGE. THE DEALER STATED THAT THE HEATED SEAT MECHANISM WAS DEFECTIVE AND CAUSED THE FAILURE. THE MANUFACTURER SENT AN INVESTIGATOR TO DETERMINE THE CAUSE OF THE FAILURE AND IT WAS CONCLUDED THAT THE COMPONENT WAS NOT DEFECTIVE. IN ADDITION, BECAUSE THE VEHICLE EXCEEDED THE WARRANTY, THEY WOULD NOT ASSUME RESPONSIBILITY FOR ANY REPAIRS. THE CONTACT HAS PICTURES OF THE FAILED INCIDENT. THE FAILURE AND CURRENT MILEAGES WERE 99,000.

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.



CHRYSLER

Customer Claims Resolution Group

January 08, 2009

[REDACTED]
EDMOND, OK [REDACTED]

Dear [REDACTED]

Thank you for contacting Chrysler LLC regarding your 2005 DODGE DAKOTA P/U CLUB CAB SLT 4X2, VIN: 1D7HE42K45S [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:	
Current Owner:	[REDACTED]
Purchased Used:	YES - incorrect
Date of Purchase:	04/25/2008 - incorrect
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

This truck was purchased new on 9/6/05



Customer Claims Resolution Group

January 16, 2009

Via U.S. Mail

[REDACTED]
Edmond, OK [REDACTED]

Re: 2005 Dodge Dakota Slt Club Cab 4x2 VIN: 1D7HE42K45S [REDACTED]

Dear [REDACTED]

Thank you for contacting Chrysler LLC and raising concerns that you have with the above referenced vehicle. We are always concerned to hear of accidents involving our customers and their 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 1/6/09.

Thank you again for raising your concerns with Chrysler LLC.

Very truly yours,

Customer Claims Resolution Group
Office of the General Counsel

