

**OCT 27 2009****DOT Auto Safety Hotline**U.S. Department
of Transportation**National Highway
Traffic Safety
Administration****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

21-SEP-2009

Repository ☐Reference No.
10284795**OWNER INFORMATION (Type or Print)**

Name

Address

City

PLACERVILLE

State

CA

Zip Code

Daytime Telephone Number

E-mail Address

Evening Telephone Number

The information you provide will be used to identify potential safety-related defects. We may share your information with the applicable vehicle manufacturer during an investigation or recall in accordance with the routine uses described in the agency's Privacy Act notice. See 49 FR 53971 (Sep. 3, 2004).

VEHICLE INFORMATION

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

1B7KF2365X

Make

DODGE

Model

RAM

Model Year

1999

Date Purchased

06/03/1999

Dealer's Name and Telephone Number

Engine:

No: Cylinders 6

Fuel Type:

Diesel

Original Owner



Dealer's City

Shingale Springs

State

CA

Zip Code

95667

Transmission Type



Antilock Brakes

Powertrain

Multiple Failure:

Incident Date(s)

27-AUG-2009

Automatic



Cruise Control

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Codes: 150000 SEAT BELTS, 151400 SEAT BELTS: FRONT: BUCKLE ASSEMBLY

Failure Mileage

70000

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 1999 DODGE RAM WHICH WAS PURCHASED BRAND NEW IN 1999. WHILE THE DRIVER ATTEMPTED TO SECURE THE SEAT BELT INTO THE BUCKLE AND IT FAILED TO LOCK IN PLACE. THE DEALER STATED THAT THE SOLENOID FAILED AND NEEDED TO BE REPLACED AT A COSTS OF \$600. ALTHOUGH THERE WAS A RECALL FOR THE FAILURE FOR HIS MAKE AND MODEL VEHICLE, HIS VIN WAS NOT INCLUDED IN THE RECALL. NHTSA CAMPAIGN ID NUMBER 01V119000, SEAT BELT RETRACTOR IS DIRECTLY RELATED TO THE FAILURE. NO REPAIRS HAD BEEN MADE. THE CURRENT AND FAILURE MILEAGES WERE UNDER 70,000.

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.

To whom it may concern:

The seat belt on the driver's side is fully retracted and will not release. The vehicle has not been operated since except to go to a dealer for diagnosis, a copy of which is enclosed. The quote for repair is over \$600.00. After some research I've found that this has been a frequent occurrence, hence the NHTSA recall. Thanks for your help, [REDACTED]
[REDACTED]



B.A.R. #AC193708

BUICK • PONTIAC • GMC
55 PLACERVILLE DRIVE • PLACERVILLE, CA 95667
530-295-5700, 1800-965-CARS

EPA #CAL000275709

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
04BUZZJB	ENGINE OIL FLUSH	MI					

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
05/11/04	51783	43615	279	291	C	60CHZ	INTERIOR TRIM
				291	C	45CHZ	STEERING/SUSPENSION
				291	C	11CHZ	ENGINE MINOR
				291	C	11CHZ01	ENGINE MINOR
05/28/02	13881	30502	133	67	W	10CHZ	DRIVEABILITY
03/15/02	115026J	29116	133	63	W	14450102BU	

SALESPERSON NO.

S E R V I C E

STATE REG#

ALL PARTS WILL BE DISCARDED UNLESS SPECIFIED OTHERWISE SAVE DISCARD ALL PARTS ARE NEW UNLESS SPECIFIED OTHERWISE TERMS STRICTLY CASH OR APPROVED CREDIT CARD	VEHICLE I.D. NO.	YEAR/MAKE/MODEL	PRODUCTION DATE	STOCK NO.	LICENSE NO.	R.O. NO.		
	1B7KF2365XJ	99/DODGE TRUCK/RAM P/U 2500/2 DOOR				121483		
	CUSTOMER NO.	SERVICE CONTRACT	DELIVERY DATE	DELIVERY MILES	SELLING DEALER NO.	R.O. DATE		
	1005883		06/03/99	0		09/19/09		
	COLOR	CONTRACT NO.	EXPIRATION DATE	EXPIRATION MILES	TAG NO.			
				0	3302			
	TURBO	MMC	AIR COND.	P.S.	TRANS	MILEAGE	ADVISOR NO.	ADVISOR
	Y	BUZZ	Y	Y		70,276	008	WILLIAM
	RESIDENCE PHONE	BUSINESS PHONE	I hereby authorize the repair work to be done along with the necessary material, and hereby grant you and/or your employees permission to operate the car or truck herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. In the event of a teardown for inspection, I understand that my vehicle will be reassembled within _____ days of the date shown above, unforeseen complications not withstanding. If automobile is returned to customer before authorized service is performed, a diagnostic and handling charge will be made if I choose not to authorize the services recommended. YOU WILL BE ALLOWED TO COMPLETE ANY FACTORY AUTHORIZED WARRANTY REPAIRS OR SERVICES THAT ARE AT NO COST TO ME. I also authorize any subtle repairs that you deem necessary. CUSTOMER IS HEREBY NOTIFIED THAT THE SAID PROPERTY IS NOT INSURED OR PROTECTED AGAINST LOSS OCCASIONED BY THEFT, FIRE OR VANDALISM WHILE THE PROPERTY REMAINS WITH THE GARAGE. NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON REVERSE SIDE. CUSTOMER ACKNOWLEDGES RECEIPT OF A COPY HEREOF. SUBJECT TO CONDITIONS ON REVERSE SIDE OF THIS CONTRACT. PLEASE READ REVERSE SIDE.					
	TIME RECEIVED	DATE/TIME PROMISED	PRIORITY					
08:01am	09/19/09	04:30pm						
APPOINTMENT	LABOR RATE							
☐ Yes								
☒ No								
CELL:								

JOB	ORIGINAL CUSTOMER ESTIMATE: TOTAL 500.00	CUSTOMER INITIALS	ORIGINAL ESTIMATE
X			\$
1	C 51BUZ BODY ELECTRICAL DRIVERS SEAT BELT IS STUCK. SEE IF WE CAN FREE IT UP. <i>Revised to \$634.00</i>	TIME	DATE
		2	
		CONTACTED BY PHONE ☐ IN PERSON ☐	BY
		NAME OF PERSON CONTACTED	REVISED ESTIMATE
			\$
		TIME	DATE
		3	
		CONTACTED BY PHONE ☐ IN PERSON ☐	BY
		NAME OF PERSON CONTACTED	REVISED ESTIMATE
			\$
		TIME	DATE
		4	
		CONTACTED BY PHONE ☐ IN PERSON ☐	BY
		NAME OF PERSON CONTACTED	REVISED ESTIMATE
			\$

THOMPSONS
AUTO & TRUCK CENTER

BUICK • PONTIAC • GMC
55 PLACERVILLE DRIVE
PLACERVILLE, CA 95667
530-295-5700, 1800-965-CARS

"By law, you may choose another licensed Smog Check facility to perform any needed repairs or adjustments that the Smog Check test indicates are necessary."



B.A.R. #AC193708

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55 PLACERVILLE DRIVE • PLACERVILLE, CA 95667
530-295-5700, 1800-965-CARS

EPA #CAL000275709

CELL: [REDACTED]

CUSTOMER NO. 1005883	ADVISOR WILLIAM	TAG NO. 008 3302	INVOICE DATE 09/19/09	INVOICE NO. GCCS121483
[REDACTED] PLACERVILLE, CA [REDACTED]	LABOR RATE	LICENSE NO.	MILEAGE 70,276	COLOR /
	YEAR / MAKE / MODEL 99/DODGE TRUCK/RAM P/U 2500/2 DOOR Q		DELIVERY DATE 06/03/99	DELIVERY MILES 0
	VEHICLE I.D. NO. 1 B 7 K F 2 3 6 5 X J		SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.	P.O. NO.	R.O. DATE 09/19/09	
RESIDENCE PHONE [REDACTED]	BUSINESS PHONE [REDACTED]	COMMENTS		
MO: 70276				

JOB# 1 CHARGES-----

LABOR-----
J# 1 51BUZ BODY ELECTRICAL TECH(S):381 100.00
DRIVERS SEAT BELT IS STUCK. SEE IF WE CAN FREE IT UP.
CHECK MODULE AND CHECK OUT GOOD. CHECK SEAT BELT
SOLINOID RESISTANCE AND FOUND IT TO BE BAD.
RECOMMEND DRIVERS SEAT BELT.

JOB# 1 TOTALS-----

LABOR 100.00

JOB# 1 JOURNAL PREFIX GCCS JOB# 1 TOTAL 100.00

ESTIMATE-----

CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF \$500.00 (+TAX)

TOTALS-----

* [] CASH [] CHECK GM GOODWRENCH [] *
* [] VISA [] MASTERCARD [] DISCOVER *
* [] AMER XPRESS CHECK# [] [] CHARGE *

TOTAL LABOR.... 100.00
TOTAL PARTS.... 0.00
TOTAL SUBLET... 0.00
TOTAL G.O.G.... 0.00
TOTAL MISC CHG. 0.00
TOTAL MISC DISC 0.00
TOTAL TAX..... 0.00

TOTAL INVOICE \$ 100.00

HERE AT THOMPSONS SERVICE DEPARTMENT WE WANT YOU
"COMPLETELY SATISFIED" YOU MAY BE GETTING A SURVEY FROM
THE MANUFACTURER ON OUR PERFORMANCE, IF YOU CAN NOT ANSWER
"COMPLETELY SATISFIED" WE NEED TO HEAR FROM YOU.
PLEASE ASK FOR MIKE DEGROOT IF YOU HAVE ANY CONCERNS.

SEP 21 2009

THOMPSON S AUTO & TRUCK
55 PLACERVILLE DR
PLACERVILLE, CA 95667-
TERMINAL I.D.: 0667340009513837636001
MERCHANT #: 9508837636
SALE
RECORD #: 9
DATE: SEP 21, 09
BATCH: 724
INV: 000011
TIME: 13:55
AUTH: 812328
TOTAL \$100.00

I AGREE TO PAY ABOVE TOTAL AMOUNT
ACCORDING TO CARD ISSUER AGREEMENT
(MERCHANT AGREEMENT IF CREDIT VOUCHER)

CUSTOMER COPY