

INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)



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 JUL 16 2010 20-MAY-2010	Repository <input type="checkbox"/>
	Reference No. 10331466

OWNER INFORMATION (Type or Print)

Name		
Address		
City HARTSELLE	State AL	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 3B6MC3668YM		Make DODGE	Model RAM 3500	Model Year 2000
Date Purchased 2000	Dealer's Name and Telephone Number 2051-384-4457 DEALERHIP CLOSED DOWN		Engine: No: Cylinders	Fuel Type:
Original Owner <input checked="" type="checkbox"/>	Dealer's City JASPER	State AL	Zip Code	
Transmission Type	<input type="checkbox"/> Antilock Brakes <input type="checkbox"/> Cruise Control	Powertrain	Multiple Failure:	Incident Date(s) 20-MAY-2009

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Codes: 160000 STRUCTURE, 980000 UNKNOWN OR OTHER	Failure Mileage 55000	Failure Speed 0
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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)	<input type="checkbox"/> Original Equipment <input type="checkbox"/> 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 <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Number of Persons Injured	Number of Deaths	Reported to Police N
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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 2000 DODGE RAM 3500. THE CONTACT STATED THE DASHBOARD DISINTEGRATED AND BEGAN TO FALL FROM THE VEHICLE. THE MANUFACTURE ADVISED THEY HAD NOT RECEIVED ANY COMPLAINTS SIMILAR TO HIS AND WOULD NOT PROVIDE ANY ASSISTANCE. THE FAILURE AND CURRENT MILEAGES WERE 55,000.

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 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.

Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies)

2000 DODGE RAM 3500 DASHBOARD FAILURE, EDGES ARE JAGGED & VERY SHARP. THIS NOT ISOLATED CASE. WENT ON LINE ALOT OF TRUCKS WITH THIS PROBLEM. I BELIEVE IT IS A SAFETY HAZZARD NEEDS TO BE RECALLED & FIXED ASAP. CONTACTED CHRYSWER THEY KNOW ABOUT THESE DASHBOARDS, THIER JUST HOPING THEY DONT HAVE TO DO ANYTHING

ATTACH ADDITIONAL SHEETS IF NECESSARY

U.S. Department of Transportation

National Highway Traffic Safety Administration

1200 New Jersey Avenue SE. Washington, D.C. 20077-9382

Official Business Penalty for Private Use \$300



NO POSTAGE NECESSARY IF MAILED IN THE UNITED STATES

BUSINESS REPLY MAIL

FIRST-CLASS MAIL PERMIT NO. 1888 WASHINGTON, DC

POSTAGE WILL BE PAID BY ADDRESSEE

US Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NVS-210
1200 New Jersey Avenue SE.
Washington, D.C. 20077-9382



Think your vehicle has a safety defect?



If so:

Use the enclosed form to file a report.

or visit:

www.safercar.gov

or call:

Vehicle Safety Hotline
888-327-4236



Vehicle Owners' Questionnaire (VOQ)
U.S. Department of Transportation
National Highway Traffic Safety Administration



TRUCK
OWNER

[REDACTED]
HARTSELLE AL [REDACTED] [REDACTED]

TO WHOM IT MAY CONCERN (NHTSA)
- THANKS FOR YOUR TIME + COOPERATION -

ON 5-24-2010 I contacted REO?
He is Claims Manager for Dodge Chrysler
His Phone # is 1-800-992-1997
He Assigned Me Claim # 19567115

He Sent me to Cullman Chrysler Dealership,
to have truck examined or diagnosed.
I spoke to Service Manager his name
was David, his # is 256-734-0721.
He Told Me This was a common problem,
his father's Truck done same thing,
I know of others with this same problem.

After This, REO the Claims Manager for Dodge
tells me over phone, they will fix my Dash
for Approp. \$200⁰⁰ Charge to me out of
my pocket They where willing to pay
the other part of Total Cost which was
Approximately \$886.75 for a total of \$1,086.75
This is about 1/2 what Body Shop wanted to Replace

ONLINE THEY ARE WARNING TRUCK
OWNERS DODGE DOES NOT HAVE GOOD
Quality Replacement Dashes Available AT
this Time. My Truck in EXCELLENT CONDITION
GARAGE KEPT WELL MAINTAINED

I DONT THINK I SHOULD HAVE TO PAY \$200⁰⁰
THIS SHOULD BE RECALLED





