

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 - 3 2011 02-JUN-2011	
OWNER INFORMATION (Type or Print)					
Name [REDACTED]				Daytime Telephone Number [REDACTED]	
Address [REDACTED]				E-mail Address	
City CINCINNATI		State OH	Zip Code [REDACTED]		Evening Telephone Number SAME
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 2B5WB35Z0YK [REDACTED]			Make DODGE	Model 3500	Model Year 2000
Date Purchased 10/25/02	Dealer's Name and Telephone Number NOT IN BUSINESS WULLEN WEBER MOTORS ANY MORE		Engine: No: Cylinders 8		Fuel Type: GAS
Original Owner No ☐	Dealer's City CINCINNATI	State OHIO	Zip Code 45233		
Transmission Type AUTO	☐ Antilock Brakes ☒ Cruise Control	Powertrain	Multiple Failure: FRAME & WELD		Incident Date(s) 30-MAY-2011
FAILED COMPONENT(S)/PART(S) INFORMATION					
Vehicle Component Code: 161000 STRUCTURE: FRAME AND MEMBERS				Failure Mileage 120000	Failure Speed 5
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 2000 DODGE 3500. THE CONTACT STATED WHEN PULLING INTO HIS DRIVEWAY HE HEARD A LOUD CLANGING NOISE. WHEN HE INSPECTED THE VEHICLE HE NOTICED THAT THE FRAME HAD DETACHED FROM THE VEHICLE DUE TO RUST. THE MANUFACTURER WAS CONTACTED AND OFFERED NO ASSISTANCE. THE VEHICLE WAS NOT REPAIRED. THE FAILURE AND CURRENT MILEAGES WERE APPROXIMATELY 120,000.					
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.					

June 26, 2011

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

Dear Sir,

I am enclosing a completed Vehicle Owner's Questionnaire with regard to my 2000 Dodge 15 passenger van, Model No. 3500. Specifically, on May 30, 2011 as I was turning into my driveway, I heard a loud bang. Upon investigating I noticed the drag link mount had come off the frame and the frame was rusted through in many places. I do not believe the frame of a 2000 van should have such serious rusting.

I understand other vehicle parts going bad – for example rotors, brake drums, alternators, etc.; but I have never known of replacing frames that have gone bad to this extent. It is my opinion Chrysler should be responsible for replacing this framework and possibly issue a recall to make certain this does not happen to others. I was very fortunate in that my vehicle broke down entering my driveway – I had just traveled 20 miles on a highway at 65 mph – imagine if the frame had broke just ten minutes earlier – my life and those of my passengers would obviously have been endangered.

I am also enclosing photos documenting the damages. I have retained the vehicle and it is available for inspection should you desire.

A full copy of this letter and enclosures has also been sent to Daimler Chrysler Motor Corporation. I would appreciate your prompt response.

Sincerely,

[REDACTED]
[REDACTED]
Cincinnati, Ohio [REDACTED]
[REDACTED]

CC: Daimler Chrysler Motor Corporation
Encl: Vehicle Owners Questionnaire
Photos

[REDACTED] [REDACTED]
[REDACTED] [REDACTED]





