



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

JAN 12 2012
20-DEC-2011

Repository ☐

Reference No.
10440643

OWNER INFORMATION (Type or Print)

Name

Address

City RIVERSIDE

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

3D7KA28C84G

Make

DODGE

Model

RAM 2500

Model Year

2004

Date Purchased

FEB. 2005

Dealer's Name and Telephone Number

MOSS BROS. DODGE 951-688-6200

Engine: DIESEL

No. Cylinders

5.9L
6 cyl.

Fuel Type:

DIESEL

Original Owner

☒

Dealer's City

RIVERSIDE

State

CA

Zip Code

Transmission Type

MANUAL
6 SPEED

☒ Antilock Brakes

Powertrain

☒ Cruise Control

Multiple Failure:

Incident Date(s)

18-DEC-2011

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 162000 STRUCTURE: BODY

HOOD LIFT-HOLD GAS STRUTS-PRESSURIZED
TYPE

Failure Mileage
25000

Failure Speed

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

Number of Deaths

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 2004 DODGE RAM 2500 DIESEL. THE CONTACT STATED THAT THE SHOCK ABSORBER LIFT FOR THE FRONT HOOD FAILED, CAUSING THE HOOD TO FALL AND DROP ON THE CONTACT BUT THE CONTACT WAS UNINJURED. THE CONTACT STATED THAT THE FAILURE WAS MOST PROMINENT IN COLDER WEATHER AND THE SHOCK ABSORBER WAS UNABLE TO HOLD THE WEIGHT OF THE HOOD. THE VEHICLE WAS NOT TAKEN TO THE DEALER. THE MANUFACTURER WAS MADE AWARE OF THE FAILURE WHO ADVISED THE CONTACT TO TAKE THE VEHICLE TO THE DEALER. THE VEHICLE WAS NOT REPAIRED. THE FAILURE AND THE CURRENT MILEAGE WAS 25,000.

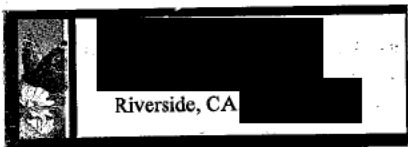
DEALER DID IMPROPER FAILURE. MY CONCERN IS THAT THERE IS NO WARNING THAT THIS STRUTS GET WEAKER WITH TIME AND THERE IS A REAL DANGER. IN WILD WEATHER THAT THE HOOD CAN COME CRASHING DOWN ON YOU BECAUSE OF LOWER INTERNAL PRESSURE - THERE NEEDS TO BE A HOOD MOUNTED WARNING LABEL !!

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice.

ATTACH ADDITIONAL SHEETS IF NECESSARY

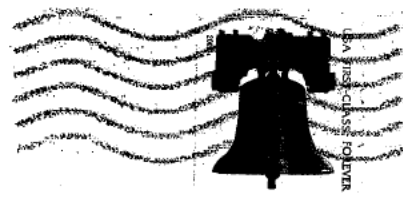
The Privacy Act of 1974-Public Law 93-579 This information is requested pursuant to authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond this questionnaire. Your response may be used to assist the NHTSA in determining whether a 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.

DEALER HAS REPORT OF TRUCK INSPECTION - SAW:
CARL CROCKER - SERVICE ADVISOR



SAN BERNARDINO CA 924

04 JAN 2012 PM 1 T



U.S. DEPARTMENT OF TRANSPORTATION
NATIONAL HIGHWAY TRAFFIC SAFETY ADMINISTRATION
1200 NEW JERSEY AVENUE SE
WASHINGTON, DC

20590

ATTN:
VEHICLE SAFETY DEFECTS.

