

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

U.S. Department
of TransportationNational 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

FEB 28 2013

15-JAN-2013

Repository ☐Reference No.
10493018

OWNER INFORMATION (Type or Print)

Name [REDACTED]
Address [REDACTED]
City FELTON State GA Zip Code [REDACTED]

Daytime Telephone Number

E-mail Address

Evening Telephone Number

N/A

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 [REDACTED] at bottom of windshield on driver's side
3D7HA18ZX2G [REDACTED]

Make

DODGE TRUCK

Model

RAM 1500

Model Year

2002

Date Purchased

2-25-02

Dealer's Name and Telephone Number

LANDMARK DODGE 6850 MOUNTAIN BLVD. MARLOW GA 770 968 4900

Engine:

No: Cylinders 8

Fuel Type:

REGULAR
UNLEADED

Original Owner

☒

Dealer's City

MARLOW GA

State

GA

Zip Code

30260

Transmission Type

☒ Antilock Brakes

Powertrain

Multiple Failure:

N/A

Incident Date(s)

18-SEP-2012

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 162000 STRUCTURE: BODY DASHBOARD CRACKING ALL OVER
IT MUST BE A DEFECTED DASH BOARD

Failure Mileage

95000

Failure Speed

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make [REDACTED] Tire Model (Name or Number) [REDACTED] Tire Size (Example P215/65R15) [REDACTED]
DOT No. (Example: DOTM19ABC036) [REDACTED] ☐ Original Equipment ☐ Prior Repair Failure Location: [REDACTED]
Tire Component Code [REDACTED] Tire Failure Type: [REDACTED]

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make: [REDACTED] Date Manufactured: [REDACTED] Model No./Name: [REDACTED]
Seat Type: [REDACTED] Installation System: [REDACTED]
Child Seat Component Code: [REDACTED] Failed Part: [REDACTED]

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 2002 DODGE RAM 1500. THE CONTACT STATED THAT THE DASHBOARD DEVELOPED A LARGE FRACTURE, WHICH SPREAD ACROSS THE ENTIRE DASHBOARD. THE VEHICLE WAS NOT TAKEN TO THE DEALER. THE MANUFACTURER WAS NOT MADE AWARE OF THE FAILURE. THE VEHICLE WAS NOT REPAIRED. THE FAILURE MILEAGE WAS 95,000 AND THE CURRENT MILEAGE WAS 100,000.

I CALLED THE CHRYSLER DEALER BY PHONE, I LIVE 35 MILES, THEY SAID - THEY WOULD HAVE TO ORDER A NEW DASHBOARD ABOUT \$200.00 AND 1000.00 LABOR, NO WAY TO REPAIR IT THEY WOULD HAVE TO INSTALL A NEW ONE. MY DASHBOARD STARTED CRACKING CENTER THEN CRACKING TO THE RIGHT SIDE MAKES IT LOOK LIKE JUNK. I CANNOT AFFORD TO REPLACE IT.

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.

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

THIS IS THE THIRD, NEW CHRYSLER TRUCK I BOUGHT NEW, I'M SO DISAPPOINTED, I'M 75 YRS. OLD, ON A FIXED INCOME, I WOULD HOPE CHRYSLER WILL REPLACE IT FOR ME.

I HAVE NOT BEEN OUT OF GEORGIA. THE HEAT FROM THE SUN IS NOT LIKE FLORIDA OR ARIZONA.

THE TRUCK WAS BOUGHT IN TWO NAMES

to

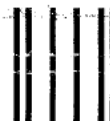
ATTACH ADDITIONAL SHEETS IF NECESSARY

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

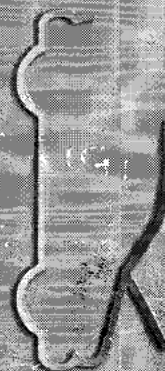
WASHINGTON, DC

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 Owner's Questionnaire (VCO)
U.S. Department of Transportation
National Highway Traffic Safety Administration

