

Step 1: Complete this form.
Step 2: Click here to save the form to your computer.
Step 3: Click here to access the upload web page.

INFORMATION Redacted PURSUANT TO THE FREEDOM OF INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)
Temporary Complaint Number (TCN): KCN22-21021
Required Information in Bold

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Form Approved: O.M.B. No. 2127-0008

Vehicle Information

Vehicle Identification Number (VIN) (See Instructions on the next page to locate the VIN.) EQ-10493962-5715

1 0 7 H A 1 8 Z 2 2 J [Redacted]

Select/Enter Make: DODGE
Enter Model: RAM QUAD CAB
Select/Enter Year: 2002

Incident Information

Approximate Incident Date: 04-2004
Was there a Crash? [X] Yes [] No
Was there a Fire? [] Yes [X] No
Failure Mileage: 25,000 miles
Number of Persons Injured, if any: 0
Speed (at time of incident): 0 mph
Number of Deaths, if any: 0

Description (up to 1900 characters)

WARNING: This description, exactly as you enter it, may appear in a public NHTSA database. Do not include any personal information (name, street/email address, phone number, social security/driver license number, Vehicle Identification Number (VIN), etc...).

SEE ATTACHED

If your component is not listed below, please describe the component in the above description field.

Failed Component 1: Select the Component
Failed Component 2: Select the Component
Failed Component 3: Select the Component

Personal Information

First Name: [Redacted]
Last Name: [Redacted]
Email: [Redacted] (provided earlier and locked for your security)
Daytime Phone: [Redacted] Evening Phone: [Redacted]
Address 1: [Redacted]
Address 2: [Redacted]
City: MARRERO
State: LA Zip Code: [Redacted]

- (1) AT APPROXIMATELY 25,000 MILES ON MY VEHICLE IN THE YEAR OF 2004 I NOTICED SMALL CRACKS STARTING TO FORM ON THE DASHBOARD.
- (2) THIS PROGRESSED INTO MUCH LARGER CRACKS, COMPLETELY DESTROYING THE ENTIRE DASHBOARD OVER THE YEARS.
THIS WAS A SAFETY ISSUE, BECAUSE SMALL SEGMENTS OF THE PLASTIC MATERIAL FELL INTO THE BACK OF THE DASHBOARD CAUSING FAILURE OF THE AIR CONDITIONING VENTS, DEFROSTER, AND ILLUMINATION DASHBOARD LIGHTS. A RECALL SHOULD HAVE BEEN ISSUED BASED ON THE THOUSANDS OF COMPLAINTS, BY DISSATISFIED OWNERS.
- (3.) CHRYSLER CORPORATION HAS AGREED TO REPAIR THE DASHBOARD, BUT ONLY IF I AGREE TO A \$500.00 DEDUCTIBLE, IN WHICH I HAVE NOT AGREED TO, SIMPLY BECAUSE I BELIEVE THEY ARE TRYING TO CHARGE ME THE DIFFERENCE BETWEEN THE WHOLESALE AND RETAIL PRICES, OF THE DASHBOARD.
- (4) I WOULD APPRECIATE ANY ASSISTANCE IN THIS MATTER. THANK YOU.

MARRERO, LA



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