

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	
OWNER INFORMATION (Type or Print)		Date Received 02-JAN-2014		Repository ☐ Reference No. 10558230	
Name [REDACTED] Address [REDACTED] City TABOR CITY State NC Zip Code [REDACTED]		Daytime Telephone Number [REDACTED] Evening Telephone Number [REDACTED]		E-mail Address [REDACTED]	
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 3B7HC13Z3Y3 [REDACTED]		Make DODGE		Model RAM 1500	
Model Year 2000		Engine: No: Cylinders 8		Fuel Type: Gas	
Date Purchased 2000		Dealer's Name and Telephone Number Out of business (black white)		Original Owner ☒	
Dealer's City Loris		State SC		Zip Code 29569	
Transmission Type Auto		☒ Antilock Brakes ☒ Cruise Control		Powertrain	
Multiple Failure:		Incident Date(s) 02-JAN-2014			
FAILED COMPONENT(S)/PART(S) INFORMATION					
Vehicle Component Code: 162000 STRUCTURE: BODY				Failure Mileage 113000	
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 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 RAM 1500. THE CONTACT STATED THAT THERE WERE SEVERE CRACKS IN THE DASHBOARD NEAR THE AIR BAG HOUSING AREA. THE VEHICLE WAS NOT DIAGNOSED OR REPAIRED. THE MANUFACTURER WAS CONTACTED ABOUT THE FAILURE. THE FAILURE MILEAGE WAS APPROXIMATELY 113,000. THE VIN WAS UNAVAILABLE. I bought this truck new and it has always been garaged. Last year, the dash split from middle of windshield to the front of dash. New dash has cracked & broken off at right corner near the base of windshield and broke off. I looked up on Dodge Forums on internet and read report after report for 3 hours a night for 4 nights. This is a major defect for Dodge Ram Pickup from 1997 to 2005. All report the same thing. There are even reports from Dodge mechanics. There are thousands of these reports - Dodge won't fix - There are reports on the forums of electrical problems after dash has broken off and dropped into dash hole. I have not experienced this yet but am afraid the same thing will happen. In 67 and never had had any problem like this. This has happened thousand of times from 1997-2005 but Dodge won't do anything about it. Just look on Dodge Ram Forums to verify. Thanks.					
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)

If you go on Dodge Ram Truck Forums or look up and Dodge Dashes you will find report after report on this problem. There are all kind of electrical connections and wires under the dash pad as well as air bags and their wiring. These dashes are breaking and falling through the ~~dash~~ holes where they broke off. Dodge knows about this but won't correct. They say its out of warranty. But this doesn't usually show up until out of warranty. From about 12 hours of reading different complaints it seems this has effected 1997-2005 Dodge Ram Pick up and from all over the country - not just the south. Please look into this. Thanks,

ATTACH ADDITIONAL SHEETS IF NECESSARY

US Department
of Transportation

National Highway
Traffic Safety
Administration

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

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**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**



safecar.gov

**Think your vehicle
has a safety defect?**



If so:

**Use the enclosed
form to file a report.**

or visit:

www.safecar.gov

or call:

**Vehicle Safety Hotline
888-327-4236**



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