



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

Repository ☐

07-SEP-2018

Reference No.
11128133

DEC 11 2018

OWNER INFORMATION (Type or Print)

Name

Address

City

NOR TH HIGHLANDS

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
1B7HC16XXW5

Make
DODGE

Model
RAM 1500

Model Year
1998

Date Purchased

Dealer's Name and Telephone Number

Engine:
No: Cylinders

Fuel Type:

Original Owner
☐

Dealer's City

State

Zip Code

Transmission Type

☐ Antilock Brakes

Powertrain

Multiple Failure:

Incident Date(s)

18-JUL-2018

☐ Cruise Control

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 030000 BRAKES (PWS)

Failure Mileage
32000

Failure Speed
25

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 1998 DODGE RAM 1500. WHILE DRIVING APPROXIMATELY 25 MPH, THE ABS INDICATOR ILLUMINATED. THE VEHICLE WAS TAKEN TO AUTONATION CHRYSLER DODGE JEEP RAM AND FIAT NORTH COLUMBUS (706-522-2116, LOCATED AT 3000 N LAKE PKWY #100, COLUMBUS, GA 31909) AND THE CONTACT WAS INFORMED THAT THERE WAS NO RECALL. THE MANUFACTURER WAS NOT MADE AWARE OF THE FAILURE. THE VEHICLE WAS NOT DIAGNOSED OR REPAIRED. THE FAILURE MILEAGE WAS 32,000.

(at 200 automall dr, Roseville CA 95661.)

Contact previously called NHTSA. They advised me VIN could not be found, but said it should be covered. Representative called automall to set up an appointment for repair - I was advised

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)

Repair should be covered under recall provision when I took car to dealership. They said since VIN could not be found the repair would not be covered by recall.

Seems like my 1998 Dodge Ram 1500 was one of few not covered by recall even though all symptoms were consistent with recall condition. I took the car back to dealership because NHTSA official said

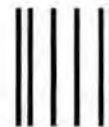
ATTACH ADDITIONAL SHEETS IF NECESSARY it would be covered.

U.S. Department
of Transportation

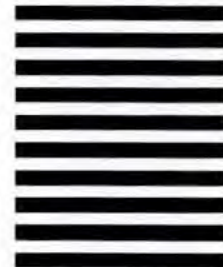
**National Highway
Traffic Safety
Administration**

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, NEF-100
1200 New Jersey Avenue SE.
Washington, D.C. 20077-9382**



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



**or call:
Vehicle Safety Hotline
888-327-4236**

**or visit:
www.safercar.gov**

**If so:
Use the enclosed
form to file a report.**



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



INVOICE

Invoice #: [REDACTED] Head

AutoNation

AutoNation Chrysler Dodge Jeep Ram Roseville



200 AUTOMALL DR. * ROSEVILLE, CA 95661

DIRECT: (916) 774-7884

NORTH HIGHLANDS, CA [REDACTED]

Home: [REDACTED] Bus: [REDACTED]

Customer # [REDACTED]

Tag #: T2122

Service Advisor: 1626 GREGORY STEBBINS

Cell: [REDACTED] Email: [REDACTED]

COLOR	YEAR	MAKE/MODEL			VIN		LICENSE	MILEAGE IN	MILEAGE OUT
	98	DODGE RAM 1500			1B7HC16XXWS			33352	33356
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE	R.O. OPENED	READY
03NOV98			10:00 10SEP18			CASH	14SEP18	09:22 07SEP18	15:51 14SEP18

OPTIONS: ENG:3.9 Liter MPI

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
			5606	CDZM		27.00	27.00
1	5281090BB	FILTER-ENGINE	OIL		11.00	11.00	11.00
6	68055891AA	*OIL-5W30			3.33	3.33	19.98
PARTS:	30.98	LABOR:	27.00	OTHER:	0.00	TOTAL LINE C:	57.98

We are a proud retailer of Original Equipment (OE) parts, sourced from the vehicle manufacturer and backed by its limited warranty.

We also offer high quality non-OE parts that are suitable for your vehicle and fit all budgets and needs. If you have chosen a non-OE part, it will be identified on your invoice as "AP." These non-OE (AP*) parts are not sourced from the vehicle's manufacturer or covered by its warranty. Non-OE parts come with a limited warranty backed by AutoNation and/or the parts manufacturer.*

Dealer is not authorized to perform recall repairs for non-Dealer brand vehicles and Dealer's Vehicle Safety and Condition Inspection and/or service does not include a review of possible pending recalls or service campaigns issued by manufacturers of other makes and models.

PAID
SEP 14 2018

BY: [REDACTED]

VISA

Dealer is not authorized to perform recall repairs for non-Dealer brand vehicles and Dealer's Vehicle Safety and Condition Inspection and/or service does not include a review of possible pending recalls or service campaigns issued by manufacturers of other makes and models.

AUTONATION CHRYSLER DODGE JEEP RAM ROSEVILLE 	ORIGINAL ESTIMATE:	AUTHORIZED REVISED ESTIMATE:	LABOR AMOUNT	523.00
	\$	\$	PARTS AMOUNT	779.24
I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATE PRICE. X	CUSTOMER INITIAL [REDACTED]	GAS, OIL, LUBE	0.00	
		SUBLET AMOUNT	0.00	
I ACKNOWLEDGE RECEIPT OF VEHICLE AND I HAVE RECEIVED A COPY OF THIS INVOICE. CUSTOMER SIGNATURE → [REDACTED]	DESCRIPTION [REDACTED]	MISC. CHARGES	0.00	
		TOTAL CHARGES	1302.24	
		LESS INSURANCE	0.00	
		SALES TAX	56.50	
		PLEASE PAY THIS AMOUNT	1358.74	

Customer Copy

INVOICE

Invoice #

Head

AutoNation

AutoNation Chrysler Dodge Jeep Ram Roseville

CHRYSLER DODGE Jeep RAM

200 AUTOMALL DR. * ROSEVILLE, CA 95661

DIRECT: (916) 774-7884

AR # ARD 107514 EPA # CAD 983620170 SMOG# RC 107514

NORTH HIGHLANDS, CA

Home:

Bus:

Customer

Cell:

Email:

Service Advisor: 1626 GREGORY STEBBINS

COLOR	YEAR	MAKE/MODEL			VIN		LICENSE	MILEAGE IN	MILEAGE OUT
	98	DODGE RAM 1500			1B7HC16XXWS			33352	33356
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE	R.O. OPENED	READY
03NOV98			10:00 10SEP18			CASH	14SEP18	09:22 07SEP18	15:51 14SEP18
OPTIONS: ENG:3.9 Liter MPI									

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LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A	Brake Systems Concern [Customer States ABS and red BRAKE light stays on.]						
	BRK Brake Systems Concern [Customer States ABS and red BRAKE light stays on.]						
	1558	CD				496.00	496.00
	1	5014787AB	SENSOR-WHEEL SPEED		120.96	120.96	120.96
	JLS ETA 9-12 AM						
	1	5013919AA	MODULE-ANTI-LOCK BRAKES		627.30	627.30	627.30
	SAC ETA 9-11 12PM						
PARTS:	748.26	LABOR:	496.00	OTHER:	0.00	TOTAL LINE A:	1244.26
33352 REAR SENSOR OPEN CODE THE REAR SPEED SENSOR HAS AN OPEN CIRCUIT IN IT AND THE CAB/ ANTI BRAKES LOCK CONTROLLER HAS AN INTERNAL FAULT BOTH NEED REPLACING. REPLACED WHEEL SENSOR AND CAB UNIT AND PROGRAMMED							

B	Multi-point inspection (according to maintenance interval)						
	MULTI-A Multi-point inspection (according to maintenance interval)						
	1558	CDZM				0.00	0.00
	GTIRE TIRE INSPECTION REVEALED TREAD DEPTH AT 7/32" OR BETTER - NO ATTENTION NEEDED AT THIS TIME.						
	1558	CDZM				0.00	0.00
	GBATT RECOMMENDED SERVICE-Battery OK						
	1558	CDZM				0.00	0.00
	GBK RECOMMENDED SERVICE-Brakes OK						
	1558	CDZM				0.00	0.00
	DSSU lower ball joint boots splittting						
	1558	CDZM				0.00	0.00
PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE B:	0.00
33352 MULTI POINT							

C**	PERFORM OIL AND FILTER CHANGE						
	LOF PERFORM OIL AND FILTER CHANGE						

Dealer is not authorized to perform recall repairs for non-Dealer brand vehicles and Dealer's Vehicles Safety and Condition Inspection and/or service does not include a review of possible pending recalls or service campaigns issued by manufacturers of other makes and models.

AUTONATION CHRYSLER DODGE JEEP RAM ROSEVILLE	ORIGINAL ESTIMATE:	AUTHORIZED REVISED ESTIMATE:	DESCRIPTION	TOTALS
	\$	\$		
	I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATE PRICE.		CUSTOMER INITIAL	LABOR AMOUNT
	X			PARTS AMOUNT
I ACKNOWLEDGE RECEIPT OF VEHICLE AND I HAVE RECEIVED A COPY OF THIS INVOICE.		CUSTOMER SIGNATURE →		GAS, OIL, LUBE
				SUBLET AMOUNT
				MISC. CHARGES
				TOTAL CHARGES
				LESS INSURANCE
				SALES TAX
				PLEASE PAY THIS AMOUNT

Customer Copy

N/A

SERVICE BRAKES,
HYDRAULIC:ANTILOCK:CONTROL
UNIT/MODULE**Potential Number of Units Affected**

44,588

Summary

ON CERTAIN VAN AND WAGON VEHICLES EQUIPPED WITH 4-WHEEL ANTILOCK BRAKE SYSTEMS (ABS), AFTERMARKET BATTERIES MAY LEAK ELECTROLYTE ONTO THE ABS CONTROL MODULE CONNECTOR, WHICH CAN COMPROMISE SEALING INTEGRITY OF THE CONNECTOR.

Consequence

THIS MAY ALLOW DEVELOPMENT OF A SHORT CIRCUIT IN THE CONNECTOR, WHICH COULD EVENTUALLY LEAD TO A FIRE.

Remedy

DEALERS WILL INSPECT THE ABS CONTROL MODULE CONNECTOR FOR ELECTROLYTE DAMAGE AND REPLACE THE CONNECTOR AS NECESSARY. THE RECALL WILL BEGIN ON SEPTEMBER 27, 2004. OWNERS SHOULD CONTACT DAIMLER CHRYSLER AT 1-800-853-1403.

Notify

DAIMLER CHRYSLER RECALL NO. D20. CUSTOMERS CAN ALSO CONTACT THE NATIONAL HIGHWAY TRAFFIC SAFETY ADMINISTRATION'S AUTO SAFETY HOTLINE AT 1-888-DASH-2-DOT (1-888-327-4236).

Not your car? Find your recalls now:

Dodge

Ram 1500

1998

[Find Recalls](#)

Recall data provided by the National Highway Traffic Safety Administration

**Why RepairPal?**

VIN #

Rosville
9/17/18
8:30

8:30



Recall 04V185000

Chrysler Recalls 1998-2003 Dodge Rams Due to Short Circuit in ABS Control Module Connector

Recalls / Chrysler Recalls 1998-2003 Dodge Rams Due to Short Circuit in ABS Control Module Connector (04V185000)

Recall Details

Chrysler has recalled certain 1998-2003 Dodge Ram 1500/2500 models equipped with four-wheel ABS because aftermarket batteries may leak electrolyte onto the ABS control module connector, which can compromise the sealing integrity. This may allow development of a short circuit in the connector, which could eventually lead to a fire. Dealers will inspect the ABS control module connector for electrolyte damage and replace it if necessary.

Affected Cars

Dodge Ram 1500	1998, 1999, 2000, 2001, 2002, 2003
Dodge Ram 2500	1998, 1999, 2000, 2001, 2002, 2003

Brakes, September 27, 2004

Original Recall from the NHTSA

Manufacturer's Report Date

September 27, 2004

NHTSA Action Number

NHTSA CAMPAIGN ID Number

04V185000

Component