



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 ☐

18-JAN-2019

MAY 22 2019

Reference No.

11170717

OWNER INFORMATION (Type or Print)

Name

Address

City

HOMESTEAD

State FL

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

3C7WRLFLXHC

Make

RAM

Model

4500

Model Year

2017

Date Purchased

6/7/17

Dealer's Name and Telephone Number

Spitzer Auto World Homestead 305-248-5880

Engine:

No: Cylinders 6

Fuel Type:

Diesel

Original Owner

☒

Dealer's City

Homestead

State FL

Zip Code 33030

Transmission Type

6 speed Auto

☒ Antilock Brakes

☒ Cruise Control

Powertrain

6.6 Litre

Multiple Failure:

Yes

Incident Date(s)

01-NOV-2018

11/19/18

6/13/18

4/11/19

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 100000 POWER TRAIN

Failure Mileage

20000

Failure Speed

40-50

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 2017 RAM 4500. WHILE DRIVING VARIOUS SPEEDS, THE TRANSMISSION ERRONEOUSLY SWITCHED INTO NEUTRAL AND THE VEHICLE DECELERATED. DURING THE FAILURE, THE SERVICE ENGINE INDICATOR ILLUMINATED AND THE DISPLAY INDICATED THAT THE TRANSMISSION WAS STILL IN THE DRIVE POSITION. AFTER SHIFTING INTO NEUTRAL AND BACK INTO DRIVE, THE VEHICLE OPERATED NORMALLY. THE VEHICLE WAS TAKEN TO SPITZER DODGE (30101 S. DIXIE HWY, HOMESTEAD, FL) TO BE DIAGNOSED, BUT THE FAILURE COULD NOT BE DUPLICATED. THE VEHICLE WAS NOT REPAIRED AND THE FAILURE CONTINUED. THE MANUFACTURER WAS NOT NOTIFIED OF THE FAILURES. THE FAILURE MILEAGE WAS 20,000. *Determined it was a relay and Spitzer fixed*

Under warranty. No issues since January 2019

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.