

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

From: [REDACTED]
To: [EVOQ \(NHTSA\)](#)
Subject: Re: FW: Follow up to ODI Complaint -----11353047 -----
Date: Wednesday, October 21, 2020 1:59:07 PM

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Response to EVOC. ODI COMPLAINT
11353047

On Fri, Oct 2, 2020, 2:09 PM EVOQ (NHTSA) <EVOQ@dot.gov> wrote:

Please see the attached copy of your recent complaint and instructions. Please make any necessary edits and return via email to dataquality@dot.gov or fax to (202) 366-1767. Due to the volume of complaints we receive and our limited resources, we cannot respond to every complaint.

NHTSA/Office of Defects Investigation



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

03-SEP-2020

Repository ☐

Reference No.

11353047

OWNER INFORMATION (Type or Print)

Name

Address

City

HENRY

State

VA

Zip Code

Daytime Telephone Number

Evening Telephone Number

E-mail Address

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

3D7MR48C05G

Make

DODGE

Model

RAM 3500

Model Year

2005

Date Purchased

5-3-2018

Dealer's Name and Telephone Number

Bratton Automotive Inc.

Engine:

No: Cylinders

Fuel Type:

Deisel

Original Owner

☐

Dealer's City

State

Zip Code

Transmission Type

Auto

☐ Antilock Brakes

☒ Cruise Control

Powertrain

Multiple Failure:

Incident Date(s)

03-SEP-2020

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 100000 POWER TRAIN

Failure Mileage

86891

Failure Speed

in idle

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: DOTM9ABC036)

☐ 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

1

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 2005 DODGE RAM 3500. THE CONTACT STATED THAT WHILE HER BOYFRIEND WAS DRIVING THE VEHICLE, HE HAD PLACED THE VEHICLE INTO PARK AND EXITED THE VEHICLE. WHILE HE WAS RETRIEVING ITEMS FROM THE TRUNK, HE HEARD AN ABNORMAL GRINDING SOUND EMITTING FROM THE VEHICLE AND THE VEHICLE BEGAN TO INDEPENDENTLY ROLL BACKWARDS. THE CONTACT'S BOYFRIEND ATTEMPTED OPEN THE DRIVER'S SIDE DOOR THROUGH THE WINDOW BUT FAILED TO ENTER THE VEHICLE. DUE TO THE VEHICLE BEING IN MOTION, HE DODGED OUT OF THE VEHICLE'S PATH. THE VEHICLE EVENTUALLY HIT TWO ROAD SIGNS BEFORE IT CAME TO A HALT. THE AIR BAGS DID NOT DEPLOY AS A RESULT OF THE ACCIDENT. THE CONTACT'S BOYFRIEND SUFFERED A ROAD RASH AS A RESULT OF DASHING OUT OF THE WAY OF THE VEHICLE. A POLICE REPORT WAS NOT FILED BUT A PARK RANGER ARRIVED AND TOOK PICTURES OF THE ACCIDENT. THE CONTACT'S BOYFRIEND WAS ABLE TO DRIVE THE VEHICLE AWAY FROM THE SCENE OF THE FAILURE. THE DEALER NOR THE MANUFACTURER HAD YET TO BE NOTIFIED OF THE ACCIDENT. UPON INVESTIGATION, THE CONTACT DISCOVERED THAT THERE WAS A RECALL ON HER VEHICLE UNDER NHTSA CAMPAIGN NUMBER: 05V462000 (POWER TRAIN). THE VEHICLE HAD YET TO BE SERVICED FOR THE RECALL. THE FAILURE MILEAGE WAS 86,891.

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 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.

Accident happened as stated. Repairs done on outside. Now we discovered electrical problems remain from crash. Inside lights do not go off. Radio goes on and off by itself. Wipers and outside lights and signals do not work. The battery had to be replaced because the problems killed the battery. We have an appointment Monday with a Dodge dealer for testing to try to find what else is not working, and how much it will cost. This is added to the damage to the outside.

Dodge dealer had truck over 2 weeks. They could not find a recall software. So today 10/21/26 we are taking truck to Greensboro NC. where the recall can be done. I have case with Dodge. No one listens. I believe Dodge should have to cover all these expenses. At this point the truck's recall has not been done.