

U.S. Department
of TransportationNational 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

POSTED

FOR AGENCY USE ONLY

Date Received

RECEIVED

Officer

No.

or

Title

up to

Reference No.

OWNER INFORMATION (Type or Print)

CRIME
DEFECTS INVEST

559928

Daytime Telephone Number

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle? ☒ YES ☐ NO
In the absence of an authorized signature, this report will be sent to the vehicle manufacturer.

Signature of Owner

Date 02/21/2001

PRODUCT INFORMATION

Vehicle Identification No. (VIN)
(17 Digits)(Located at bottom of
windshield on driver's side)

Make

Model

Year

3B7HC13Y0XM537007

DODGE

QUAD
RAM 1500

1999

Purchased Date

1-19-99

Dealer's Name

DODGE LAND OF COLUMBIA

Dealer's City

Columbia

State

SC

Zip Code

29210

Engine Size
(CID/CC/L)

No. Cylinders

☐ Turbo☐ Diesel☒ Gas☐ Fuel InjectionManufacture Date
(on driver's door or pillar)12/98
made in Mexico

Transmission Type

☐ Manual☒ Automatic

Restraint System

☒ Driverside Air Bag☐ Motorbelt☒ Passengerside Air Bag☐ 2-Point Belt☐ 3-Point Belt

Cruise Control

☒ Yes☐ No

Drivetrain

☐ Front☐ Rear☐ 4-Wheel

Vehicle Type

☐ Car☐ Van☐ Minivan☐ Other☐ Sport Utility☒ Truck☐ Motorcycle

Body Style

☐ 2-Door☐ Stationwagon☒ Pick Up Truck☐ Other

FAILED COMPONENT(S)/PART(S) INFORMATION

Part Name(s)

Location

☐ Left☐ Front☐ Right☐ Rear

Failed Part(s)

☐ Original☐ Replacement

Handicap Adaptive Equip

☐ Yes☐ No

TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Brand

Tire Name

Complete Tire Size

No. of Failures

Date(s) of Failure(s)

Mileage at Failure(s)

Vehicle Speed at Failure(s)

Failed Part(s)
Available?☐ Yes☐ NoNHTSA Previously
Contacted?☐ Yes☐ No

APPLICABLE INCIDENT INFORMATION

(Please describe in detail the Incident(s), Failure(s), Crash(es), and Injury(ies). Attach photos if available.)

Crash

☐ Yes ☒ No

Fire

☒ Yes ☒ No

Number of Persons Injured

NONE

Number of Fatalities

NONE

Reported to Manufacturer

☒ Yes ☐ No 14 TIMES

Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies). To whom: SINCE FEB 99, THE SMELL IS STILL PRESENT WITHIN THIS VEHICLE. IT HAS MADE 15 PEOPLE, WHO RODE W/ME, SICK, THREW UP, DIZZY. I HAVE TRIED AND TRIED TO GET THIS PROBLEM RESOLVED, AND THE DEALER KNOWS THERE'S A PROBLEM, BUT REFUSES TO HELP ME. I WENT THRU THE LEMON LAW IN SC, BUT THE DEALER ALWAYS WINS! THEY SAID I UNDERCOATED THE TRUCK, I DON'T EVEN KNOW HOW TO WAX IT. THEY HAVE LIED AND LIED. I HAVE A SERIOUS PROBLEM STILL IN FEB 2001, WITH THE BURNING SMELL EMITTING FROM MY TRUCK. I NEED HELP OR A NEW VEHICLE SOON, OR I WILL DIE FROM THE SMELL AND THEY

Continue on back.

The Privacy Act of 1974 - Public Law 93-579 This information is requested pursuant to 49 U.S.C. Chapter 301. You are under no obligation to respond to this questionnaire. Your response may be used to assist NHTSA in determining whether a manufacturer should take appropriate action to correct a safety defect. If 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.

Mail postage free or fax to 202-366-7882

Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies)

WON'T CARE. I HAVE STATEMENTS FROM THEIR OWN ORGANIZATION
INDICATING THAT THEY HAVE A PROBLEM. I WOULD DRIVE THIS
TRUCK TO WHERE-EVER YOU ARE AT TO EXAMINE IT AND SEE.
I WOULD PAY HONEST PEOPLE TO SAY "HEY, HE HAS A PROBLEM TRUCK
HERE." AFTER EXAMINATION.

I WILL ENCLOSE PICTURES THAT THEY SAY IS UNDERCOATING PROBLEM
AND SAID OTHER PEOPLE UNDERCOATED THE TRUCK. THAT'S THE WAY
I BOUGHT THIS TRUCK, LIKE IT IS, UNDERCOATING AND ALL. HECK, I
DON'T KNOW HOW TO UNDERCOAT A TRUCK!!

I CAN SEND MORE INFO BUT SPACE IS LIMITED

PLEASE, I REALLY NEED HELP HERE. THE DEALERS HERE KNOW THERE'S A
SMELL BUT CAN'T HELP ME. NOW I HAVE A TRUCK I CAN'T HANDLY DRIVE
BECAUSE OF THE SMELL. THANK YOU FOR YOUR HELP.

U.S. Department
of Transportation

Highway
Safety
Administration

400 Seventh St., S.W.
Washington, D.C. 20590

Official Business
Penalty for Private Use \$300

BUSINESS REPLY MAIL

FIRST CLASS PERMIT NO 79173 WASHINGTON, D.C.

POSTAGE WILL BE PAID BY NATL. HWY. TRAFFIC SAFETY ADMIN.

U.S. Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NSA-10.01
400 7th Street, SW
Washington, DC 20590

NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES

Complete and return or place in your car manual for future use



**VEHICLE
OWNER'S**

QUESTIONNAIRE

(V00)

DOT AUTO SAFETY HOTLINE

TO REPORT VEHICLE SAFETY DEFECTS
COMPLETE THIS FORM

OR

DASH 2 DOT

and dial toll free at

1-888-DASH-2-DOT

1-888-327-4236

DOT Auto Safety Hotline
(DASH) 2 DOT



U.S. Department of Transportation
National Highway Traffic Safety
Administration

www.nhtsa.dot.gov/hotline

I THANK YOU ALL FOR YOUR ASSISTANCE in my severe problem here. THANK YOU.

THE Dealership HAS LIED AND LIED TO COVER UP THIS SMELL. THIS TRUCK IS BEAUTIFUL BUT DRIVING IT MAKES ME REAL SICK. I WOULD BE WILLING, LIKE I SAID BEFORE, TO BRING THE TRUCK TO WHOEVER YOU WANT ME TO, TO EXAMINE IT AND DETERMINE THAT THE UNDERCOATING, AFTER TWO YEARS NOW, IS NOT THE PROBLEM, THAT THEY ARE STILL AVOIDING THE ISSUE HERE.

I CAN GO ON AND ON, BUT, ENCLOSED ARE REPORTS FROM WITHIN DODGELAND OF COLO, THEY EVEN ABUSED ME!!

HELP!!

THANK YOU VERY MUCH



P.S. I HAVE PICTURES AS WELL THAT THE DEALER DOESN'T HAVE TO PROVE MY CASE^{\$} ABOUT UNDERCOATING!

\$\$21500T

Cmd: _____

Customer Assistance System
Primary CAIR Detail Screen

03/08/99 ACIT1828

09:18:39

Password: _____

AC: CAIR: 6543454 82 1/ 3 Typ: C Airt: Trk: Stat: C Curresp: KRS7 67
Link: P VIN: 1N7HC11Y0XM537007 YR/Model: 99 DODGE RAM 1500 P/U Q Ltr: Pho:
Sls Zn/Sls/Svc/Dlr: 67 F F 44058 DODGELAND OF COLUMBI In Skv Date: 01/19/99
Svc Zn/Sls/Svc/Dlr: 67 F F 44058 DODGELAND OF COLUMBI Curr MI/KM: M 11000
Company: Temp Address:
Cust: MR TOKYE MANCINE
AD1: 103 TREYBURN CIR Ph: 803 407 9336 H
AD2: Ph:
Cty/St/ZIP: IRMO SC 29063-8175 Cntry: USA Lang: E

CNA Address Change:
Open Dt: 120899 Cntc Typ: T Orig: C Mail Ctry: Dt on Ltr: Exec:
Resp Ltr: Resp Ltr Dt: of Dt Ltr Recvd: Close Dt: 020200
Resp Typ: Followup Date: Let Upd: 022300 0929A KRS7 67
* Reason Code 1 of 2 * 120899 1041A ERN1 82 Narr Line Ct: 75
AC: RSN: Engine Inquiry EMOT: 2
owner states that smell is coming from engine

F13=InfoLkp F14=CAIRHist F15=SeCond F16=Vin/CAIR F17=GenNarr F18=AltFkeys
F19=Check F20=VehOwn F21=CNA F22=InBasket F23=ReAssign F24=Print
Inquire successful

SS21520T

Customer Assistance System
General Narrative Screen

03/09/00 A01T1838
09:32:09
Password:

AC/ CAIR: 6543454 82 CUST: MANCINE

LINE 027 OF 075

027 Dealer has no records of putting on undercoating. SM states they resealed
028 oil plug on 1/4 and have not been able to duplicate owners rough running co
029 ncern.

030 Randall please retrurn to CAIRNOW.

031 CAIR SENT TO ZONE/DEALER 67 44058 01/10/00 19:00 R 0654345

032 1/17 Randall, return to CAIRNOW, Thanks Kenny

033 CAIR SENT TO ZONE/DEALER 67 44058 01/18/00 10:00 R 0654345

034 1-19 DCCC receives certified letter from owner citing the state lemon law

035 owner says he has been to the dlr numerous times and the smell is still

036 there, last time he was in was Jan 00...writer will fax letter to JFS2 for

037 review

038 CAIR SENT TO ZONE/DEALER 67 44058 01/19/00 13:00 R 0654345

039 CAIR SENT TO ZONE/DEALER 67 44058 01/19/00 16:00 R 0654345

040 1/19 DM reviewed with SM Randall. DM to inspect unit on next dealer contact

F13=InfoLkp F14=Primary F15=SeCond F16=ReasNarr F17= F18=AltFkeys
F19=Check F20=VehOwn F21= F22= F23= F24=
More data

3821520T
Cndr: _____

Customer Assistance System
General Narrative Screen

02/08/00 A0171038
09:32:33
Password: _____

AC/ CAIR: 6543454 82 CUST: MANCINE

LINE 053 OF 075

053 ***** I GUESS THIS ISN'T ENOUGH TO INITIATE A DIRECT RESPONSE FROM *****
054 ***** A DCX REPRESENTATIVE FROM THE ZONE OFFICE TO THE CUSTOMER HUB? *****
055 ***** HOWEVER, THIS O/ -HAS- SPOKEN TO AT LEAST FIVE (5) PEOPLE IN *****
056 ***** THIS OFFICE FOR THE VERY SAME CONCERN ([??]) *****
057 ***** IS THERE SOMETHING WRONG WITH THIS PROCESS ??? *****
058 ***** LET ME NOTE - A G A I N - O/ WANTS TO PURSUE STATE LEMON LAW *****
059 ***** PLEASE CALL THIS O/ A.S.A.P. *****TGK.
060 02/02/00 -- Left vm with DM to look into owner's concerns and update
061 status in CAIR. hsh
062 2/02/99 SM Randall has set up appoint w/ Customer to bring vehicle in on
063 2/14, and owner has been aware of this. The process works if the DM or SM a
064 t dealer had been talked to.
065 020200 the process would work even better if a half dozen different people
066 didn't have to address the SAME ISSUE; part of the process improvement

=====

F13=InfoLkp	F14=Primary	F15=SeCond	F16=RecasNarr	F17=	F18=AltFkeys
F19=Check	F20=Vehown	F21=	F22=	F23=	F24=

More data

Now, this is something here. NO ONE WANTS
TO AdMIT to my Problem. They JUST PASS THE
BUCK.

SS21520T

Cnd: _____

Customer Assistance System

General Narrative Screen

03/09/00 A01T1030

09:32:22

Password:

AC/ CAIR: 6543454 82 CUST: MANCINE

LINE 040 OF 075

040 1/19 DM reviewed with SM Randall. DM to inspect unit on next dealer contact
041 in February. SM to make arrangements. DM to provide one day loaner up to \$
042 30 for the day if needed.

043 1/28 Randall, please return to CAIRNOW. Thanks Kenny

044 CAIR SENT TO ZONE/DEALER 67 44058 01/28/00 10:00

R 0654345

045 CAIR RETURNED FROM DEALER 02/01/00 AT 02:27

R 0654345

046 1-31-00

047 RETURNING TO CAIRNOW.WILL UPDATE WHEN VEHICLE INSPECTED IN FEBRUARY.

048 LBT

049 020100 ***** O/ CALLS DCX DETROIT A G A I N *****

050 ***** O/ SEEKING A DIRECT CONTACT FROM DM *****

051 ***** O/ PREVIOUSLY SENT US A CERTIFIED LETTER *****

052 ***** O/ PREVIOUSLY SENT US A CERTIFIED NOTIFICATION CARD *****

053 ***** I GUESS THIS ISN'T ENOUGH TO INITIATE A DIRECT RESPONSE FROM *****

F13=Infolkp

F14=Primary

F15=SeCond

F16=ReasNarr

F17=

F18=AltFkeys

F19=Check

F20=VehOwn

F21=

F22=

F23=

F24=

More data

SS21520T

Cmd: _____

Customer Assistance System
General Narrative Screen

03/09/00 A01T1030

00:38:41

Password: _____

AC/ CAIR: 6543454 B2 CUST: MANCINE

LINE 066 OF 075

066 didn't have to address the SAME ISSUE; part of the process improvement
 067 would be if SOMEONE AT THE LOCAL LEVEL WOULD ACTUALLY TALK TO THE
 068 - CUSTOMER -TGK.
 069 2/23 DM Met With Frank Mancine. Owner states that he smells gaseous smell
 070 when coming to stop and open windows or door. DM was able to duplicate and
 071 11. Owner had trailer hitch and running boards installed by Independent and
 072 underneath vehicle there was undercoating sprayed over entire top of muff
 073 ler and heatshield. This is not factory. DM showed customer new truck off o
 074 f lot to show underside. Owner was shocked and appreciated DM's input. DM b
 075 ook pictures and will maintain at district office.

*Bull, I WASN'T. THIS GUY WAS COERING UP SOMETHING!
 THE RUNNING BOARDS WERE INSTALLED IN APRIL 99
 MONTHS AFTER SMOELI DICTATED TO DEALER - NOW! WHO DID IT??
 NOT I, NOR ANYONE ELSE. I DIDN'T PAY NO ONE FOR A PARTIAL*

F13=InfoLkp F14=Primary F15=SecCond F16=ReasNarr F17=
 F19=Check F20=VehOWN F21= F22= F23= F18=AltFkeys F24=
 Database at end -- no further data available

UNDERCOATING
03/09

*THIS UNDERCOATING LOOKS LIKE A MISTAKE BY THE DEALER,
 CAUGHT THE MISTAKE, THEN TRY TO PASS ON TO ME. IF YOU UNDER
 COAT A VEHICLE, WOULDN'T YOU DO A BETTER JOB THAN
 WHAT'S UNDER MY TRUCK ??? TELL ME!!*

SS21520T

Customer Assistance System
General Narrative Screen

03/02/00 AC171828

Cmd: _____

09:31:48

Password: _____

AC/ CAIR: 6543454 82 CUST: MANCINE

LINE 001 OF 075

001 Owner calls stating that vehicle engine has a smell. Owner states that
002 dealer 44058 has made attempts to correct concern. Owner states that
003 catalytic converter was replaced. Owner states that smell has not been
004 corrected. Owner is unhappy with dealer service activities, due to the
005 fact that the concern has not been corrected. Owner states he has appt.
006 at Addy Dodge 12/16/99 to have concern addressed. Owner would like writer
007 to contact Addy Dodge regarding his concern. Writer called Addy Dodge and
008 informed them of customers concern and contact with DCCAC. Writer
009 informed owner that concerns would be documented.
010 12/27 Owner contacted DCCAC because his concern has not been resolved to
011 his satisfaction. Writer contacted Gina Meyers assistant SM at dealer
012 51346. Gina stated they will continue to work with the customer. Writer
013 forwarded the CAIR to the dealer. Writer informed the owner to contact
014 David Frasier SM to discuss the situation.

F13=InfoLkp F14=Primary F15=Second F16=ReasNarr F17= F18=AltFkeys
F19=Check F20=VehOwn F21= F22= F23= F24=
More data