

U.S. Department
of TransportationNational Highway
Traffic Safety
Administration

DOT Auto Safety Hotline

Vehicle Owner's Questionnaire

REPORT VEHICLE SAFETY DEFECTS

1-888-DASH-2-DOT

(1-888-327-4236)

INTERNET: www.nhtsa.dot.gov/hotline

OWNER INFORMATION (Type or Print)

[Redacted Owner Information]

Date Recd

FOR AGENCY USE ONLY

 Od_or _____
 rt_dt _____
 cd_rt _____
 up_ltr _____

Reference No

 RECEIVED
 DEFECTS INVESTIGATION
 OFFICE

563117

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 authorization, NHTSA WILL NOT provide your name or address to the vehicle manufacturer.

Signature of Owner

Date 9/7/01

PRODUCT INFORMATION

Vehicle Identification No (VIN) (located at bottom of windshield on driver's side)		Make	Model	Year
3B7HF13Z6XG225899		Dodge	Ram 1500 4X4	1999
Purchased Date	Dealer's Name	Engine Size (CID/GCC/L)		
7-13-99	Southlake Dodge	5.9		
☒ New ☐ Used	Dealer's City	State	Zip Code	No. Cylinders
	Merrillville	IN	46410	8
Manufacture Date (on driver's door or pillar)	Transmission Type	Restraint System	Cruise Control	Drivetrain
6/99	☐ Manual ☒ Automatic	☒ Driverside Air Bag ☐ Motorbell ☒ Passengerside Air Bag ☒ 2-Point Belt ☐ 3-Point Belt	☒ Yes ☐ No	☐ Front ☐ Rear ☒ 4 Wheel
Vehicle Type		Body Style		
☐ Car ☐ Sport Utility ☒ Truck		☐ 2-Door ☒ 4-Door		
☐ Van ☐ Minivan ☐ Motorcycle ☐ Other		☐ Stationwagon ☒ Pick Up Truck ☐ Other		

FAILED COMPONENT(S)/PART(S) INFORMATION

Part Name(s)	Location	Failed Part(s)	Handicap Adaptive Equip
transmission (Auto) Front Pump, Torque Converter, intermediate shaft, rear Planetary Gear	☐ Left ☐ Right ☐ Front ☐ Rear	☒ Original ☐ Replacement	☐ Yes ☒ No

TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Brand	Tire Name
Complete Tire Size	DOT No.
No. of Failures	Date(s) of Failure(s)
0	Mileage at Failure(s)
	Vehicle Speed at Failure(s): 30 mph
Failed Part(s) Available?	NHTSA Previously Contacted?
☒ Yes ☐ No	☐ Yes ☒ No

APPLICABLE INCIDENT INFORMATION

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

Crash	Fire	Number of Persons Injured	Number of Fatalities	Reported to Manufacturer
☐ Yes ☒ No	☐ Yes ☒ No	0	0	☒ Yes ☐ No

Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies). On July 23 2001, while driving to work I started having hard shifting problems. Briefly it would not automatically shift at the proper times, set by the manufacturer. I contacted the nearest Dealer to my home Home Carwell Dodge Burns Harbor, IN 46304 because of recent transmission service work completed by their Dealership, and described to Harry Ferguson (Service Advisor) what the transmission was doing. He then began looking through his Daily Planner to schedule the truck for inspection.

The Privacy Act of 1974 - Public Law 93-579 This information is requested pursuant to a 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 administration 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

and asked if wed 7/25/01 would be ok, I Relied yes and thank you. After the inspection on 7/25/01 I was notified At home by Arvella Dodge Service Dept that the transmission would have to be completely replaced, the Component failures are As listed, Defective Pump (Front) Torque Converter, Intermediate shaft, Rear Planetary Gear set, Low/Reverse Drum, and overdrive piston retainer. At A cost of \$3234.41, I drive APPX 70 TO 150 miles A day, 5 days A week to and from my work Assignments, 95% of this travel is Inter State or Freeway Commute. A transmission under these conditions should not have failed, and I strongly believe this is A manufacture Defect and Possibly A safety issue that needs to be investigated NHTSA, Thanks you and God Bless

ATTACH ADDITIONAL SHEETS IF NECESSARY

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2004. IV
PM
10 SEP
1901

NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES

[illegible]

**VEHICLE
OWNER'S
QUESTIONNAIRE
(VOQ)**



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