

U.S. Department
of TransportationNational Highway
Traffic Safety
Administration

DOT Auto Safety Hotline

Vehicle Owner's Questionnaire (VOQ)

NATIONWIDE 1-888-DASH-2-DOT

1-888-327-4236

www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 258

Date Received

05-SEP-2000

 Od_or _____
 Rt_dt _____
 od_rt _____
 up_ltr _____

Reference No.

730357

 Do you authorize NHTSA to provide a copy of report to the manufacturer of your vehicle? ☐ YES ☐ NO
 In the absence of an authorization, NHTSA WILL NOT provide your name and address to the vehicle manufacturer.

Signature of Owner _____ Date ____/____/____

VEHICLE INFORMATION

Vehicle Ident. No. (VIN) (Listed at front of windshield or drivers side)	Vehicle Make	Vehicle Model	Vehicle Year	Current Odometer Reading
3B7KF2362XG235279	DODGE TRUCK	RAM	1999	

Purchase Date 01-JUL-1999	Dealer's Name _____	Engine Size (CID/CC/L) 5.9L C	☐ Turbo ☐ Diesel ☐ Gas ☒ Fuel Injection
☒ New ☐ Used	City _____ State _____ Zip Code _____	No Cylinders _____	

Transmission Type ☐ Manual ☐ Automatic	Antilock Brakes ☒ Yes ☐ No	Restraint System ☐ 3-Point Belt ☐ Motorbell ☐ Driverside Airbag ☐ 2-Point Belt ☐ Passengerside Airbag	Cruise Control ☒ Yes ☐ No	Drive Train ☐ Front ☐ Rear ☒ 4-Wheel	Vehicle Type ☐ Car ☐ Sport Ult ☐ Van ☐ Truck ☐ Minivan ☐ Motorcycle ☐ Other _____	Body Style ☐ 2-Door ☐ 4-Door ☐ Stationwagon ☒ Pick Up Truck ☐ Other _____
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FAILED COMPONENT(S)/PART(S) INFORMATION

Component 01100000	Part Name(s) STEERING:WHEEL AND COLUMN	Location ☐ Left ☐ Right ☐ Front ☐ Rear	Failed Part(s) ☐ Original ☐ Replacement
No of Failures 1000	Date(s) of Failure(s) 13-JUL-1999 Mileage at Failure(s) 7 Vehicle Speed at Failure(s) 15	Failed Part(s) Available? ☐ Yes ☐ No	NHTSA Previously Contacted? ☐ Yes ☐ No

APPLICATION INCIDENT INFORMATION

(Please describe in detail the incident(s), Failure(s), Crash(es), and injury(ies) on the back of this form)

Crash ☐ Yes ☐ No	Fire ☐ Yes ☒ No	Number of Persons Injured 0	Number of Fatalities 0	Estimated Property Damage	Reported to Police ☐ Yes ☒ No
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NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)

WE CONTACTED YOU ON JUNE 21, 2000. SENT BACK THE FORM YOU SENT US. REFER TO TSB 19-03-99. WE HAVE BEEN TO NATIONAL CENTER FOR DISPUTE SETTLEMENT AND THEY CLAIM THIS IS A CHARACTERISTIC OF THE DODGE. TSB 19-03-99 TELLS THEM HOW TO FIX IT AND IT STILL HAS NOT BEEN FIXED. THE INDEPENDANT VEHICLE INSPECTION REPORT STATES:"THE STEERING WILL NOT RETURN TO CENTER AFTER AN IN TOWN NINETY (90) DEGREE TURN. FINDINGS: DURING THE TEST DRIVE THE VEHICLE CONSISTENTLY WOULD NOT RETURN TO THE NEUTRAL (CENTER) STEERING POSITION. USUALLY THE STEERING WHEEL HAD TO BE TURNED BY HAND THE LAST SEVENTY (70) TO EIGHTY (80) DEGREES BACK INTO THE CENTER THE TWO(2) SAMPLE DODGE RAM 2500 4X4 DIESEL UNITS I DROVE RETURNED CLOSER TO THE CENTER THAN GEORGE DUFFY'S DID. THE TEST/SAMPLE V

CONTINUED ON BACK (RELEAS)

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.

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☒ New ☐ Used	City _____ State _____ Zip Code _____	No Cylinders _____	

Transmission Type ☐ Manual ☐ Automatic	Antilock Brakes ☒ Yes ☐ No	Restraint System ☐ 3-Point Belt ☐ Motorbell ☐ Driverside Airbag ☐ 2-Point Belt ☐ Passengerside Airbag	Cruise Control ☒ Yes ☐ No	Drive Train ☐ Front ☐ Rear ☒ 4-Wheel	Vehicle Type ☐ Car ☐ Sport Ult ☐ Van ☐ Truck ☐ Minivan ☐ Motorcycle ☐ Other _____	Body Style ☐ 2-Door ☐ 4-Door ☐ Stationwagon ☒ Pick Up Truck ☐ Other _____
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CONTINUED ON BACK (REVERSE)

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September 20, 2000

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

Copied

Completed

To Whom it may concern:

On June 21, 2000 I wrote to you but perhaps it was a different Department (Information Management Staff NSA 10.01) I am enclosing a copy of that letter.

On September 20, 2000 I contacted you by way of e-mail. (ODI Number: 730357)

I have filled out the form you sent on September 8, 2000 and am also enclosing it.

Other enclosures include:

- (1) Nature of current unresolved problem.
- (2) Letter concerning installation of *Safe-T-Plus* to assist driver with "center point tracking."
- (3) DT Heim Joint Trackbar Installation
- (4) List of Service Bulletins, with "Steering Slow to Center" highlighted I think I sent you a copy of the Service Bulletin TSB 19-03-99 June 21, 2000
- (5) New Features for 2000 Models (Dodge) note the section on steering, pages 2 & 3
- (6) National Center for Dispute Settlement, case # 72005031OR Decision. For referral purposes I have numbered them in red. Please Note the highlighting and notes in color that I added and sent back to them, including the printing at the bottom of the rejection.
 - #1 Form indicating that I did NOT accept their decision
 - #1A Decision of Board to have vehicle inspected by an Independent Inspector.
 - #2 Independent Vehicle Inspection Report
 - #3 Letter from Sandra Lewandowski dated September 1, 2000
 - #4,5,6 National Center for Dispute Settlement - Decision

As you can tell, this problem, which was present the day we took delivery on the truck, is still very much with us. Dodge says they will do no more. We feel the Arbitration Board is either very biased, or in the employ of DiamlerChrysler. They obviously did NOT read the report. Verger-Dodge is the one who recommended them.

As I have mentioned, the Independent Inspector told us that the vehicle is dangerous. Also that the other similar Dodge Trucks (If this is such an isolated problem, why was TSB 19-03-99 published?) also have the same problem but not nearly to the extent that our particular vehicle has. Should an accident occur, it would be hard to specifically determine that it was the fault of the steering. There would be no shredded tires as there have been with the Firestone tires and the Ford SUV. And that took 10 years to come to the knowledge of the people! The manufacturers apparently knew a long time ago.

Sincerely,

DUPLICATE

Page 1 of 2

U.S. Department of Transportation
National Highway Traffic Safety Administration
Information management Staff NSA-10.01
400 7th Street, SW
Washington, DC 20590

June 21, 2000

Narrative Description of Problem(s)

When I am driving on a highway and when passing a semi-trailer, vehicle pulls, and I can't control steering. Also, when traveling at 65 mph, vehicle wanders all over the road. In addition, while driving on a local road and making a right or left turn, steering wheel does not return back to center.

In searching for answers to the problem, I came across information in *Camping World Catalog* (Copy of ad enclosed). This is designed to keep wheels pointed straight with no extra steering effort. I called the manufactures of the unit at 1-800-872-7233 and talked to Pat Sexton. He informed me that they have installed several units in Dodge Trucks to correct the problem with which I am concerned. I also called Camping World in Grants Pass Oregon at 1-800-245-8309 and talked to "Mike". He informed me that they have installed several of these units on Dodge Trucks to correct the wandering and to make the steering return to center. The unit costs approximately \$455.00, installed. However, this is in Grants Pass, a 4 hour trip from here which would entail an over-night stay. They do not install them locally.

Verger-Dodge in Coos Bay, Oregon mentioned to me that other Dodge Pick-ups were doing the same thing. He also indicated to me that he thought Dodge was considering redesigning the front end in 1999 but did not remark on the reasons for considering it, even though it was not done.

over

**Vehicle Owner's Questionnaire**

Office of Defects Investigation

VOQ Submitted**VOQ Status:** In Process**ODI Number:** 730357

We appreciate the report you have provided. Reports from motorists are a very important source of information for our investigations. Each report is analyzed and compiled into a computerized data system to assist us in identifying potential recall inadequacies and safety defects to determine whether an investigation is warranted. The information you have provided will be reviewed and entered into our data system. It will be used with other reports to identify recall inadequacies and safety-defect trends which require our attention.

Enter Another VOQSend mail to the Web Master



U.S. Department of Transportation

National Highway Traffic Safety Administration

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 1-888-DASH-2-DOT
 (1-888-327-4236)
 INTERNET: www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY

Date Received

Occur

on

date

of

up

to

Reference No.

OWNER INFORMATION (Type or Print)

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

Date 9.20.2000

Vehicle Identification Number (VIN)
 (17 Digits)

Manufacturer's Name
 (Printed on driver's side)

Model

Year

3B7KF2362XG235279

Dodge

Ram 2500
4x4 Quad

1999

Purchased Date
July 13, 1999
☐ New ☐ Used

Dealer's Name
Wenger Chrysler Plymouth Dodge Inc.
 Dealer's Address
1400 Ocean Blvd. Coesbay

Engine Size (CID/CC/L)
☐ Turbo ☐ Diesel
☐ Gas ☐ Fuel Injection
 No. Cylinders

Manufacturer's Code
 (on driver's door or pillar)

Transmission or Type

Restraint System

Cruise Control

Vehicle Type

Body Style

6-99

☒ Manual
☐ Automatic

☒ Inversion Air Bag ☐ Molotof
☒ Passenger Side Air Bag ☐ 2-Point Belt
☒ 3-Point Belt

☒ Yes
☐ No

☐ Front
☐ Rear
☒ 4-Wheel

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

☐ 2-Door ☒ 4-Door
☐ Station Wagon
☒ Pick-Up Truck
☐ Other

FAILED COMPONENT(S)/PART(S) INFORMATION

Part Name(s): Extremely Difficult to Steer. Wanders. Does Not
 Location: ☐ Left ☐ Right ☐ Front ☐ 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 ☐ No
 NHTSA 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: _____ Number of Fatalities: _____
 Reporting to Manufacturer: ☐ Yes ☐ No

Narrative Description of incident(s), failure(s), crash(es), and injury(ies):

This should be in your folder. I am sending a copy anyway.
Please see the enclosed documents as a cover letter.
Thank you for your prompt reply.

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 202-365-7222

Nature of current unresolved problem

I have a 99 Dodge Ram Quad 2500. I have been very pleased with the diesel, and the rest of the truck, with the following *exception*:

When I am driving on a highway and when passing a semi-trailer, my vehicle pulls and I can't control the steering properly. Also, when traveling at 65 mph the vehicle wanders all over the road. Regardless of where I am driving, when making a turn (either right or left), the steering wheel will not return to center.

On a reasonably long trip, this makes it extremely tiring as well as dangerous.

August 16, 2000

[REDACTED]

Dear [REDACTED]:

see following Ad

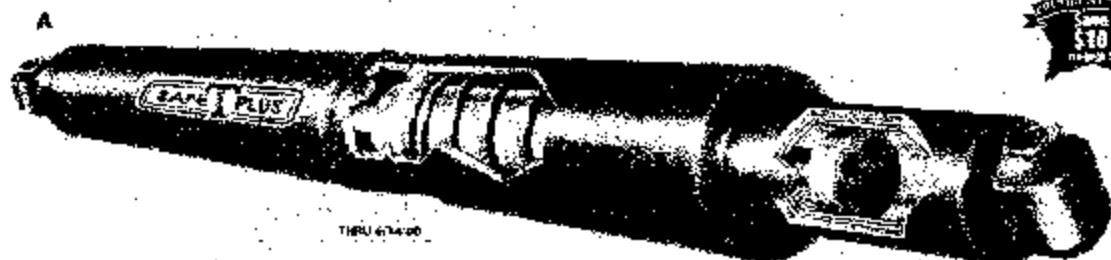
Thank you very much for your inquiry relating to the installation of a Safe-T-Plus Steering Control on your Dodge Motorhome. As we discussed on the telephone recently, we have installed many of our units on various Dodge chassis' for the purpose of assisting the driver with "center point tracking". The Safe-T-Plus control is comprised of a heavy duty hydraulic system as well as a heavy duty dual mechanical coil spring system separated by a centering boss. It is attached between the frame and tie rod and when installed and adjusted properly will assist in holding the front wheels in the straight ahead position, resisting any forces that want to take it off center. The sudden forces of a front tire blowout or road shoulder drops are absorbed through the hydraulics and together with the coil springs allow the driver to maintain control of the vehicle. Should you require any additional information, please call us at 1-800-872-7233.

Sincerely,

Rich Keefer

Rich Keefer
Inside Sales Rep.

SAFE T PLUS



LOWEST PRICE
\$10
SAVING

Let Camping World
help improve
vehicle handling
and performance
of your RV or
tow vehicle.

SAVE 10%

with President's Club Members prices
shown in parenthesis. P.C. 10000
Not a member? See page 66.



B. Smooth out your P-30 chassis motorhome's steering. Bilstein Steering Stabilizer's high pressure gas mono-tube steering damper has a life cycle 10 times greater than the original P-series damper. Reduces road wander, steering vibration, steering component wear and driver fatigue. Improves vehicle stability, safety and control. Easy, bolt-on installation. For 84-99 GM P-series motorhome chassis. Mfr. lifetime warranty. Ship Wt. 5 lbs.

17417 Bilstein P-30 Steering Stabilizer \$99.99 (P.C. \$90.00)
Installation Fee \$31

A. Safe-T-Plus Steering Control helps keep wheels pointed straight with no extra steering effort. Mfr. two year warranty. USA.

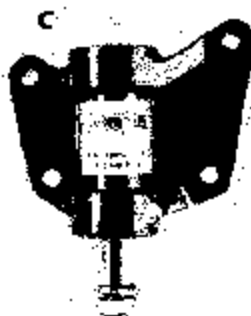
- Unique self-contained hydraulic design
- Precise center point steering control
- Reduce wear and tear on all steering components
- Reduce driver fatigue and road wander
- Avoid costly accidents and expensive repairs
- Includes all mounting hardware

NOTE: Units for most pickups, vans and motorhomes are available. Stop by your nearest Camping World location or call toll free 1-877-273-5858 to order the correct unit for your vehicle.

\$429 - \$569 (P.C. \$399 - \$529)

Installation Fee \$48

For information about
our installation fees,
please see our order form.



C-D. Keep your P-30 chassis motorhome from wandering and tracking in ruts. Super Steer Bell Cranks have steel shafts and tapered roller bearings. No modifications to factory steering. Mfr. warranted for as long as you own your motorhome. USA. May also be ordered at any of our retail stores. **NOTE:** Front end alignment is necessary after installation of Henderson Bell Cranks. Camping World provides this service in our Fairfield and Kissimmee Supercenters.

C. 10868 Super Steer Bell Crank, Ship Wt. 6 lbs.
\$299 (P.C. \$269)

NEW! D. 18049 Super Steer for Freightliner Chassis.
Ship Wt. 8 lbs. \$499 (P.C. \$449)
Installation Fee \$59

only page 1 enclosed

(3)

DT Heim Joint Trackbar Installation

Improve Ram steering with a better trackbar design

Trucks that can't hold a straight line are tiring to drive and sometimes just plain dangerous on narrow roads. The OEM trackbar is a notorious weak link in the 4X4 Ram front suspension, often failing after only 20 000 on diesel trucks used off road. Even 1500 models eat trackbars if used off road frequently. If your truck suffers from steering wander, poor road feel, or follows the road crown aggressively, a stronger and more stable trackbar assembly with rebuildable ends is available from:

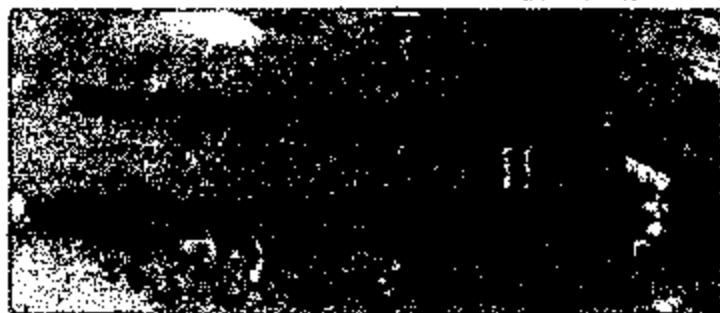
DT Products & Fabrication
Toll Free 1-888-776-2403
Tech Line 1-520-776-4129
484 EZ Street, Prescott, AZ 86301

The \$40 rebuild kit includes a new rod end and bushings

If your truck is lifted, the OEM trackbar had probably shifted the axle about 1/2" toward the driver side. The adjustable DT bar will allow you to re-center your axle.



Parts included in DT's kit



OEM (top) compared with , DT's assembly (bottom)

All photos can be clicked for larger view

Removal of the original track bar

The instructions say to lift the front of the vehicle, place the frame on a jackstand, remove the wheels and drop the axle. This sounded like a lot of extra work to me, so I did the swap without jacking.

NOTE: The diesel model has enough room between the oil pan and axle to permit drilling the crossmember without jacking the truck. Gas engines may have less clearance.

Automotive Recalls and Technical Service Bulletins for 1999 Dodge Truck RAM 2500 3/4 Ton 4WD Pickup 6-359 5.9L DSL Turbo VIN 6 24 Valve.

Provided by ALLDATA



[Click here for ALLDATA DIY](#)



[Click here for Popular Mechanics](#)

Bulletins for 1999 Dodge Truck RAM 2500 3/4 Ton 4WD Pickup 6-359 5.9L DSL Turbo VIN 6 24 Valve

Service Bulletins

TSB Number	Issue Date	TSB Title
1. 19-03-99	MAY 99	Steering Slow To Return To Center
2. 21-08-99	APR 99	Buzz Whining Or Moaning Noise From A Cold Trans I
3. 13-07-99	APR 99	False MIL Illumination W/ DTC \$8A (P1763) GPS Vol
4. 18-08-99	APR 99	Improved Speed Control System Sensitivity To Set
5. 23-08-99	MAR 99	Instrument Panel Creak.
6. 09-06-99	MAR 99	Radio Interference To/From 2-Way Radio Receivers
7. 13-02-99	FEB 99	Erratic TCC Operation
8. 09-17-98C	DEC 98	Air bag On-Off Switches
9. 18-49-98	DEC 98	Driveline Induced Vehicle Surge/Vibration Diagnos
10. 08-54-98	DEC 98	Static In Side Speakers When Power Mirror Operate
11. 07-08-98	DEC 98	Diesel Engine Overheating
12. 21-15-99	DEC 98	Mis-Diagnosed Trans Front Pump Leak
13. 21-16-98	DEC 98	Revised Front Band Adjustment For 42RE Transmissi
14. 08-51-98	NOV 98	Compass Trip Compo. Indicates False MPG
15. 23-58-98	NOV 98	Wind Noise Around Grill And/Or Dimples On Grill
16. 13-02-98	NOV 98	Adjustable Front Fascia
17. 25-02-98	OCT 98	I/M Testing - OBDII CARB Readiness Monitor Inform
18. 23-45-98	OCT 98	In-Transit Protective Film
19. 09-04-98	SEP 98	Acc. Drive Belt Noise Or Damage/Crank Pulley Bolt
20. 18-32-98	SEP 98	Flash Programming Failure Recovery
21. 21-10-98A	SEP 98	Loss Of Fifth Gear
22. 23-37-98	AUG 98	Cargo Net Eliminated From Production
23. 23-35-98	AUG 98	Door Trim Panel Retainer Clip Attachment Breakage
24. 08-36-98	JUL 98	Use of Two Digit Calendar Year Codes In Auto Comp
25. 05-04-98	JUN 98	Height Sensing Proportioning Valve Removal
26. 08-16-98	APR 98	Installation Of Radio Transmitting Equipment

[[Select a different engine](#) | [Select a different model](#) | [Select a different make](#) | [Select a different year](#)]



[Click here for ALLDATA DIY](#)



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New Features for 2000 Models

From MasterTech September 1999

Restraint System Improvements:

Changes to the restraint systems for the 2000 model year include a redesigned driver's airbag that has a solid fuel inflator. On Club Cab and Quad Cab Pickups, seat belt retractors now have self-adjusting mechanical sensors. These replace electronic control of the retractors.

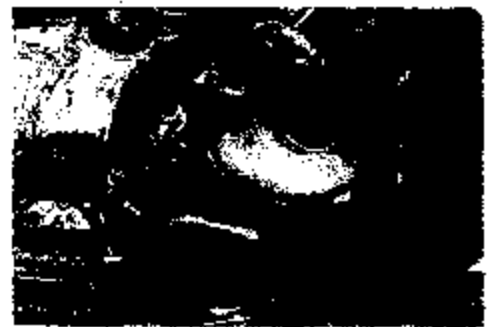
Engine Changes:

Gasoline Models

The first of the changes across the board on the Dodge truck concerns the vibration dampener on 5.9-liter engines. The dampener is one piece instead of the two pieces used previously.



5.2- and 5.9-liter light-duty engines have larger exhaust pipes and mufflers, and a new catalytic converter with a shape different from converters of previous years.



Diesel Models:

For the 2000 model year, the Cummins Turbo Diesel engine gets a crankcase breather vapor canister attached to the crankcase breather tube, which reduces driveway spotting.





Drivetrain Improvements:

Underneath 2000 model year Dodge trucks, the drive yokes on 9 1/4" axles have changed to a companion flange design (Fig. 3).



All Ram Pickups with an automatic transmission will have an thermostatic bypass valve for the air-to-oil transmission oil cooler. This bypass valve regulates oil flow through the cooler according to temperature. In cold temperatures, the fluid bypasses the cooler, increasing flow to lubrication passages. Bypassing the cooler also allows the fluid to warm up quicker. In warmer temperatures, the valve routes fluid through the cooler to reduce its temperature.



There are a few things to remember when flushing this cooler. For one thing, the cooler must be removed from the vehicle for flushing. Also, the flushing procedure itself is a two-step process. The first step is with the thermostat in place to flush the bypass, and the second step is with Special Tool #8414 installed to flush the cooler.

Suspension, Steering and Braking System Changes

For the 2000 model year, Ram Pickups have undergone changes to reduce scrub radius and improve handling, particularly during braking. These changes include refinements to the suspension, steering and brake systems.

On both two- and four-wheel-drive trucks, changes to the suspension include new shock absorbers and new steering knuckles.

Four-wheel-drive trucks with a gross vehicle weight (GVW) rating over 8,500 pounds have also seen some additional refinements to the suspension to improve ride and handling. On four-wheel-drive trucks, the trackbar mounting has been modified to accommodate these changes. As part of these handling refinements, on Ram 2500 and 3500 Series four-wheel-drive vehicles, the front axle has also changed. This has resulted in some new service procedures and tools for removing and installing the axle shaft seals.

On two-wheel-drive trucks, suspension changes include new upper and lower control arms with riveted ball joints



On all Ram Pickups, changes to the steering include revised steering linkage, including lubed-for-life tie-rod ends



Brake system changes to Ram Pickup for the 2000 model year include a new compact series power brake booster and master cylinder. Both light- and heavy-duty brake systems receive new twin-piston front calipers. You will also find a new bolt-on-style front brake adapter



On heavy-duty applications, the brake rotor is now mounted - outboard of the hub for easy removal as on Ram 1500 Series pickups. Accompanying this change is a hub-unit-type front wheel bearing assembly.



2500 and 3500 four wheel drive models with a Diesel or V10 will have a 5200 pound front axle capacity. The snowplow option returns to diesel trucks.

The rear brakes have also changed for light- and heavy- duty applications for the 2000 model year. On 2500 and 3500 Series Pickups with EBC 325 four-wheel antilock brakes, the brake proportioning valve has been deleted. Brake proportioning is now handled electronically by the controller antilock brake, or GAB.

2500 Series Pickups with rear-wheel antilock brakes still use a height-sensing proportioning valve.

A new parking brake is part of the brake system refinements.

Electrical System Changes:

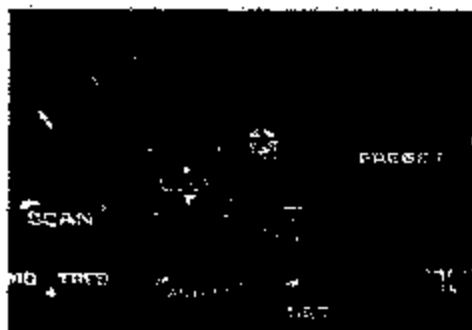
In the engine compartment, all Dodge trucks except those with a diesel engine, use stamped battery terminals, similar to those on other DaimlerChrysler vehicles.

For the 2000 model year, the Dodge Ram has changes in the Central Timer Module functions.

- New Central Timer Modules and multiplexed door switches now support central locking and unlocking. Turning the key once to unlock, unlocks only the door the key is in. Turning it twice unlocks all doors. Turning the key to lock, locks all doors.
- Central locking operates through the use of multiplexed front door key cylinder switches. The switches provide the Central Timer Module with lock and unlock signals. A resistor in the circuits provides a unique voltage signal for diagnostics.

The Malfunction Indicator Lamp now uses an ISO symbol. You can retrieve P-codes on all 2000 Dodge trucks by cycling the ignition key three times. As before, retrieving codes using the DRB III provides more detailed information.

The original equipment radios now have the sales code on the faceplate - right near the Pentastar logo (Fig. 5). This sales code, which helps you readily identify a radio, has also been added to original equipment radios on Jeep vehicles.



The passenger-side airbag on/off switches have been revised (Fig. 6). You do not need to insert the key as far into the switch as previously, and the switch is designed to eject the key.



The 2000 model compass mini-trip computer provides instantaneous fuel economy. The compass should be calibrated during new-vehicle prep by the same procedure used other Chrysler vehicles. See TSB 08-28-99 for details.



The instrument cluster includes a tachometer and a low washer fluid warning lamp as standard equipment.

SLT Plus package on Quad Cab models have optional heated leather seats. These seats require a premium Central Timer Module.

Exterior Changes:

The Ram Pickup retains its distinctive styling for 2000; however, the trailer tow mirrors are new for the 2000 model year. You can position the new mirrors forward, back or in, to avoid obstacles.

A new fuel filler cap (Fig. 4) on all Dodge trucks requires only a quarter turn to fully lock.



If you arrived at this page from a link or web search and wish to look around

Go to the [INDEX](#) page



National Center for Dispute Settlement

2477 Stemmons Freeway • Suite 142

Dallas, Texas 75207

(214) 638-1779

Fax: (214) 638-4058

CUSTOMER M [REDACTED]

CASE # 72005081OR

I understand that I am not bound to the Decision of the Arbitrator(s) in my case unless I accept it. If I am dissatisfied with the Arbitrator(s)'s Decision or the Dealer's or DaimlerChrysler Motors Corporation's eventual performance, I may pursue other legal remedies if I choose, including the use of small claims court. Whether or not I accept the Arbitrator(s)'s Decision, however, the decision is admissible in any subsequent legal proceeding concerning the dispute.

I also understand that if I accept the Arbitrator(s)'s Decision, the DaimlerChrysler Motors Corporation Dealer involved and the DaimlerChrysler Motors Corporation will be legally bound by the Arbitrator(s)'s Decision.

You MUST mark one of the boxes below, otherwise, NCDS will consider that no response has been made to the Decision and your case will be closed accordingly.

I ACCEPT THE ARBITRATOR(S)'S DECISION

I DO NOT ACCEPT THE ARBITRATOR(S)'S DECISION

X

SIGNED:

PRINT NAME

DATE

[REDACTED]

Sept 16, 2000

The following was added by me to bottom of this letter, return to NCDS

* Apparently the arbitration board DID NOT READ the findings of the Independent Vehicle Inspection Report (reps enclosed) section 2. It states very clearly that the steering wheel must be hand turned the last 70° to 80° on a 2nd turn. Then only 10° to 15° returns automatically to center. Other vehicles have 100% return. Even the other Dodges automatically return within 85° to 90° of center. (as mentioned in the report)



(6) Page 111

August 31, 2000

National Center for Dispute Settlement

2777 Stemmons Freeway • Suite 1425

Dallas, Texas 75207

(214) 638-2700

Fax: (214) 638-4054

[REDACTED]

Mark Highland
DaimlerChrysler Motors Corporation
10030 SW Allen Blvd.
Beaverton, OR 97005

CASE #: 720050810R

Dear Mr. [REDACTED]

The Board members decided to have your vehicle inspected by an ASE Independent Technical Inspector.

We are enclosing the "Vehicle Inspection Report" issued by the inspector Tom Studer with respect to the recent inspection.

By a copy of this letter, we are forwarding the report to the Board Members and the Dealer.

Sincerely,

Sandra Lewandowski

Sandra Lewandowski
Case Administrator

Enclosure: as noted

cc: Board Members
VERGER CHRYSLER-PLYMOUTH-DOD

Independent Vehicle Inspection Report

Page 2

Case #: 72005081OR	Owner: [REDACTED]	Date Rec: Aug-00
Year: 1999	VIN: XG235279	Model: Ram 2500
Make: Dodge	Mileage: 8,089	
Date of Inspection/Location of Inspection: 08/29/2000 Customer's home, 94228 W. Heritage Hills Ln, Northbend, OR 97459		

1. Description of complaint:

The vehicle wanders all over the road at cruise speeds.



Umpqua
Community
College



Findings:

The vehicle does need constant correction on straight flat roads

Tom Studer

Automotive / T-Ten Instructor

T-Ten Coordinator

e-mail: studert@umpqua.cc.or.us Roseburg, OR 97470-02

(541) 440-46
In county only 1-800-820-51

Fax (541) 440-46

PO Box 94

97470-02

I test drove two (2) other Ram 2500 4X4 (1999) Diesel Pickups from a local dealer in Roseberry and they also needed constant correction. It appears these units are designed with this sensation and correction of steering needed during driving.

Highlights are on it
5DD

Could this condition be verified? (please circle one)

☒ YES ☐ NO

If yes, was it (please circle one)

☒ NORMAL

or ☐ ABNORMAL

2. Description of complaint:

The steering will not return to the center after an in town ninety (90) degree turn.

Findings:

During the test drive the vehicle consistently would not return to the neutral (center) steering position. Usually the steering wheel had to be turned by hand the last seventy (70) to eighty (80) degrees back to the center.

The two (2) sample Dodge Ram 2500 4X4 Diesel units I drove returned closer to the center than George Duffy's did. The test/sample vehicles returned to the center within ten (10) to fifteen (15) degrees of the center.

Could the condition be verified? (please circle one)

☒ YES ☐ NO

If yes, was it (please circle one)

☒ NORMAL

or ☐ ABNORMAL



(5) Page 13

September 01, 2000

National Center for Dispute Settlement

2777 Stemmons Freeway • Suite 142

Dallas, Texas 75207

(214) 638-2700

Fax: (214) 638-4050



Mark Highland
DaimlerChrysler Motors Corporation
10030 SW Allen Blvd.
Beaverton, OR 97005

RE: CASE #72005081OR

Dear Parties:

By direction of the three member arbitration board, we are enclosing the Decision in the above referenced case.

Enclosed for the car owner's use is an "Acceptance of Decision" form. The car owner has 30 days from the date of this letter in which NCDS must receive the "Acceptance of Decision" form. The form should be mailed to:

National Center for Dispute Settlement
2777 Stemmons Freeway, Suite 650
Dallas, Texas 75207

Thank you for your cooperation in resolving this matter through the EDS mechanism. Should you have any questions regarding the Acceptance of Decision, please contact NCDS.

Finally, you may obtain, at a reasonable cost, copies of all the case records related to this dispute.

Yours very truly,

Sandra Lewandowski
Case Administrator

Enclosures as noted:

cc: Board Members
VERGER CHRYSLER-PLYMOUTH-DOD

(6) (X4)

NATIONAL CENTER FOR DISPUTE SETTLEMENT

X-----X
: In the matter of Dispute Settlement :
: between :
: Mr. [REDACTED] :
: -and- :
: DaimlerChrysler Motors Corporation :
: ("DaimlerChrysler") :
X-----X

CASE # 72005081OR

DECISION

A Three Person Panel consisting of Ed Hester, Kathy Lowry, and Susan LeGear was appointed as Arbitrators to determine disputes which had arisen between the Customer(s), Mr. [REDACTED], and DaimlerChrysler.

By a letter dated August 01, 2000, the Panel advised the parties that a hearing based solely on documents would be conducted on August 22, 2000.

The complaint(s) existing between the parties were set forth on a "Customer Arbitration Process Application" form dated July 25, 2000 and may be summarized as follows:

The Customer states that the vehicle wanders and pulls at highway speeds. The Customer is requesting a repair or a repurchase.

(5) (A5)

DECISION:

After reviewing the complaint(s) and hearing the proofs and arguments of the parties and taking into consideration the applicable manufacturer new vehicle warranty and the applicable warranty law including that of the State of Oregon, commonly referred to as the "Lemon Law," and after due deliberations, I find and Award as follows:

According to the Customer's application dated July 19, 2000, he purchased a 1999 Dodge Ram 4x4 truck on July 13, 1999. The vehicle now has over 7,954 miles on the odometer. The Customer has provided service tickets, a letter and is requesting a repurchase.

DaimlerChrysler submitted a written statement dated August 16, 2000, stating the Customer is free to add any aftermarket part he desires, however, the Customer's vehicle is already equipped with a steering stabilizer. The Dealership has not been able to duplicate the steering wandering since December 16, 1999. The Customer's vehicle has been repaired. DaimlerChrysler will continue to address any verifiable concerns under the warranty.

The Dealer, Verger Chrysler-Plymouth-Dodge, submitted a written statement dated August 7, 2000, stating at this time the Dealership can not get the Customer's vehicle to wander. The Dealership replaced the gear box, because it did wander a little. The Dealership test drove the Customer's vehicle for twenty-six (26) miles on a highway, the vehicle stayed straight and the steering returns to specifications.

The Customer submitted a written statement dated August 17, 2000, in response to the Dealer's Statement dated August 7, 2000, stating he wonders if the reason that the vehicle wanders on the road is because it does not return to the center. The Customer also states the Dealership did not drive his vehicle for four hundred or five hundred miles, but instead drove his vehicle for twenty-two (22) miles. When the Customer drives the vehicle long distances it is extremely tiring, because the driver has to correct the steering constantly to keep the truck on the road.

The Three Person Panel requested an ASE Independent Technical Inspection, which was performed on August 29, 2000. The ASE Independent Technical Inspector verified the steering concern, however, did not verify the wandering concern.

The Customer's request for a repurchase is hereby DENIED.

Based on the findings of the ASE Inspector's Report, the wandering concern was found to be a characteristic of the vehicle. *This is not what rep_s*

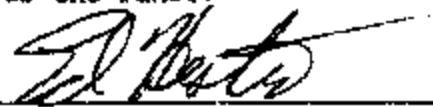
There has not been a substantial nonconformity (steering) which impairs the use, safety or value of the vehicle.

read enclosed report

(5) (#6)

This constitutes the Panel's complete DECISION as to all the complaint(s) submitted to us for determination. DaimlerChrysler and/or Dealer shall have thirty (30) days, unless otherwise noted, from the date NCDS receives the Customer's "Acceptance of Decision" form in which to comply with this DECISION.

For the Panel:



Ed Nester

Dated: 8-2-00