



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

Auto Safety Hotline

Vehicle Owner's Questionnaire

NATIONWIDE 1-800-424-9393
DC METRO AREA (202) 366-0123
INTERNET: <http://www.nhtsa.dot.gov>

FOR AGENCY USE ONLY 241

Date Received

03-JUN-2002

Od_or _____
rt_dt _____
pd_rt _____
rp_lr _____

Reference No.

8010940

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) (Location at bottom of windshield and driver's side)		Vehicle Make	Vehicle Model	Vehicle Year	Current Odometer Reading
2B4JB25Y6WK108653		DODGE TRUCK	RAM	1998	
Purchase Date	Dealer's Name _____		Engine Size (CID/CC/L _____)	☐ Turbo ☐ Diesel ☐ Gas ☐ Fuel Injection	
☒ New ☐ Used	City _____ State _____ Zip Code _____		No Cylinders _____		
Transmission Type	Antilock Brakes	Restraint System	Cruise Control	Drive Train	Vehicle Type
☐ Manual ☐ Automatic	☒ Yes ☐ No	☒ 3-Point Belt ☐ Driverside Airbag ☐ Passengerside Airbag ☐ Motorbelt ☐ 2-Point Bel	☐ Yes ☐ No	☐ Front ☐ Rear ☐ 4-Wheel	☐ Car ☐ Van ☐ Minivan ☐ Other _____ ☐ Sport Util ☐ Truck ☐ Motorcycle
				Body Style	
				☐ 2-Door ☐ 4-Door ☐ Stationwagon ☐ Pick Up Truck ☐ Other _____	

FAILED COMPONENT(S)/PART(S) INFORMATION

Component 15130000	Part Name(s) EQUIPMENT:ELECTRIC POWER ACCESSORIES:LOCKS:DOOR	Location ☐ Left ☐ Right ☐ Front ☐ Rear	Failed Part(s) ☐ Original ☐ Replacement
No of Failure	Dates of Failure(s) 30-MAY-2002 Mileage at Failure(s) 34600 Vehicle Speed at Failure(s) _____	Failed Part(s) ☐ Yes ☐ No	NHTSA Previously ☐ 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	Number of Fatalities	Estimated Property Damag	Reported to Police ☐ Yes ☐ No
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NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)

BOTH FRONT SIDE DOORS WOULD NOT OPEN FROM EITHER SIDE. DEALER NOTIFIED, AND INFORMED CONSUMER THAT ACTIVATOR NEEDED TO BE REPLACED. FEEL FREE TO PROVIDE ANY FURTHER INFORMATION.*AK

COPIES OF THIS FORM ARE:

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.



DOT Auto Safety Hotline

U.S. Department
of TransportationNational Highway
Traffic Safety
Administration

Vehicle Owner's Questionnaire (VOQ)

NATIONWIDE 1-888-DASH-2-DOT

1-888-327-4236

www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY

241

Date Received

03-JUN-2002

ST FIVE
DEFECTS INDEXOd_or
rt_dt
od_rt
up_ltr

Reference No.

8010940

OWNER INFORMATION (Type or Print)

JACKSONVILLE

FL

Work No.

Home No.

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) (located on border of
windshield on driver's side)

2B4JB25Y6WK108653

Vehicle Make

DODGE TRUCK

Vehicle Model

RAM

Vehicle Year

1998

Current Odometer Reading

Purchase Date

Dealer's Name Regency DodgeEngine Siz
(CID/CC/L3.6☒ New ☐ UsedCity Jacksonville State FL Zip CodeNo Cylinders 8☐ Turbo
☐ Diesel
☒ Gas
☐ Fuel Injectio

Transmission Type

☐ Manual☒ Yes☒ Automatic☐ No

Anti-lock Brakes

Restraint System

☒ 3-Point Bel:☐ Motorbelt☐ Driverside Airbag☐ 2-Point Bel☐ Passengerside Airbag

Cruise Control

☒ Yes☐ No

Drive Train

☒ Front☒ Rear☐ 4-Wheel

Vehicle Type

☐ Car☒ Van☐ Minivan☐ Other☐ Sport Ut:☐ Truck☐ Motorcycle

Body Style

☐ 2-Door☐ 4-Door☐ Stationwagon☐ Pick Up☐ Truck

FAILED COMPONENT(S)/PART(S) INFORMATION

Component
15130000Part Name(s)
EQUIPMENT:ELECTRIC POWER ACCESSORIES:LOCKS:DOOR

Location

☒ Left
☒ Front☒ Right
☐ Rear

Failed Part(s)

☒ Original
☐ Replacement

No of Failures

Date(s) of Failure(s) 30-MAY-2002Mileage at Failure(s) 34800

Vehicle Speed at Failure(s)

Failed
Part(s)☐ Yes ☐ NoNHTSA
Previously☐ 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

0

Reported to Police

☐ Yes ☒ No

NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)

BOTH FRONT SIDE DOORS WOULD NOT OPEN FROM EITHER SIDE. DEALER NOTIFIED, AND INFORMED CONSUMER THAT ACTIVATOR NEEDED TO BE REPLACED. FEEL FREE TO PROVIDE ANY FURTHER INFORMATION.*AK Once Activators froze, neither front door could be opened by interior handle or key. I had to enter the vehicle through a rear door and drive to the dealer with a hammer next to my seat in case of an emergency. The dealer had to work on the doors in the closed

CONTINUE ON BACK IF NEEDED

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

position. Once the activations were removed, the doors could be opened. I had the valve leave off the activators so I now have manual front doors. It cost me about 420⁰⁰ to do this.

I FEEL THAT THIS IS A DESIGN FLAW BECAUSE THERE IS NO OVERRIDE ON THE INTERIOR DOOR IF THE ACTIVATOR IS FROZEN. IF ALL FOUR ACTIVATORS FAIL AND THE POWER WINDOWS FAIL, YOU WOULD HAVE TO BREAK A WINDOW TO EXIT THE VEHICLE.

SHEETS IF NECESSARY

U.S. Department
of Transportation

**National Highway
Traffic Safety
Administration**

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

Official Business
Penalty for Private Use \$300

BUSINESS REPLY MAIL

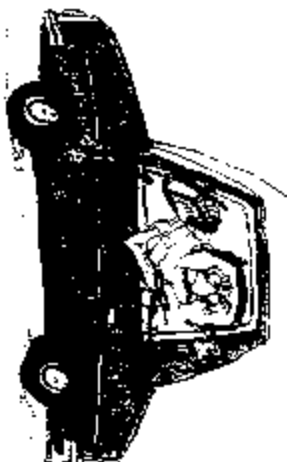
FIRST CLASS PERMIT NO 73173 WASHINGTON, D. C.

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

**NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES**

U.S. Department of Transportation
National Highway Traffic Safety Administration
DOT Auto Safety Hotline, NSA-10.1
400 7th Street, SW
Washington, DC 20590

705205



DOT Auto Safety Hotline
(DASH) 2 DOT

1-888-327-4236

DASH2DOT

and dial toll free at

PORT VEHICLE SAFETY DEFECTS
COMPLETE THIS FORM
OR

1-800-SAFETY-HOTLINE

VEHICLE OWNER'S QUESTIONNAIRE

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