



U.S. Department
of Transportation
National 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 1399

Date Received

04 DEC 2002
2003 JUN -9 PM 12

Oid or

rldt

od_r1

up_ltr

Reference No.

8023718

OWNER INFORMATION (Type or Print)

789311

SAINT LOUIS

MO

Work Number

Home Number

Do you authorize NHTSA to provide a copy of report to the manufacturer of your vehicle?

In the absence of an authorization, NHTSA WILL NOT provide your name and address to the vehicle manufacturer.

☒ YES ☐ NO

Signature of Owner

Date 3/4/03

VEHICLE INFORMATION

Vehicle Ident. No. (VIN) (Excludes all vehicles of vehicles on driver's side)

1B7HF13Z9XJ625938

Vehicle Make

DODGE TRUCK

Vehicle Model

1500

Vehicle Year

1999

Current Odometer Reading

50,000

Purchase Date

5/01

Dealer's Name

Ruetters

Engine Size

(CID/CC/L)

No Cylinders

☐ Turbo☐ Diesel☐ Gas☒ Fuel Injection☐ New ☒ Used

City Olive State MO

Zip Code

Transmission Type

☐ Manual☒ Automatic

Antilock Brakes

☒ Yes☐ No

Restraint System

☒ 3-Point Belt☐ Motorbelt☐ 2-Point Belt☐ Driverside Airbag☐ Passengerside Airbag

Cruise Control

☒ Yes☐ No

Drive Train

☐ Front☐ Rear☒ 4-Wheel

Vehicle Type

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

Body Style

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

FAILED COMPONENT(S)/PART(S) INFORMATION

Component
07200000

Part Name(s)

POWER TRAIN:TRANSMISSION:STANDARD:MANUAL

Location

☐ Left☐ Front☐ Right☐ Rear

Failed Part(s)

☒ Original☐ Replacement

No of Failures

Date(s) of Failure(s) 03-DEC-2002

Mileage at Failure(s) 51000

Vehicle Speed at Failure(s) 0

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

none

Number of Fatalities

none

Estimated Property Damage

none

Reported to Police

☐ Yes☒ No

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

CONSUMER CALLED COMPLAINING WHILE DRIVING THE VEHICLE THE AUTOMATIC TRANSMISSION BROKE, CAUSING THE CONSUMER TO PULL OVER THE ROAD. DEALER HAS BEEN NOTIFIED. PLEASE PROVIDE FURTHER INFORMATION. TS

CONTINUE ON BACK IF NEEDED

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.

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

It was Thanksgiving Day Thursday 23. 2002, I went
Down to the gas station to put gas in it. got gas
35 dollars in it. I was stranded. Fluid started pouring out.
I had to put Transmission Fluid in it to get Home me
and my boys we were going to a family gathering. need less
to say we had to find a ride. I couldn't get my truck to a
shop until next week cause it was a Holiday. I talk
to the Dealers at Bethesda and they said they are not
Responsible, and was not going to pay for it. I was currently
hold off. I was arguing with them, so I change it and
had it done at Allen Transmission. He said the torque
converter went out and melted on the flywheel. He said
not believe at \$100 thousand it would go out. I was

ATTACH ADDITIONAL SHEETS IF NECESSARY

U.S. Department
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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 MAIL, HWY. TRAFFIC SAFETY ADMIN.

U.S. Department of Transportation
National Highway Traffic Safety Administration
DOT Auto Safety Hotline, NSA-101
400 7th Street, SW
Washington, DC 20590

NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES

**VEHICLE
OWNER'S
QUESTIONNAIRE**

DOT AUTO SAFETY HOTLINE

TO REPORT VEHICLE SAFETY DEFECTS
COMPLETE THIS FORM

OR

DASH2DOT

and dial toll free at

1-888-DASH-2-DOT

1-888-327-4236

DOT Auto Safety Hotline
(DASH) 2 DOT



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continue

they found metal showing all over in there and all the part was distroy. that it would cost me over \$2,200 dollars. and I should call the Dealer which I did so they should pay for it but they wouldn't. so I had to pay for it. think about it, I was laid off raising my son. it happen on thanksgiving Day cold, and christmas just around the corner. I do not think I am Responsible for Paying 2,200 for the transmission or Torque converter. that went out over the other part I had not warning signs, no lights came on and I had the truck for about 1 1/2 years. I feel that I should be Remiborse 2,200. I am not happy with my truck no more. I thought it was all hear say that Dodge trucks transmission were bad. but I just I was wrong. I Depend on my truck we Had a lot of snow and were did my truck sit when I need a vehicle. at the shop

Over →

getting fix, and I got stuck
Paying the bill. Here is a
copy of the parts, and labor
By Allen transmission

I would like the Dealers to
Refuse to Reimburse me or
Chrysler to Reimburse me

Home [REDACTED] thanks
Work [REDACTED] [REDACTED]

I will get Reimburse for it
By Chrysler or Refuse:

I either bought a truck with a
bad transmission, or Chrysler
needs a Recall on it. I called
Chrysler in Detroit and they said
no Recall on it I do believe
I should be Reimburse so how
I am not Responsible for it

I thought you said 70 thousand
Are 7 years Power Train Transmission
warranty. Lets see if you
Hold your word.

**THE ATTACHMENTS TO THIS
DOCUMENT HAVE BEEN REMOVED
TO PROTECT UNWARRANTED
INVASION OF PERSONAL PRIVACY
PURSUANT TO EXEMPTION 6 OF
THE FREEDOM OF INFORMATION
ACT (FOIA), 5 U.S.C. 552(b)(6).**