Form Approved: O.M.B. No. 2-25-0033

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 255

Date Received: 08-FEB-2000

Od_or ____ ____
rt_dt ____ ____
od_rt ____ ____
up_ltr ____ ____

Reference No. 856499

[redacted]

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 at base of windshield on driver's side)	Vehicle Make	Vehicle Model	Vehicle Year	Current Odometer Reading
	DODGE TRUCK	RAM	1998	

Purchase Date: ☐ New ☒ Used

Dealer's Name _____
City _____ State _____ Zip Code _____

Engine Size (CID/CC/L _____
No Cylinders _____

☐ Turbo
☐ Diesel
☐ Gas
☐ Fuel Injection

Transmission Type	Antilock Brakes	Restraint System	Cruise Control	Drive Train	Vehicle Type	Body Style
☐ Manual ☐ Automatic	☐ Yes ☒ No	☐ 3-Point Belt ☐ Driverside Airbag ☐ Passengerside Airbag ☐ Motorbelt ☐ 2-Point Belt	☐ Yes ☒ No	☐ Front ☐ Rear ☐ 4-Wheel	☐ Car ☐ Van ☐ Minivan ☐ Other_____ ☐ Sport Utl ☐ Truck ☐ Motorcycle	☐ 2-Door ☐ 4-Door ☐ Stationwagon ☐ Pick Up Truck ☐ Other_____

FAILED COMPONENT(S)/PART(S) INFORMATION

Component	Part Name(s)	Location	Failed Part(s)
07300000	POWER TRAIN:TRANSMISSION:AUTOMATIC	☐ Left ☐ Right ☐ Front ☐ Rear	☐ Original ☐ Replacement

No of Failures	Date(s) of Failure(s) / Mileage at Failure(s) / Vehicle Speed at Failure(s)	Failed Part(s) Available?	NHTSA Previously Contacted?
	_____	☐ Yes ☐ No	☐ 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	Fire	Number of Persons Injured	Number of Fatalities	Estimated Property Damage	Reported to Police
☐ Yes ☒ No	☐ Yes ☒ No				☐ Yes ☒ No

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

VEHICLE HAS A BROKEN PARK ROD WHICH IS A PART OF THE PARK GEAR. WHEN VEHICLE IS PLACED INTO PARK, it WILL KEEP ROLLING. DEALER HAS BEEN CONTACTED.*AK

CONTINUE ON BACK IF NEEDED

Form Approved: O.M.B. No. 2127-0008

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 255

Date Received: 00 FEB 22 AM 7:32 — 08-FEB-2000 — OFFICE OF DEFECTS INVESTIGATION

Od_pr rt_dt
od_rt
up_ltr

Reference No. 856499

OWNER INFORMATION (Type or Print)

[redacted] 589205

Work Number

Home Numb[redacted]

Do you authorize NHTSA to [redacted] of your vehicle? ☒ YES ☐ NO
In the absence of an aut[redacted] and address to the vehicle manufacturer.

Signature of Owner [redacted] Date 2/15/2000

[redacted]RMATION

Vehicle Ident. No. (VIN.) (Located at bottom of windshield on driver's side)	Vehicle Make	Vehicle Model	Vehicle Year	Current Odometer Reading
3B7HF12Y2WM231451	DODGE TRUCK	RAM	1998	37,770

Purchase Date: 01/98
☐ New ☒ Used

Dealer's Name: Rochester DODGE
City: Rochester State: NH Zip Code: 03867

Engine Size (CID/CC/L): ____
No Cylinders: 8
☐ Turbo ☐ Diesel ☐ Gas ☒ Fuel Injection

Transmission Type	Antilock Brakes	Restraint System	Cruise Control	Drive Train	Vehicle Type	Body Style
☒ Manual ☐ Automatic	☐ Yes ☒ No	☐ 3-Point Belt ☐ Motorbelt ☒ Driverside Airbag ☐ 2-Point Belt ☒ Passengerside Airbag	☐ Yes ☒ No	☐ Front ☐ Rear ☒ 4-Wheel	☐ Car ☐ Sport Ut ☐ Van ☒ Truck ☐ Minivan ☐ Motorcycle ☐ Other ____	☐ 2-Door ☐ 4-Door ☐ Stationwagon ☒ Pick Up Truck ☐ Other ____

FAILED COMPONENT(S)/PART(S) INFORMATION

Component	Part Name(s)	Location	Failed Part(s)
07300000	POWER TRAIN:TRANSMISSION:AUTOMATIC	☐ Left ☐ Right ☐ Front ☐ Rear	☒ Original ☐ Replacement

No of Failures

Date(s) of Failure(s): 1/24
Mileage at Failure(s): 37,200
Vehicle Speed at Failure(s): STOP AT IDLE

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	Fire	Number of Persons Injured	Number of Fatalities	Estimated Property Damage	Reported to Police
☐ Yes ☒ No	☐ Yes ☒ No	NA	NA	NA	☐ Yes ☒ No

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

VEHICLE HAS A BROKEN PARK ROD WHICH IS A PART OF THE PARK GEAR. WHEN VEHICLE IS PLACED INTO PARK, it WILL KEEP ROLLING. DEALER HAS BEEN CONTACTED.*AK

CONTINUE ON BACK IF NEEDED

Fold to show Return Address (no stamp needed) Fasten with tape or staple and mail

INFORMATION ON TIRE FAILURE(S) (IF APPLICABLE)

TIRE IDENTIFICATION NO.*

D	O	T												MANUFACTURER/TIRE NAME	SIZE

* The identification number consists of 7 to 10 letters and numerals following the letters DOT. It is usually located near the rim flange on the side opposite the whitewall or on either side of a blackwall tire.

NARRATIVE DESCRIPTION (CONTINUED)

Truck Not Engaging in Park could Be Dangerous. Truck Rolls. Emergency Brake is the only way to Stop Truck From Rolling.

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

NO POSTAGE NECESSARY IF MAILED IN THE UNITED STATES

BUSINESS REPLY MAIL

FIRST CLASS PERMIT NO 73173 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

LINCOLN Mercury TOYOTA Dodge

Route 11 West - P.O. Box 1598
ROCHESTER, N.H. 03867
Sales Service & Parts - (603) 332-5131
Parts Dept Fax Only - (603) 335-1135
www.rochesterlmtc.com

DATE	ADVISOR: RICK 10	RO NO	INVOICE DATE: 02/08/00
[redacted]	LABOR RATE	LICENSE NO	MILEAGE: 37378
	YEAR-MAKE/MODEL: 98/DODGE TRUCK/RAM		COLOR: BLACK
	VEHICLE ID NO: 3B7HF12Y2WM231451		DELIVERY DATE: 01/05/98
			DELIVERY NO: 22
			H.O. DATE: 02/07/00
	COMMENTS		REPRINT # 1
			MC 37380

LABOR & PARTS

NH STATE INSPECTION	TECH(S):75	16.00

CUSTOMER REQUESTS NEW HAMPSHIRE STATE INSPECTION
PASSED

PART	QTY	PR NUMBER	DESCRIPTION	UNIT PRICE	
			JOB # 1 TOTAL PARTS		0.00
			JOB # 1 TOTAL LABOR & PARTS		16.00

AUTO TRANSMISSION	TECH(S):75	204.00

CUSTOMER STATES WE LOOKED AT THIS FOR A POSSIBLE PAWL CONCER
VEHICLE WILL NOT HOLD IN PARK
THIS VEHICLE IS 4WD REMOVED TRANSFER CASE-REMOVED PAN
REMOVED VALVE BODY-RETREIVED BROKEN PICE OF PARK ROD-REPLACE
ROD-REASSEMBLE-REFILL TRANS AND ROADTEST.TECH ALSO NOTES AN
UNRELATED CONCERN-TRANS SHIFTER BINDS IF SHIFTED MANUALLY TO
2ND OR LOW-CUSTOMER DOES NOT WISH TO ADDRESS AT THIS TIME

PART	QTY	PR NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 1	1	4471478	R30	10.50	10.50
JOB # 2	2	E012125-AA	FLUID AFT 1081018	12.40	24.80
JOB # 2	1	E012978-AA	GASKET 01 21004003	4.50	4.50
			JOB # 2 TOTAL PARTS		39.80
			JOB # 2 TOTAL LABOR & PARTS		243.80

MISC CODE	DESCRIPTION	CONTROL NO	
JOB # 2	01 VIP CARD BLUE		-16.00
		TOTAL - MISC	-16.00

TOTALS

TOTAL LABOR....	220.00
TOTAL PARTS....	39.80
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	0.00
TOTAL MISC DISC	-16.00 VIP
TOTAL TAX.....	0.00
TOTAL INVOICE $	243.80

[ ] CASH [ ] CHECK CK NO. [ ]
[ ] VISA [ ] MASTERCARD [ ] DISCOVER
[ ] AMER EXPRESS [ ] OTHER [ ] A/R CHARGE

THANK YOU FOR YOUR BUSINESS!
CUSTOMER SATISFACTION IS OUR #1 GOAL
SERVICE MGR. GREG HEDE
PARTS MANAGER BRIAN CARROLL

CUSTOMER SIGNATURE

CUSTOMER COPY [END OF INVOICE] 12:02:38

Lincoln Mercury · TOYOTA Dodge

Rochester

Lincoln Mercury • Toyota • Dodge

Route 11 West - P.O. Box 1598
ROCHESTER, N.H. 03867
Sales, Service & Parts - (603) 332-5101
Parts Dept Fax Only - (603) 335-1156
www.rochesterlmd.com

[redacted]	ADVISOR: ANGIE 4785	TAG NO	INVOICE DATE: 02/01/00	LICENSE: LICS7552
		MILEAGE: 37375	COLOR: BLACK	
	YEAR MAKE MODEL: 98/DODGE TRUCK/RAM		DELIVERY DATE: 01/05/98	DELIVERY MILES: 22
	VEHICLE ID NO: 3B7HF12Y2WM231451		SELLING DEALER NO	
	F T E NO	P O NO		
	BUSINESS PHONE	COMMENTS		MO: 37375

LABOR & PARTS

# 1 [illegible]	AUTO TRANS CONCERN CUSTOMER STATES VEHICLE WILL NOT HOLD IN PARK CHECK AND ADVISE ROAD TEST FOR PROPER TRANSMISSION OPERATION//NO PARK CHECK FOR TSB'S//NONE FOUND. CHECK LINKAGE//OK. REMOVE TRANSMISSION PAN TO INSPECT//NO CAUSE SEEN AT THIS TIME. DUE TO CUSTOMER TIME RESTRAINTS ADDITIONAL APPOINTMENT SCHEDULED FOR 2/7/99	TECH(S):B7	60.00

PARTS	QTY	PART NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 1	1	5010125-AA	FLUID AFT 1081018	12.40	12.40
JOB # 1	2	5010124-AA	FLUID AFT 1081018	3.10	6.20
			JOB # 1 TOTAL PARTS		18.60
			JOB # 1 TOTAL LABOR & PARTS		78.60

COMMENTS
CUSTOMER WAITING

TOTALS

TOTAL LABOR....	60.00
TOTAL PARTS....	18.60
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	0.00
TOTAL MISC DISC	0.00
TOTAL TAX.....	0.00
TOTAL INVOICE $	78.60

[ ] CASH [ ] CHECK CK NO. [ ]
[ ] VISA [ ] MASTERCARD [ ] DISCOVER
[ ] AMER XPRESS [ ] OTHER [ ] A/R CHARGE

THANK YOU FOR YOUR BUSINESS!!
CUSTOMER SATISFACTION IS OUR #1 GOAL
PARTS & SERVICE DIR. GREG HEDE
PARTS MANAGER: BRIAN CARROLL

CUSTOMER SIGNATURE

Chrysler Customer Center
P.O. Box 21-8004
Auburn Hills, MI 48321-8004

To Whom It May Concern:

In the past I have enjoyed leasing Chrysler products because of the low maintenance and reasonable lease rates. Recently however I was disappointed with the outcome of my last trip to the dealer for service. We were charged with two invoices totaling 322.40 for the repair of a broken park rod. The park rod was a $10 part that engages the truck into park, neutral, drive or reverse. I do not feel that part should break under normal driving conditions in a two-year-old vehicle.

The problem started when the vehicle was shifted from four-wheel drive to two-wheel drive while at idle at a light. When we went to go the truck started bucking and hesitated. Then the truck went as usual. Since this time we noticed at our next stop that the truck would roll when it was in park. We had to use the emergency brake to stop the truck. A potentially dangerous situation. It is important to note that the truck shifter lever was in the drive position the whole time of the problem at the light. It is true that the vehicle had approximately 37,200 miles on it at the time of the problem. I honestly feel that this part should not have broken so easily. What is to prevent this from happening again under these same normal-driving conditions? We actually only shift into four wheel drive about ten times a year for certain weather conditions December to February here in New Hampshire.

I feel more responsibility should be taken by the dealer or by Chrysler. We did just have the transmission serviced at 35,000 miles at this same dealer in December.

Enclosed are the documents of service from the dealer in Rochester, New Hampshire.

Anything that could be done to restore my faith in Chrysler and its ram tough slogan would be greatly appreciated. I can be reached at [redacted]

Thank you for your time.

[redacted]