

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 118

Date Received

19-APR-2000

 Od\_or \_\_\_\_\_  
 rt\_dt \_\_\_\_\_  
 od\_rt \_\_\_\_\_  
 up\_ltr \_\_\_\_\_

Reference No.

860576

 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) <small>(located at front of windshield on drivers side)</small><br><b>1B6MC36C6TJ121369</b> | Vehicle Make<br><b>DODGE TRUCK</b> | Vehicle Model<br><b>3500</b> | Vehicle Year<br><b>1996</b> | Current Odometer Reading |
|----------------------------------------------------------------------------------------------------------------------|------------------------------------|------------------------------|-----------------------------|--------------------------|

|                                                                       |                                       |                              |                                                                                                                                              |
|-----------------------------------------------------------------------|---------------------------------------|------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------|
| Purchase Date                                                         | Dealer's Name _____                   | Engine Size (CID/CC/L) _____ | <input type="checkbox"/> Turbo<br><input type="checkbox"/> Diesel<br><input type="checkbox"/> Gas<br><input type="checkbox"/> Fuel Injection |
| <input checked="" type="checkbox"/> New <input type="checkbox"/> Used | City _____ State _____ Zip Code _____ | No Cylinders _____           |                                                                                                                                              |

|                                                                                            |                                                                                           |                                                                                                                                                                                                                                                         |                                                                                          |                                                                                                                    |                                                                                                                                                                                                                                                                |                                                                                                                                                                                                                        |
|--------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Transmission Type<br><input type="checkbox"/> Manual<br><input type="checkbox"/> Automatic | Antilock Brakes<br><input checked="" type="checkbox"/> Yes<br><input type="checkbox"/> No | Restraint System<br><input checked="" type="checkbox"/> 3-Point Belt <input type="checkbox"/> Motorbell<br><input checked="" type="checkbox"/> Driverside Airbag <input type="checkbox"/> 2-Point Belt<br><input type="checkbox"/> Passengerside Airbag | Cruise Control<br><input type="checkbox"/> Yes<br><input checked="" type="checkbox"/> No | Drive Train<br><input type="checkbox"/> Front<br><input type="checkbox"/> Rear<br><input type="checkbox"/> 4-Wheel | Vehicle Type<br><input type="checkbox"/> Car <input type="checkbox"/> Sport Ult<br><input type="checkbox"/> Van <input type="checkbox"/> Truck<br><input type="checkbox"/> Minivan <input type="checkbox"/> Motorcycle<br><input type="checkbox"/> Other _____ | Body Style<br><input type="checkbox"/> 2-Door<br><input type="checkbox"/> 4-Door<br><input type="checkbox"/> Stationwagon<br><input checked="" type="checkbox"/> Pick Up Truck<br><input type="checkbox"/> Other _____ |
|--------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

## FAILED COMPONENT(S)/PART(S) INFORMATION

|                              |                                                                                                                     |                                                                                                                                          |                                                                                             |
|------------------------------|---------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------|
| Component<br><b>13130000</b> | Part Name(s)<br><b>STRUCTURE:BODY</b>                                                                               | Location<br><input type="checkbox"/> Left <input type="checkbox"/> Right<br><input type="checkbox"/> Front <input type="checkbox"/> Rear | Failed Part(s)<br><input type="checkbox"/> Original<br><input type="checkbox"/> Replacement |
| No of Failures               | Date(s) of Failure(s) <u>22-FEB-2000</u><br>Mileage at Failure(s) <u>07000</u><br>Vehicle Speed at Failure(s) _____ | Failed Part(s) Available?<br><input type="checkbox"/> Yes <input type="checkbox"/> No                                                    | NHTSA Previously Contacted?<br><input type="checkbox"/> Yes <input type="checkbox"/> 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<br><input type="checkbox"/> Yes <input checked="" type="checkbox"/> No | Fire<br><input type="checkbox"/> Yes <input checked="" type="checkbox"/> No | Number of Persons Injured | Number of Fatalities | Estimated Property Damage | Reported to Police<br><input type="checkbox"/> Yes <input checked="" type="checkbox"/> No |
|------------------------------------------------------------------------------|-----------------------------------------------------------------------------|---------------------------|----------------------|---------------------------|-------------------------------------------------------------------------------------------|

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

CHASSIS CRACKED IN HALF. OWNER MADE THIS DISCOVERY AFTER CRAWLING UNDER THE TRUCK TO LUBE SOME PARTS. PROBLEM WAS REPORTED TO MANUFACTURER. PROBLEM HAS NOT BEEN CORRECTED. PLEASE PROVIDE ANY FURTHER INFORMATION. \*AK

CONTINUED ON BACK (11888)

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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OFFICE INVESTIGATION

Od\_or \_\_\_\_\_  
rt\_dt \_\_\_\_\_  
od\_rt \_\_\_\_\_  
up\_fr \_\_\_\_\_

Reference No.

860576

## OWNER INFORMATION (Type or Print)

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 5/2/00

## VEHICLE INFORMATION

|                                                                                                                                                               |                                                                                           |                                                                                                                                                                                                                                                                                                                                             |                                                                                          |                                                                                                                                                                    |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Vehicle Ident. No. (VIN) (located at bottom of windshield on driver's side)<br><b>1B6MC36C6TJ121369</b>                                                       | Vehicle Make<br><b>DODGE TRUCK</b>                                                        | Vehicle Model<br><b>3500</b>                                                                                                                                                                                                                                                                                                                | Vehicle Year<br><b>1996</b>                                                              | Current Odometer Reading<br><b>87526</b>                                                                                                                           |
| Purchase Date<br><b>11-96</b>                                                                                                                                 | Dealer's Name <b>King Automotive</b>                                                      |                                                                                                                                                                                                                                                                                                                                             | Engine Size (CID/CC/L)<br><b>6</b>                                                       | <input checked="" type="checkbox"/> Turbo<br><input checked="" type="checkbox"/> Diesel<br><input type="checkbox"/> Gas<br><input type="checkbox"/> Fuel Injection |
| <input checked="" type="checkbox"/> New <input type="checkbox"/> Used                                                                                         | City _____ State _____ Zip Code _____                                                     |                                                                                                                                                                                                                                                                                                                                             | No Cylinders                                                                             |                                                                                                                                                                    |
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| No of Failures               | Date(s) of Failure(s) <b>22-FEB-2000</b><br>Mileage at Failure(s) <b>87000</b><br>Vehicle Speed at Failure(s) _____ | Failed Part(s) Available?<br><input type="checkbox"/> Yes <input type="checkbox"/> No                                                                     | NHTSA Previously Contacted?<br><input type="checkbox"/> Yes <input type="checkbox"/> No                |

## APPLICATION INCIDENT INFORMATION

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

|                                                                              |                                                                             |                           |                      |                           |                                                                                           |
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CONTINUE ON BACK IF NEEDED

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1063

- To whom it may concern, 4-5-00

ON 11/96 I Eddie Stoeimer of Ed's Auto Repair & Towing purchased a 1996 Dodge 3500 SERIES 5000 Truck.

ON 2-22-00 Ed found the Right Frame Rail Cracked straight up and down in the center. We took it to the local Dealership and they said they don't have the facilities to repair it here that it would have to go to Crystal River Dodge.

We paid to have it towed out there and after 1 week of waiting Dodge says sorry your out of warranty here is \$7,000 miles on Truck, so we pay for it to be towed back to our shop.

ON 3-6-00 spoke with Wanda Cunningham, A Customer Relations Specialist from Daimler Chrysler stating we did not agree with the decision made - after much discussion she said she would send a technical advisor out to view truck. See Attached letter

ON 3-22-00 Mark Wisco came to our shop to view truck, take pictures

203

That was printed in the 1997  
December issue of Tow Times  
TRADE Magazine. IN Reference to  
A CLASS ACTION Suit against Chrysler  
Alleging that Dodge Ram one ton  
cab chassis do not hold up to the  
demands of Towing.  
See Attached

Clearly this has happened to more  
than just a few people -  
And should be treated NOT AS A  
Warranty or Maintenance ISSUE  
BUT AS A MANUFACTURING ISSUE!

ON 3-28-00 Wanda Cunningham called  
us and told us that Dodge will pay  
to Tow, Patch - Both sides and Tow  
Back to us - This was fine with  
us.

ON 3-31-00 Carter's towing came  
out and took our Tow TRUCK to Body Shop  
at Sullivan Olds Cad. IN OALA to be fixed  
See Attached

ON 4-4-00 CARTER'S Returned the Dodge  
back to us - NOT Fixed -  
per Wanda Cunningham - It can't  
be patched and they're not going  
to put a New FRAME ON cause  
we're out of warranty

3 of 3

In Conclusion we feel  
that Dodge should take  
Responsibility for the Repairs  
to the Frame of our tow Truck

VIN#

1BLMC36C6T5121269

Thank You,



# DAIMLERCHRYSLER

March 6, 2000

DaimlerChrysler  
Motors Corporation  
Orlando Zone Office  
Sales and Service

Ms. Alli Moore  
4610 S. Florida Ave.  
Inverness, FL 34450

Re: VIN # 1B6MC36C6TJ121369  
CAIR # [REDACTED]

Dear Ms. Moore:

In response to a request for technical assistance, we have scheduled an inspection/evaluation and repairs if needed. **Please contact the Service Manager, Bobby Diestler, and he will advise you on what time to bring your vehicle in for the tech advisor to inspect.**

**DATE:** 3/22/2000  
**LOCATION:** Crystal CPD  
Inverness  
**CONTACT:** Service Manager

When you have arrived at the dealership, please go directly to the service area and let the Service Manager know you are there for your vehicle to be seen by **Mark Wisdo, Technical Advisor.**

Thank you for the opportunity to serve you.

  
Wanda D. Cunningham  
Customer Relations Specialist

/cs  
cc: Mark Wisdo, Technical Advisor  
Bobby Diestler, Service Manager



## Navistar Hybrid Electric Vehicle

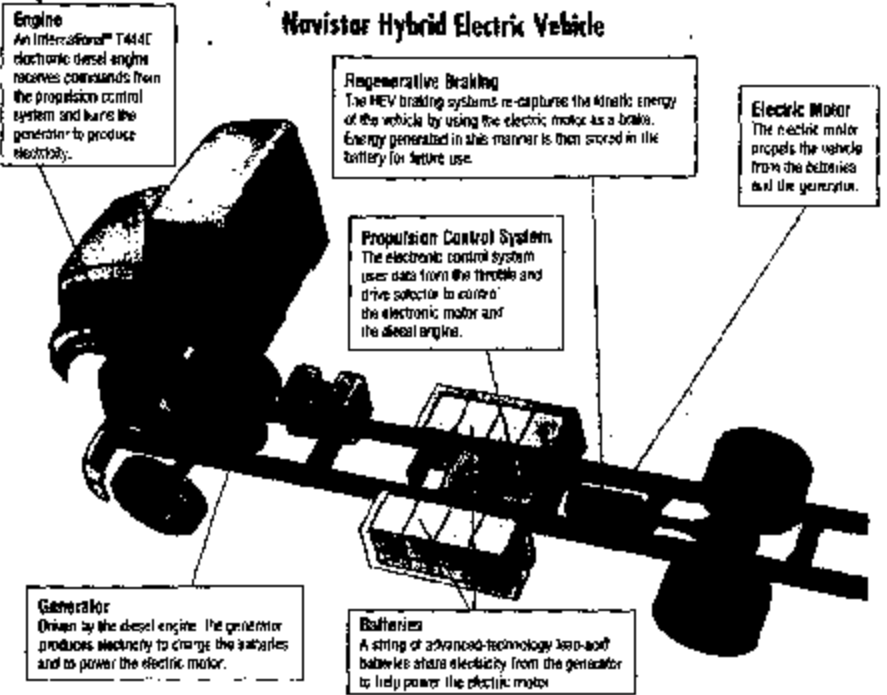


Illustration: International Truck Navistar

The Navistar Hybrid Electric (HEV) will be tested by customers in real-world applications.

tested. These alternative-powered vehicles, which can use internal combustion engines coupled with electric motors, will be road-tested by Navistar customers in real-world applications.

### Dodge Ram 3500s Named In Class Action Suit

Alleging their 1994 through 1996 Dodge Ram one-ton cab chassis do not hold up to the demands of towing,

several tow operators have filed a class action complaint against Chrysler Corporation.

The plaintiffs allege that the problems are caused by poorly designed brakes, transmissions and frames. According to Chrysler, between 45,000 and 75,000 of the vehicles were manufactured and sold, although it is not known how many were equipped as tow trucks. A motion by Chrysler to dismiss the case was denied in October. Lead counsel for the tow truck operators is James Lowe of Lowe • Eklund • Wakefield, LLP in Cleveland, Ohio. Interested individuals may contact Lowe at (216) 781-8880, fax (216) 781-2610 or e-mail jlowe@lewlaw.com.

77

FAXED LTR 1-15-98

### Who's in the news...

Anthony Silva and Erin Smith have been named regional managers by Nissan. Other Nissan dealers include: Ted Clayton, Skip Baker and Mark Jacobs will serve as district managers.

## TRAA Introduces Its First Collector Tow Truck

MAKES A PERFECT GIFT FOR THE HOLIDAYS! ORDER YOURS TODAY!

**JUST \$39.95** plus shipping and handling.

commissioned its first collector tow truck. Produced by First Gear Inc. in Peosta, Iowa, the 1/34 scale model '52 GMC with a heavy-duty unit has TRAA's distinguishable blue logo on a white cab and body. Blue fenders, wheels, and boom highlight this one-of-a-kind collectible.

First Gear's well-known commitment to quality is evidenced by the detailed interior, undercarriage, twin wrecker boom with cables, clear view head lamps, chrome body-side handrails, emergency lights, duplex controls and real rubber tires.

For just \$39.95 each plus shipping, the TRAA collectible is a great way to expand your collection or start one for you or a friend. To order your truck, just fill out the order form provided and return it with payment (either check, money order or VISA/MasterCard) payable to TT Publications to: TRAA Collector Truck, PO Box 522020, Longwood, FL 32752-2020.

**Quantities are limited and will be sold on a first-come basis.**  
**Allow two weeks for delivery.**

*Sponsored by Tow Times*



(352) 245-3123 / 245-2896  
FAX (352) 245-5093

NO 6686

U  
L  
L  
O

Sullivan Olds Co

Ocala

☐ CASH  
☐ CHARGE  
☒ ON ACCOUNT

|                                                            |                                          |                           |      |
|------------------------------------------------------------|------------------------------------------|---------------------------|------|
| DATE<br>3-31-00                                            | TIME<br>AM<br>(PM)                       | REQUESTED BY<br>Body Shop |      |
| YEAR<br>96                                                 | MAKE/MODEL/COLOR<br>Dodge 3500 TOW TRUCK | TAG#                      |      |
| VIN#                                                       | MILEAGE                                  |                           |      |
| LOCATION OF VEHICLE<br>Ed's Auto Repair                    |                                          | TOWN TO<br>Sullivan       |      |
| P.O.                                                       | R.O.                                     | SIGNATURE                 |      |
| VEHICLE WILL NOT BE RELEASED UNTIL WRECKER SERVICE IS PAID |                                          |                           |      |
| REMARKS                                                    | MILEAGE CHG                              |                           |      |
|                                                            | TOWING CHG                               |                           |      |
|                                                            | LABOR CHG                                |                           |      |
|                                                            | ADULTS                                   |                           |      |
|                                                            | STORAGE CHG                              |                           |      |
|                                                            | STORAGE CLEAN                            |                           |      |
|                                                            | EXTRA TOW                                |                           |      |
|                                                            | PAY DATE                                 |                           |      |
|                                                            | TOTAL                                    |                           |      |
| SIGNATURE OF TOW OPERATOR<br>R. L. G. 8 3-31-00            |                                          | TR#                       | DATE |

I HAVE BEEN ADVISED THAT MY VEHICLE MAY BE DAMAGED OR BE IN A RISK OF BEING SO. I AGREE TO WAIVE THE  
 DIFFICULTY OF PROOF AND I AGREE TO WAIVE THE RIGHT TO RECOVER FOR SUCH DAMAGE SHOULD IT BECOME NECESSARY FOR ME TO PAY THE ASSURED'S BILL, AND  
 AGREE TO PAY INTEREST AT THE MAXIMUM PERCENTAGE ALLOWED BY LAW ON ANY OUTSTANDING BALANCE.

## SIGNATURE OF CARD MEMBER AS IF NOT

331-00  
Took truck for 2 Days  
To Fix it + Brought  
it Back a sent  
NO your out,  
of Warren

5-1-00

To whom it May Concern

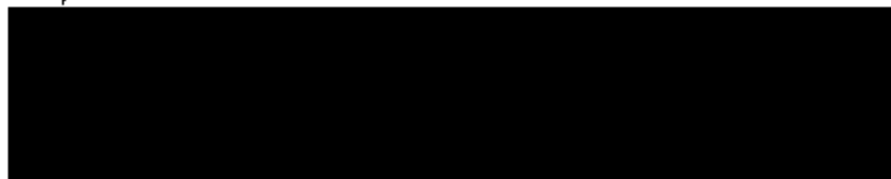
An up Date on whats going on is that Wanda Cunningham Agreed to consider price quotes for patching Frame, And one from Metts Truck Center got the Job. (see Attached)

We are a small Business and need our tow truck so it should Be Ready in a week.  
But...

- why did Dodge take the truck for 2 Days and then Return it?
  - what about when we Decide to Sell it? - Will this effect the Price and or Trade in possibilities with all the Patch work on it?
  - How many more people has this happened to -
  - Since we settled For A Patch Job if this Becomes A Recall are
-

we exeloded from Reeeel ?

Thank you for  
your Time -



Melts Truck Center Inc  
2329 N Skeeter Ter  
Hernando, FL 34442  
352-344-2544

Harold

Ed's Towing  
352-226-5223

Re 1966 Dodge 3500 Tow Truck  
Vin # 1B6MC36C6TJ121369  
License [REDACTED]

Check frame damage. Found right frame rail approximately 30" behind cab mount broke. Also, crack on right frame rail at rear spring front hanger and small crack on left.

Repair procedure, estimate

Remove body bolts for tow unit, raise body to gain access to frame. Drain and remove fuel tank.

Pull frame back into place, weld crack and weld. Make up and weld diamond plate on inside of right frame. Weld small cracks in right and left frame. Make up two 36" plates for outside of frame. Drill plates and bolt into place.

|                                                                   |         |
|-------------------------------------------------------------------|---------|
| Labor approximately 19 hrs                                        | 855.00  |
| Consumed materials                                                | 34.20   |
| Materials 2 frame rail sections, plate,<br>Bolt, nut, washers etc | 125.00  |
| Sub-total                                                         | 1084.20 |
| Tax                                                               | 65.05   |
| Total                                                             | 1149.25 |