

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 241

Date Received

22-MAY-2000

 Od_or _____
 Rt_dt _____
 od_rt _____
 up_ltr _____

Reference No.

862299

 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 front of windshield on drivers side) 3B7HC13Y9XM548166	Vehicle Make DODGE TRUCK	Vehicle Model RAM	Vehicle Year 1999	Current Odometer Reading
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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 ☐ 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 12240000 12271000	Part Name(s) INTERIOR SYSTEMS:ACTIVE RESTRAINTS:BELT RETRACTORS INTERIOR SYSTEMS:RESTRAINT:BELT WARNING SYSTEM:LIGHT	Location ☐ Left ☐ Right ☐ Front ☐ Rear	Failed Part(s) ☐ Original ☐ Replacement
No of Failures	Date(s) of Failure(s) <u>15-AUG-1999</u> Mileage at Failure(s) <u>17900</u> Vehicle Speed at Failure(s) _____	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	Number of Fatalities	Estimated Property Damage	Reported to Police ☐ Yes ☒ No
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NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)

SEAT BELT WOULD TIGHTEN WHENEVER SEAT BELT LIGHT WOULD COME ON. ALSO, WOULD NOT RETRACT AFTER VEHICLE WAS STARTED. VEHICLE BEEN IN DEALER SHOP ON FOUR OCCASIONS, AND PROBLEM COULD NOT BE RESOLVED. *AK

CONTINUED ON BACK (REVERSE)

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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Date Received

00 JUN 20 PM 2
22 MAY 2000OFFICE
DEFECTS INVESTIGATION

Od or
rt dt
id id
up Mr

Reference No.

862299

Work Number

Home Number

OWNER INFORMATION (Type or Print)

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 6/6/00

VEHICLE INFORMATION

Vehicle Ident. No. (VIN) (Located at bottom of windshield on driver's side) 3B7HC13Y9XM548186	Vehicle Make DODGE TRUCK	Vehicle Model RAM	Vehicle Year 1999	Current Odometer Reading 17,246
Purchase Date 5-29-99	Dealer's Name STOCKTON DODGE		Engine Size (CID/CC/L) 5.2L	☐ Turbo ☐ Diesel ☒ Gas ☒ Fuel Injection
☒ New ☐ Used	City Stockton	State CA	Zip Code 95208	No Cylinders V8
Transmission Type ☐ Manual ☒ Automatic	Antilock Brakes ☒ Yes ☐ No	Restraint System ☒ 3-Point Belt ☐ Motorbelt ☒ Driverside Airbag ☐ 2-Point Belt ☒ Passengerside Airbag	Cruise Control ☒ Yes ☒ NO	Drive Train ☐ Front ☒ Rear ☐ 4-Wheel
Vehicle Type ☐ Car ☐ Van ☐ Minivan ☐ Other		Body Style ☐ 2-Door ☒ 4-Door ☐ Stationwagon ☐ Pick Up Truck ☐ Other		

FAILED COMPONENT(S)/PART(S) INFORMATION

Component 12240900 12271800	Part Name(s) INTERIOR SYSTEMS:ACTIVE RESTRAINTS:BELT RETRACTORS INTERIOR SYSTEMS:RESTRAINT:BELT WARNING SYSTEM:LIGHT	Location ☐ Left ☐ Front ☐ Right ☐ Rear	Failed Part(s) ☐ Original ☐ Replacement
No of Failures 4	Date(s) of Failure(s) 15-AUG-1999 8/23/99 2/17/00 2/25/00 5/25/00	Mileage at Failure(s) 17200 3,141 15,195 15,399 17,074	Vehicle Speed at Failure(s)
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	Number of Fatalities	Estimated Property Damage	Reported to Police ☐ Yes ☒ No
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NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)

SEAT BELT WOULD TIGHTEN WHENEVER SEAT BELT LIGHT WOULD COME ON. ALSO, WOULD NOT RETRACT AFTER VEHICLE WAS STARTED. VEHICLE BEEN IN DEALER SHOP ON FOUR OCCASIONS, AND PROBLEM COULD NOT BE RESOLVED. *AK

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.

June 6, 2000

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

Re: Safety issue on seat belts for my 1999 Dodge Ram

Dear Manufacturer,

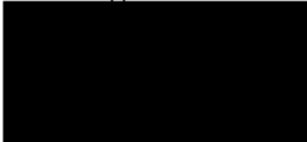
I am writing this letter to inform you about my dissatisfaction and nonconformity with my 1999 Dodge Ram truck. I purchased this vehicle on May 29, 1999. The vehicle identification number is 3R7HC13Y9XM548166. I purchased this truck from Stockton Dodge Discount Dodge in Stockton and have had it serviced at the same location. The current odometer reading on the truck is 17,246 miles. My complaint on this vehicle is that the seat belt light comes on and the two front seat belts lock. This will happen at any time. If vehicle is started and we don't have our seat belts on at that time, the seat belt light comes on and the seat belts will not retract from the seats. If vehicle is already running and we have our seat belts on, when the seat belt light comes on the seat belts will lock and we can't move.

I have attached a copy of the invoices for all four times I have taken the truck in for repair. The first time this occurred was on August 21, 1999 and August 22, 1999. I took the truck in for repair on August 23, 1999 and the odometer reading at that time was 3,141 miles. Kyle, the person at the service dealership, stated that the timer on seat belt was wrong. They had the part replaced and I picked up my truck the same day in the evening. The second time the problem occurred was on February 14, 2000 and February 16, 2000. I took the truck in for repair on February 17, 2000. This time Kyle stated the module on the seat belt was wrong. They replaced this part and I picked up my truck on the same day in the evening. The third time this problem occurred was on February 19, 2000 and on February 20, 2000. I took the truck in for repair on February 24, 2000. This time Kyle stated the truck had an incorrect powertrain control module. He did not know how it had happened but he stated this was put on wrong from the manufacturer when the truck was first built. This time the truck remained in the service dealership overnight because the part they needed was going to be delivered to them that afternoon and they couldn't work on the truck until the following day. They put the correct part on the truck and I picked it up on February 25, 2000. The fourth time the problem occurred was just recently on May 19, 2000. I took the truck in for repair on May 23, 2000. This time Kyle stated that unfortunately the truck did not have a memory to record any activity that had happened to the truck. They did not find anything wrong with the truck after keeping it there all day. Kyle suggested they keep the truck overnight so they could look under the driver side seat. I had a CD installed from the dealer when I first purchased the truck. Kyle believed that when CD was installed maybe the wires were moved around. They did not find anything wrong with the truck and did not fix anything this time so I picked up the truck on May 25, 2000. The service dealership has informed me that they will not fix anything else concerning this problem until the truck is there with them and the problem is present. As you can see the problem has occurred at different times. The seat belt light and the seat belts are locked for a maximum of 5 minutes. I live about 20 minutes away from the service dealership. I would have to be very lucky and be across the street from the service dealership. Otherwise they will never see the actual problem on this vehicle.

This is very frustrating and the service dealership does not want to deal with my problem anymore. They have had four attempts to fix the problem and they have not been able to identify or fix the problem. What I would like you, as the manufacturer, to do is replace the vehicle or give me a reimbursement in an amount equal to the purchase price I paid. I bought a Dodge truck because I believe I could depend on it. But with this safety issue on hand I am having second thoughts of purchasing or recommending Dodge vehicles. I believe I have given the service dealership enough opportunity to fix my problem. This has been a burden in my part every time I have to take the vehicle in for repair on the same problem, which supposable had been fixed. What will happen once the warranty has run out and you won't fix this problem free of charge for me? I don't feel safe driving around with my family knowing there is still something wrong with my truck, especially with the seat belts.

Please respond as soon as possible. Your full attention to this matter is appreciated. You can reach me at home at (209) 948-8485 or you can call my wife at work at (209) 955-3500 x9351. My home address is 2016 Time Square Lane, Stockton, CA 95206. I contacted you by phone on May 22, 2000 and the complaint number given by you was 7193877. I have also mailed the two post cards that were included in the "Owner's Rights Under State Lemon Law". One was mailed to you and the other was mailed to the Chicago Zone Office.

Sincerely,



73 59548



The New
STOCKTON



B.A.R. REG. NO. AA 002950
EPA # CA0901967600

Discount Dodge
3333 Auto Center Circle
P.O. Box 8009
STOCKTON, CALIFORNIA 95208-0009
Phone (209) 956-1920

CUSTOMER NO. 33174	ADVISOR KYLE 12788	TAG NO. 1601	INVOICE DATE 08/23/99	INVOICE NO. 00CS36346
		W/CLAGE 3141	COLOR SILVER	STOCK NO. 6391
	YEAR / MAKE / MODEL 99/DODGE/RAM/1500		DELIVERY DATE 05/29/99	DELIVERY MILE 0
	VEHICLE I.D. NO. 3B7HC13Y9XM548186		SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.	P.O. NO.	F.I.O. DATE 08/23/99	
COMMENTS MO: 3145				

LABOR & PARTS

JOB # 1 2300Z

BODY REPAIRS

TECH(S): 80

WARRANTY

CUSTOMER STATES THE SEAT BELT LIGHT COMES ON, AND BOTH FRONT SEAT BELTS LOCK, ABOUT 4-5 MINUTES LATER, THE LIGHT TURNS OFF AND SEAT BELTS RELEASE. HAPPENS ONLY WHEN ENGINE IS FIRST STARTED. CHECK AND ADVISE.

VERIFIED CONCERN. PERFORMED DIAGNOSTIC TEST AND FOUND INTERMITTANT SHORT IN THE SEAT BELT MOTOR TIMER.

REPLACED SEAT BELT TIMER.
RETESTED GOOD.

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
JOB # 1	1	56043003-AD	MODULE SE 8035029		
JOB # 1 TOTAL PARTS				0.00	
JOB # 1 TOTAL LABOR & PARTS				0.00	

TOTALS

PAYMENT METHOD:

- ☐ CASH
- ☐ CHECK
- ☐ CREDIT CARD
- ☐ CHARGE ACCOUNT

TOTAL LABOR	0.00
TOTAL PARTS	0.00
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 \$	0.00

WE HAVE INSTALLED A NEW DIRECT PHONE NUMBER FOR OUR SERVICE DEPARTMENT CUSTOMERS CONVENIENCE. PLEASE USE THIS NUMBER FOR ALL YOUR SERVICE NEEDS. OUR SERVICE DEPARTMENT HOURS ARE MONDAY THRU FRIDAY 7:00 AM TO 5:30 PM

CUSTOMER SIGNATURE

73 59548



The New Dodge
STOCKTON DODGE



Discount Dodge Land
3333 Auto Center Circle
P.O. Box 8009
STOCKTON, CALIFORNIA 95208-0009
Phone (209) 956-1920

B.A.R. REG. NO. AA 002950
EPA # CA0001867608

QIRSLMPH NO 33174	ADVISOR KYLE 12786	TAG NO. 5823	INVOICE DATE 02/17/00	INVOICE NO 00CS41822
		VEHICLE 15195	COLOR SILVER	STOCK NO 6361
	YEAR / MAKE / MODEL 99/DODGE/RAM/1500		DELIVERY DATE 05/29/98	DELIVERY MILES
	VEHICLE ID NO 3B7HC13Y9XM548186		SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.	P.O. NO.	P.D. DATE 02/16/00	
	COMMENTS	MO: 15195		

LABOR & PARTS
JOB # 1 23002655

SEATBELT BUCKLES

TECH(S):80

WARRANTY

CUSTOMER STATES BOTH FRONT SEAT BELTS ARE LOCKING, WILL NOT EXTEND. THE SEAT BELT LIGHT COMES ON AT THAT TIME. HAS HAPPENED TWICE THE LAST THREE DAYS. SEE RD 36346 8-23-99.

INTERNAL FAILURE OF SEAT BELT MODULE.

REPLACED SEAT BELT MODULE.

PARTS	QTY	FP	NUMBER	DESCRIPTION	UNIT PRICE
JOB # 1	1		56043003-AD	MODULE SE 8035029	

JOB # 1 TOTAL PARTS

WARRANTY
0.00

JOB # 1 TOTAL LABOR & PARTS

0.00

COMMENTS
BASIC WARRANTY

TOTALS

TOTAL LABOR....	0.00
TOTAL PARTS....	0.00
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 \$	0.00

477-3668

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CUSTOMER SIGNATURE

**THANK YOU
FOR YOUR
BUSINESS!**

PAYMENT METHOD:

☐ CASH

☐ CHECK

☐ CREDIT CARD

☐ CHARGE ACCOUNT

73 59548



The New Dodge
STOCKTON DODGE



Discount Dodge Land
3333 Auto Center Circle
P.O. Box 8009
STOCKTON, CALIFORNIA 95208-0009
Phone (209) 956-1920

B.A.R. REG. NO. AA 002958
EPA # CA0081967880

CUSTOMER NO. 33174	ADVISOR KYLE	12786	TAB NO. 8024	INVOICE DATE 02/25/00	INVOICE NO. 000542201
			VEHICLE NO. Y5395	SILVER	BOOK NO. 6391
	YEAR MAKE MODEL 99/DODGE/1500			DATE 05/28/98	DELIVERY MILES
	VEHICLE ID NO. 3B7HC13Y9XM548188			STOCK DEALER NO.	PRODUCTION DATE
	F.T.E. NO.			F.O. NO.	02/24/00
COMMENTS			MO: 15414		

LABOR & PARTS

J# 1 2300Z655

SEATBELT BUCKLES

TECH(S):34

WARRANTY

CUSTOMER STATES THE SEAT BELT LIGHT COMES ON AND
SEAT BELT LOCKS AND WILL NOT RELEASE.
CHECK AND ADVISE.

TESTED AND FOUND CLUSTER MESSAGE MISMATCH.
TRACED TO INCORRECT APPLICATION POWERTRAIN
CONTROL MODULE IN VEHICLE.

REPLACED PCM AND RETESTED.

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE
JOB # 1	1	56040114-AG	MODULE PO 8035029	

JOB # 1 TOTAL PARTS

WARRANTY
0.00

JOB # 1 TOTAL LABOR & PARTS

0.00

COMMENTS

BASIC WARRANTY.

TOTALS

TOTAL LABOR	0.00
TOTAL PARTS	0.00
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 \$	0.00

477-3668

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CUSTOMER SIGNATURE

**THANK YOU
FOR YOUR
BUSINESS!**

PAYMENT METHOD:

☐ CASH

☐ CHECK

☐ CREDIT
CARD

☐ CHARGE
ACCOUNT

73 59548



The New Dodge
STOCKTON DODGE



U.A.R. REG. NO. AA 002958
EPA # CAD981957680

Discount Dodge Land
3333 Auto Center Circle
P.O. Box 8009
STOCKTON, CALIFORNIA 95208-0009
Phone (209) 956-1920

CUSTOMER NO. 33174	ADVISOR KYLE	12788	TAB NO. 8368	INVOICE DATE 05/25/00	INVOICE NO. DOCS45432
			17074	COLOR SILVER	STOCK NO. 6391
	YEAR / MAKE / MODEL 99/DODGE/RAM1500			WARRANTY DATE 05/29/99	WARRANTY MILES
	VEHICLE ID NO. 3B7HC13Y9XM548166			SELLING DEALER NO.	PRODUCTION DATE
	PT NO.		P.O. NO.	P.O. DATE 05/23/00	
	MO: 17074				

LABOR & PARTS
J# 1 0800ZDIAG

DIAGNOSE ELECTRICAL

TECH(S):80

WARRANTY

CUSTOMER STATES THE SEAT BELTS LOCK AND THE SEAT
BELT LIGHT COMES ON. SEE HISTORY.
SEAT BELT WILL LOCK AT ANY TIME.

COULD NOT DUPLICATE CUSTOMER STATED CONCERN.
PERFORMED DIAGNOSTIC TEST FOR INTERMITTANT
DIAGNOSTIC TROUBLE CODE. TEST SHOWS NO PROBLEMS
AT THIS TIME. PERFORMED SCTH. SELF TEST PASSED.
REMOVED SCUFF PLATE AND KICK PANEL TO INSPECT
WIRING. ALL LOOKS GOOD. CONCERN WILL NEED TO BE PRESENT
WHILE VEHICLE IS IN SHOP BEFORE ANY FURTHER REPAIRS
CAN BE DONE.

JOB # 1 TOTAL LABOR & PARTS 0.00

TOTALS

TOTAL LABOR.... 0.00
TOTAL PARTS.... 0.00
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 \$ 0.00

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**THANK YOU
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PAYMENT METHOD:

- ☐ CASH
☐ CHECK
☐ CREDIT CARD
☐ CHARGE ACCOUNT

Cust
Addr
Daytime

Model 3B1HC13Y9XM548166 (Year) 99 (Zip) 66

Date of Purchase 5/29/99

Servicing Dealer Storkton Dodge Mileage 39

Number of days vehicle has been Out-of-Service 6 days

Number of repair attempts to repair same condition 4

Description of Concern: Seat belt light comes on and

seat belts lock or won't retract from seat.

Cust
Addr
Daytime

Model 3B1HC13Y9XM548166 (Year) 99 (Zip) 66

Date of Purchase 5/29/99

Servicing Dealer Storkton Dodge Mileage 39

Number of days vehicle has been Out-of-Service 6 days

Number of repair attempts to repair same condition 4

Description of Concern: Seat belt light

and seat belts lock or won't retract from seat.



City, State, ZIP



Chicago Zone Office
Zone Office
650 Warrenville Rd, Rt 502
Street Address
Lisle, IL 60532
City, State, ZIP



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