

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

20-JUL-2000

Od_or

rt_dt

od_rt

up_ltr

Reference No.

865771

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 or driver's side)	Vehicle Make	Vehicle Model	Vehicle Year	Current Odometer Reading
1B7HF13Z7YJ155006	DODGE TRUCK	RAM 1500	2000	

Purchase Date

Dealer's Name

Engine Size

(CID/CCL

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

Cruise Control

☐ Yes☒ No

Drive Train

☐ Front☐ Rear☐ 4-Wheel

Vehicle Type

☐ Car☐ Van☐ Minivan☐ Other☐ Sport Vlt☐ Truck☐ Motorcycle

Body Style

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

FAILED COMPONENT(S)/PART(S) INFORMATION

Component 02615000	Part Name(s) WHEELS; LUGS; NUTS; BOLTS	Location ☐ Left ☐ Right ☐ Front ☐ Rear	Failed Part(s) ☐ Original ☐ Replacement
No. of Failures	Date(s) of Failure(s) 06-DEC-1999 Mileage at Failure(s) 200 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

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

WHILE TRAVELING AT HIGHWAY SPEED OF 55 MPH PASSENGER'S REAR WHEEL WITH EVERY THING, EXCEPT THE DUST PAN FROM THE AXLE CAME OFF THE VEHICLE. NO INJURY REPORTED. CONSUMER ASKED DEALER WHAT MADE THE WHEEL COM EOFF. DELAER'S REPLY WAS THAT NOTHING WAS WRONG WITH THE BRAKES. PLEASE PROVIDE ANY FURTHER DETAILS. "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.

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00 SEP -6 PM 1:27
20-JUL-2000OFFICE
INVESTIGATION

Od_or

rt_dt

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up_ltr

Reference No.

865771

OWNER INFORMATION (Type or Print)

621642

Work Number

Home Number

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 back of windshield on driver's side)	Vehicle Make	Vehicle Model	Vehicle Year	Current Odometer Reading
1B7HF13Z7YJ155006	DODGE TRUCK	RAM 1500	2000	
Purchase Date 11/30/99	Dealer's Name Olinondack Auto Service	Engine Size (CID/CC/L) 3.60	☐ Turbo ☐ Diesel ☐ Gas ☒ Fuel Injection	
☒ New ☐ Used	City Elizabeth town N.Y.	Zip Code 12932	No Cylinders 8	
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 Drive
			Vehicle Type ☐ Car ☐ Van ☐ Minivan ☐ Other	Body Style ☐ 2-Door ☐ 4-Door ☐ Stationwagon ☒ Pick Up Truck ☐ Other

FAILED COMPONENT(S)/PART(S) INFORMATION

Component 02818000	Part Name(s) WHEEL ASSEMBLY BOLTS AXEL, steering lower control arm, See Photos	Location ☐ Left Front ☒ Right Front ☐ Left Rear ☒ Right Rear	Failed Part(s) ☒ Original ☐ Replacement
No of Failures	Date(s) of Failure(s) 06-DEC-1999	Failed Part(s) Available? ☐ Yes ☐ No	NHTSA Previously Contacted? ☒ Yes ☐ No
	Mileage at Failure(s) 150 - 200		
	Vehicle Speed at Failure(s) 55-60		

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 3	Number of Fatalities 0	Estimated Property Damage	Reported to Police ☒ Yes ☒ No
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NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)

WHILE TRAVELING AT HIGHWAY SPEED OF 55 MPH PASSENGER'S REAR WHEEL WITH EVERY THING, EXCEPT THE DUST PAN FROM THE AXLE CAME OFF THE VEHICLE. ~~NO~~ INJURY REPORTED. CONSUMER ASKED DEALER WHAT MADE THE WHEEL COME OFF. DEALER'S REPLY WAS THAT NOTHING WAS WRONG WITH THE BRAKES. PLEASE PROVIDE ANY FURTHER DETAILS. *AK

CONTINUE ON BACK IF NEEDED

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8/27/00

I was on I 89 Town of Georgia,
State of Vermont on Dec 6, 1999 I
passed a Tractor Trailer Truck.

I was traveling between 55 & 60.

I felt a pulling sensation that
would not let me back into the

right lane. My truck went off
the side of the pavement. I'm

steering trying to get up on
the road. I finally got back

up on the road thinking I

had the truck under control.

I felt a surge from under
the truck suddenly it shot

me straight across the road,

into a ditch up a embankment

back down on our side sliding

down partly on the road & ditch

and stopped on our side.

I had looked at my speed-

ometer at the time of passing

the truck. but when this surge

happen I felt "my GOO" as I

was traveling a great deal

faster. No matter how I

steered, the truck went where

it wanted.

After getting everyone calmed down and help came to help us out. Waiting for the ambulance to come to take my fiancée & grandson 13 months old & step daughter to the hosp. I noticed the passenger rear tire in the middle of the highway.

Thank God; my grandson was in a very good car seat he was not hurt. My fiancée was contusions to 90% of her left side of her body. My stepdaughter had body contusions. I had a sprang lower back.

After getting back to Plattsburgh seeing the truck my fiancée had hit the windshield with her head. Her hair was still hanging from the glass.

(Pictures Enclosed)

The State Police had showed up it seemed like an hour later. Only two State Police

③

on duty on the Northern Vermont)
Somehow the way I explained
it to the officer. The Officer
didn't quite write my under-
standing down. I went to
Vermont for my Police
Report. There was a Tractor
Trailer Driver there he him-
self said I saw you fighting
to steer that truck, I'm
checked no one is dead. We have
the truck drivers Name - enclosed.
My fiancee called and spoke
to the officer he said I should
of received another piece of
paper with the fellows name
address & telephone # with my
report but somehow they
forgot to give it to me so
the officer read it to my
fiancee over the telephone.
When the tow company came
the Officer was still there,
so was my son Mike Burke,
Myself, & the Truck Driver
Peter Antle.

An EMT & a off duty

Fireman had also stopped to help us along with the truck Driver. Back to the Tow Company when the man from Mauries Towing put my truck up-right, the rear set of brake pads were together under drivers door.

Since this accident a man Mark Taylor File # C 559670 called me on a Sunday am. Much to my surprise but happy to hear from someone I told him just what I've written to you. I told him I just would like a answer to why my wheel came off my 1 week old truck and could someone please tell me what was the surge I felt. I recieved a letter stating there was nothing wrong with my brakes. and a letter (enclosed) stating there was nothing wrong with my truck.

To this day months later I've still recieved no answer to my

(5)

questions.

Thinking back to the day of the accident: After pulling myself and my called family together. There seems to be some unanswered

Issues.

Going to where the truck was towed to Durechers here in Pittsburgh. After arriving back to Pittsburgh that night after getting a Rental Car & family from the hosp in Vermont. Working in the vein from the hosp to a State farm agent I was quite upset. I looked in the glove compartment for my New-Vehicle Preparation Paper there was none. God as my judge.

Then later on my step-daughter, my fiancee & son I learned had also looked for it I spoke to where I bought the truck, they wanted me to release to them the right to send a flat bed -

for the truck. The truck went to Elizabeth Town - I spoke to a guy Bucky Hawthaway. He told me we were lucky to be alive because he looked at the truck and the front end was all messed up. We, my self and my fiancée ~~went~~ ^{went} down to see the truck. It seem like when we waked in everyone that use to greet us all went their own way. We couldn't see George he was not there. A guy name Bill asked my fiancée who hit the wind shield, Theresa told him she did she guess, her hair was hanging from the glass, he told her she should learn to wear a seat belt. Theresa had the seat belt on she was in the middle - Bill went his way. Georges wife came out side at the time of Theresa telling Bill and told us to pay no attention that George would be back to the office.

(7)

the next day. I wanted to see
Bucky Hawthorn but they
said he was not there then
all of a sudden a guy
Bruce drove Bucky's truck
up to the side front of the
Building and he got out
of the truck & Bucky drove
off with the truck.

I told Georges wife I feel
people around here need to
grow up, we did not ask
for what happen to us &
Why is everyone avoiding
us. She said to come see
George the next day.

We went back to the Adirondack
Auto the next day. We took
pictures of the truck. We
didn't see George he was not
there. We got a call from
our adjuster Malinda Olsen
she told me she was gona
pay the truck off and give
me \$500 to settle the truck.
She asked me to clean out
anything I wanted. We went

to Elizabeth Town. We cleaned the truck out - I was picking up my sun glasses off the floor. My fiancée went in the glove compartment for some cassettes we had in there. Much to our surprise there was the (New Vehicle - Preparation Paper) that was ~~not~~ there. Enclosed for you.

George came out to tell me we had the bed liner and running boards in the garage for me. I asked about the paper that had not been in the glove compartment George seemed to have been surprised. I took my plates off the truck and we left. With all the upset and feeling very uncomfortable I went to the Ford Company in Elizabeth Town. I ordered a 2000 Van. We went to Adirondack Auto to pick up my bed liner and running boards (which are still there). Timmy asked me to wait. George wanted to see me that George would be back in a few minutes. George came back he asked us in his office I told him about all the

9

upset and that I went to the Ford company down the road and I purchased a 2000 Van. George asked me to please think about it. I heard a noise at the door.

I excused myself to go to the man's room. I opened the door Bill and Bruce I saw were standing there listening.

they left to go there own way.

On my return I asked Bill and Bruce if they'd like to come in the office and hear what we say. George and I talked he offered me a deal that was to hard to refuse.

I have done business with George many years. I really didn't want to hurt George I'm not sure he knew any of what happen.

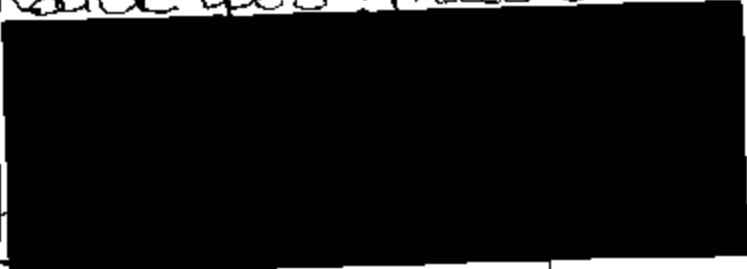
I told George I'd be back down for the Van the next day. George told me to give them 1 hour and I could take the Van home. I told him I had to call Ford and cancel, he said he would.

I now learn Bucky Hawthaway no longer works at Adirondack Auto. I to this day recieved only 6 of 8 pictures I sent to my insurance company. I still

Have not recieved from my insurance agent the letter that said there was nothing wrong with my brakes. I still have not recieved a call from my insurance adjuster with the tire identification number or manufacturer / Tire name.

I feel lost. Now I find there was a recall on my truck. I also learned there is a man from this area who also had the wheel break off the axle of his truck. I am now wondering if both axles came from the same facility. I will close now hoping to hear from someone. Hoping someone will help me.

As you see the photos you can see that only the dust shield is on the wheel and how my lower control arms are broken. I believe my truck was defected. My last step will have to be to see my lawyer.
Thank You Much



NEW VEHICLE PREPARATION

Inspection and Road Test - Passenger Cars and Trucks

51384

255

2000 Dodge

Ram

REPAIR ORDER NUMBER

DEALER STOCK NUMBER

KEY CODES

MAKE & YEAR

MODEL

DATE PERFORMED

TECHNICIAN NUMBER

VEHICLE IDENTIFICATION NUMBER
TB7HF1327Y5155006

MILEAGE (EXCLUDING 10-MI)

CUSTOMER NAME

355124

PERFORM THE INSPECTION AND ADJUSTMENTS AS LISTED BELOW

NOTE: Refer To The New Vehicle Preparation Manual For Proper Preparation Procedures. Refer To The Appropriate Service Manual For Specifications And Service Procedures. Conditions Which Can Be Corrected By The Minor Adjustments Specified Below Are Considered Part Of Normal New Vehicle Preparation. Items That Require Correction Beyond The Minor Adjustments Specified Are Eligible For Warranty Reimbursement.

A. UNDER HOOD

- 1. Hood Latch/Safety Catch (Adjust As Required)**
 - ☒ Check For Proper Operation
- 2. Fluid Levels (Check For Proper Level And Top Off As Required)**
 - ☒ Engine Oil
 - ☒ Automatic Transmission
 - ☒ Clutch Master Cylinder
 - ☒ Brake Master Cylinder
 - ☒ Power Steering
 - ☒ Windshield Washer
 - ☒ Rear Washer
 - ☒ Cooling System
- 3. Lines/Hoses (Check Clearance From Moving And Hot Objects; Route And Tighten As Required)**
 - ☒ Brake Lines
 - ☒ Fuel Lines
 - ☒ Power Steering Hoses
 - ☒ Vacuum Hoses
 - ☒ Coolant Hoses
 - ☒ Clutch Lines
 - ☒ Refrigerant Lines
- 4. Battery (Check State Of Charge)**
 - ☒ Inspect Battery Test Indicator When Easily Visible (Recharge To Assure "Green Dot"); Use Voltmeter When Indicator Is Not Visible (Min. 12.4V)
- 6. Wiring (Check Routing And Connections; Route And Connect As Required)**
 - ☒ Starter, Generator, A/C Clutch And Ignition, Secondary Wires Installed Correctly
 - ☒ Connect Ignition Off Draw (I.O.D.), Or Install Fuse On Applicable Vehicles
 - ☐ Other

B. UNDER VEHICLE

- 1. Visually Inspect For Loose Attachments, Proper Keying, Leakage, Clearance & Routing**
 - ☒ Engine
 - ☒ Oil Cooler
 - ☒ Cooling System
 - ☒ Transmission
 - ☒ Driveshaft Boots
 - ☒ Differential
 - ☒ Transmission Cooler
 - ☒ Brake System
 - ☒ Fuel System
 - ☒ Exhaust System
 - ☒ Steering And Suspension Components
 - ☐ Other
- 2. Tire Pressures (Adjust To Specifications)**
 - ☒ Check All Tire Pressures, Including Spare Tire

3. Tie-Down Brackets

- ☐ Remove Where Applicable

C. BODY - EXTERIOR

- 1. Operation Of Doors & Locks (Adjust Strikers & Latches As Required)**
 - ☒ All Exterior Door Locks Work Easily With All Keys
 - ☒ All Doors Open/Close Easily (With All Windows Up)
 - ☒ Keyless Entry System Works Properly (Both Transmitters)
 - ☒ Security Alarm Works Properly
 - ☒ Deck Lid/Tailgate/Liftgate Operates Easily
- 2. Fit & Finish (Visually Inspect; Touch Up As Required)**
 - ☒ Remove Protective Coatings/Covers
 - ☒ Free From Paint Chips, Scratches, Sags, Runs, Dirt Or Corrosion
 - ☒ Paint Colors Match On All Panels
 - ☒ Moldings/Stripes Are Aligned Properly
 - ☒ Moldings/Stripes Are All Present And Securely Fastened
 - ☒ Door Panels Have Even Gaps And Fit Well With Adjacent Panels
 - ☒ Deck Lid/Liftgate/Tailgate Has Even Gaps And Fit Well With Adjacent Panels
 - ☒ Hood Panel Has Even Gaps And Fits Well With Adjacent Panels
 - ☒ Body Free From Dents And Dings
 - ☐ Other

3. Body Sealing (Visually Inspect)

- ☒ Door And Window Seals
- ☒ Windshield
- ☒ Backlight
- ☒ Deck Lid/Liftgate/Tailgate
- ☒ Sunroof/Convertible Top
- ☐ Check For Water Leaks During Normal Recommended Wash
- ☐ Other

4. Convertible Top (Cycle Top)

- ☐ Check And Adjust Alignment Pins As Required

D. BODY - INTERIOR

- 1. Windows, Doors & Locks (Check Operation)**
 - ☐ All Manual Windows Open/Close Easily
 - ☒ All Power Windows Operate Correctly
 - ☒ All Power/Manual Door Locks Operate Correctly
 - ☒ All Doors Open/Close Easily
 - ☒ Remote Deck Lid/Liftgate/Tailgate Release (If Equipped)
 - ☒ Glove Box Door Opens/Closes Easily

- ☒ Console Door Opens/Closes Easily
- ☐ Sunroof Opens/Closes Easily
- ☐ Other

2. Seats (Check Operation)

- ☒ Manual/Power Seat Adjustments Work Properly For All Seats
- ☒ Securely Located In Track
- ☒ Check Heated Seat Operation

3. Seat And Shoulder Belts, Retractors And Head Restraints (Check Operation)

- ☒ Check All Seat And Shoulder Belts, Including Retractors, For Proper Latching And Ease Of Operation
- ☐ Check All Head Restraints For Ease Of Operation
- ☐ Child Seats

4. Lights/Switches (Check Operation)

- ☒ Check All Interior Lights And Switches (Visually Inspect And Operate)
- ☒ Check All Exterior Lights And Switches (Visually Inspect And Operate)
- ☒ Check Ignition Switch For Proper Operation

5. Fit & Finish (Visually Inspect)

- ☒ Remove Interior Covers
- ☒ Instrument Panel, Glove Box
- ☒ Door And Interior Moldings Have Even Gaps
- ☒ Door Panel Material Is Clean, Free From Wrinkles And Installed Correctly
- ☒ Seat Material Is Clean, Secure And Free Of Wrinkles
- ☒ Carpet Is Clean, Secure And Free Of Wrinkles
- ☐ Other

6. Compass

- ☒ Controls & Set Variance

7. "Shipped Loose"

- ☒ Install Any Items

E. ROAD TEST

- 1. Neutral Safety Switch**
 - ☒ Check For Proper Operation
- 2. Shift/Clutch Interlock System**
 - ☐ Check For Proper Operation
- 3. Gauges/Warning Lights**
 - ☒ Check Operation Of All Gauges
 - ☒ Check Operation Of All Warning Lights
- 4. Horn (Check Operation)**
 - ☒ Check For Proper Sound Quality
- 5. Turn & Emergency Signals (Check Operation)**
 - ☒ Ease Of Operation And Proper Cancelling
- 6. Mirrors (Check Operation)**
 - ☒ Check Day/Night Function (If Equipped)

- ☒ Ease Of Adjustment (Power Or Manual)

7. Windshield Wipers & Washers (Check Operation)

- ☒ Check Washer Pattern (Adjust As Necessary)
- ☒ Check Intermittent Wipe Feature
- ☒ Check For Proper Wiping Pattern

8. Heater/Air Conditioner (Check Operation)

- ☒ Heater/Defroster Works Properly
- ☒ Turn On Rear Defroster During Drive, Then Feel Window For Warmth After Drive
- ☒ A/C Cools Properly
- ☒ Fan Operation Is Quiet

9. Radio (Check Operation)

- ☒ Good AM/FM Reception
- ☒ Cassette/CD Works Properly
- ☒ Good Sound Quality
- ☒ Displays Correct Time

10. Trip Computer/Maintenance Reminder (Check Operation)

- ☒ Check That All Modes Operate

11. Speed Control (Check Operation)

- ☒ Check On/Off Switch
- ☒ Check "Set" Operation
- ☒ Check "Resume"
- ☒ Check "Accel/Decel"
- ☒ Check Brake Release

12. Service Brakes (Check Operation)

- ☒ Vehicle Stops In A Straight Line - No Pulling To One Side
- ☒ Quiet Operation - Free From Noise
- ☒ Free From Shudder Or Vibration
- ☒ Check Brake Warning Light

13. Parking Brake (Check Operation)

- ☒ Easy To Operate
- ☒ Free From Drag
- ☒ Able To Hold
- ☒ Check Warning Light

14. Engine Performance

- ☒ Starts Promptly
- ☒ Free From Stalling
- ☒ Idles Smoothly And At Proper Speed
- ☒ Free From Stumbling Or Hesitation
- ☒ Produces Sufficient Power
- ☒ Free From Unusual Noises
- ☒ Operates Within Proper Temperature Range
- ☒ Stops When Key Is Shift Off

15. Transmission/Transfer Case Performance

- ☒ Park Lock Holds Vehicle (Automatic)
- ☒ Shifter (Manual) Or Shift Lever (Automatic) Operates Easily

- ☒ Shifts Smoothly (Automatic)
- ☒ Upshifts And Downshifts Properly (Automatic)
- ☐ Proper Synchronization - Gears Do Not Grind (Manual)
- ☐ Clutch Operates Smoothly (Manual)
- ☒ Transfer Case Shifts Easily Among Ranges (4x4 Vehicles)

16. Steering & Handling

- ☒ Power Assist Works Properly - Steering Does Not Require Excessive Effort
- ☐ Steering Wheel Does Not Vibrate At Idle Or Road Speed
- ☐ Steering Wheel Centered When Traveling Straight Ahead
- ☒ Does Not Pull To One Side
- ☒ Vehicle Does Not Vibrate

17. Squeaks, Rattles And Wind Noise

- ☒ Instrument Panel, Glove Box, Seats, Steering Wheel And Column Are Free From Squeaks And Rattles
- ☒ Windows And Doors Are Free From Squeaks, Rattles And Wind Noise

- ☒ Vehicle Exterior Free From Squeaks, Rattles And Noise, Front And Rear
- ☒ Interior Panels Free From Squeaks And Rattles

18. Other

- ☒ 19. Fuel
- ☒ Fill Fuel Tank (Use Specified Grade)

F. PREDELIVERY STORAGE

- ☒ Always Unplug I.O.D. Connector, Or Pull Fuse That Activates Accessories.

G. PROGRAMMABLE ELECTRONIC FEATURES

Program Per Customer Request (If Equipped)

- ☐ Rolling Power Door Locks
- ☐ Horn Chime When Doors Locked With RKE
- ☐ Low Fuel Chime
- ☐ RKE Door Unlock Sequence (One Push Unlocks All Doors)
- ☐ Headlights On Automatically With Wipers
- ☐ Remote Key Fobs Linked To Memory
- ☐ Headlamp Delay Variable Interval
- ☐ Easy Exit Driver's Seat
- ☐ Service Interval Reminder

EPA CERTIFICATION OF CONFORMITY

The selling Dealer hereby certifies that (1) this vehicle is covered by an EPA Certificate of Conformity indicating that it conforms to all applicable emission standards of the U.S. Environmental Protection Agency; (2) a visual inspection of this vehicle and engine has been conducted to assure that all emission-related components have been properly installed; (3) all emission-related preparation required by the manufacturer prior to the sale of this vehicle has been properly performed.

If this vehicle has been maintained and used in accordance with the applicable DaimlerChrysler Corporation instructions, and if the vehicle fails an EPA-approved emission test prior to the expiration of 3 months or 4,000 miles (whichever comes first), DaimlerChrysler Corporation through its authorized dealers, will remedy the nonconformity under the emission warranty.

DEALER CERTIFICATION

I CERTIFY THAT THIS VEHICLE HAS BEEN INSPECTED AND ROAD TESTED, AND THAT ADJUSTMENTS WERE PERFORMED, AS INDICATED BY THE CHECK MARKS IN THE BOXES.

R. J. Gayle

DEALER SERVICE MANAGER OR TECHNICIAN SIGNATURE

ZONE

DEALER CODE

1. CUSTOMER COPY

DAIMLERCHRYSLER

DaimlerChrysler
Motors Corporation

December 21, 1999


Reference No.: 6559670
V.I.N.: 1B7HF13Z7YJ155006

Dear Mr. 

This will further acknowledge contact to DaimlerChrysler Motors Corporation, regarding your 2000 Dodge Ram 1500 pickup.

Mr. Burke, naturally, we were sorry to learn of the incident described to us during the initial contact. However, we have had the opportunity to review the inspection report and must inform you that we are not led to believe that the incident was due to a manufacturing responsibility. Therefore, we must respectfully decline any assistance associated with this incident.

Based on this information, we can only suggest that you refer this matter to your insurance carrier. Should they feel a manufacturing responsibility exists, they have full subrogation rights under the terms of your policy.

Thank you for allowing us the opportunity in reviewing this matter with you.

Sincerely,



D. R. Mucci
Special Investigations
(248) 944-7039

DRM/lg

