



U.S. Department
of Transportation
National Highway
Traffic Safety
Administration

DOT Auto Safety Hotline
Vehicle Owner's Questionnaire
To Report Vehicle Safety Defects
1-888-DASH-2-DOT
(1-888-327-4236)
INTERNET www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 100145

RECEIVED
03 FEB 21 AM 8:30
02 JAN 2003
OFFICE
DEFECT INVESTIGATION

Repository ☐

Reference No.
10001809

OWNER INFORMATION (Type or Print)

Name

Address

City

Spokane
STANDWAY

State WA

Zip Code

Daytime Telephone Number

Evening Telephone Number

E-mail Address

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle? ☐ YES ☒ NO
In the absence of an authorization, NHTSA WILL NOT provide your name or address to the vehicle manufacturer.

Signature of Owner

Date / /

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side.
3B7KF23632M314017

Make
DODGE

Model
RAM

Model Year
2002

Date Purchased
10/02

Dealer's Name and Telephone Number
253-475-7300 Tacoma Dodge

Engine: 5.9L
No. Cylinders 6

Fuel Type: D

Original Owner
☒

Dealer's City
Tacoma

State
WA

Zip Code

Transmission Type

☐ Antilock Brakes

☐ Cruise Control

Powertrain

Vehicle Component Code
012000 STEERING COLUMN

Multiple Failure: X

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)
18-DEC-2002 #3113
25-Dec-02

Failure Mileage
Multiple
Steering @ 5K

Failure Speed
Slow-while
Turning Sharp.

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make

Tire Model (Name or Number)

Tire Size (Example: P215/65R15)

DOT No. (Example: DOTM19ABC036)

☐ Original Equipment
☐ Prior Repair

Failure Location:

Tire Component Code

Tire Failure Type

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make:

Date Manufactured:

Model No./Name:

Seat Type:

Installation System:

Child Seat Component Code:

Failed Part:

APPLICABLE INCIDENT INFORMATION

(Please describe in detail the incident(s), failure(s), crash(es), and injury(ies).)

Crash ☒ Almost ☒ Fire
☐ Yes ☒ No ☐ Yes ☒ No

Number of Persons Injured

Number of Deaths

Reported to Police

N

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

Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure; i.e., parts repaired or replaced (and if old part is available).

CONSUMER STATES THAT THERE ARE HOLES IN THE BACK OF THE STEERING WHEEL AND KEYS GET CAUGHT IN THE IGNITION. PLEASE PROVIDE ADDITIONAL INFORMATION. TS

The holes are similar in size and depth as the '94 Dodge truck which had a recall for the same reason. While turning sharp left or right the extra key on our keyring got caught in the holes causing the steering wheel to not be able to return to a straight ahead position. This has happened to my wife once and myself two times. Since the incidents I have put duct tape over the holes. When I reported it to the service manager the response was basically, so what? Very unprofessional.

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice.

ATTACH ADDITIONAL SHEETS IF NECESSARY

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.