



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 1367

Date Received

Repository ☐

2003 SEP -2 AM 10: 57
25-JUN-2005

Reference No.
10034876

OWNER INFORMATION (Type or Print)

Name: [REDACTED]
Address: [REDACTED]
City: ELVERSON State: PA Zip Code: [REDACTED]

Daytime Telephone Number
000-000-0000

E-mail Address

Evening Telephone Number

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: 1 / 1

VEHICLE INFORMATION

Make: DODGE Model: RAM 1500 Model Year: 2001
Date Purchased: 9-7-2001 Dealer's Name and Telephone Number: LAMBROSIO DODGE 610-269-9500
Original Owner: ☒ Dealer's City: DOWNINGTOWN State: PA Zip Code: 19335 Engine: 8 Fuel Type: GAS
Transmission Type: ☒ Automatic Brakes: ☒ Cruise Control: ☒ Powertrain: _____
Vehicle Component Code: 138120 VISIBILITY: DEFROSTER/DEFOGGER SYSTEM: WINDSHIELD: H
Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s): WINTER 2002 / PA Failure Mileage: 15000 Failure Speed: 40 mph
Windshield Heat Supply not Adequate for even mild snow conditions at or below freezing. Snow/ice accumulates - restricts vision

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: DOTM15ABC036) ☐ 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: ☐ Yes ☒ No Fire: ☐ 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).

WINDSHIELD WIPER HEAT SUPPLY IS NOT ADEQUATE ENOUGH TO MELT SNOW AND SLEET BEFORE IT ACCUMULATES. THIS RESULTS IN POOR VISIBILITY PER CONSUMER. *AK

Very poor visibility at low and higher speeds. Heat ducting in dash poor design. Either needs re-design or electric element added to windshield. Lower 1/3 of windshield.

Ice and snow accumulate to dangerously restrict driver vision - day/night

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.