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## Office of Defects Investigation

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### VOQ Information

Completed	Optional
<input checked="" type="checkbox"/> Edit consumer	- Add tires
<input checked="" type="checkbox"/> Edit complaint	- Add equipment
<input checked="" type="checkbox"/> Edit vehicle	- Add childrestraint

NOTE: Please review your Complaint information and click on "Submit Complaint" button the bottom of this page to Submit your complaint to NHTSA.

### Consumer Information

Name : [REDACTED]  
 Org. Name :  
 Address : [REDACTED]  
 City, State, Zip : Rehoboth, MA [REDACTED]  
 USA  
 Daytime Phone : [REDACTED] Ext :  
 Evening Phone : Fax :  
 Email :

### Complaint Information

Description : Steering Problem SEE ATTACHMENT 1  
 Incident Date : 4/1/2003 Fire : No  
 Num. Fatalities : Crash : No  
 Num. Failures : Property Damage : No  
 Num. Injured : Police Report : No  
 Referral Source : AAA

### Vehicle Information

VIN : 2B6K831Y2TK165359 Purchase Date :

<b>Year, Make and Model :</b>	2000/DODGE/RAM 3500	<b>Original Owner :</b>	Yes
<b># of Cylinders :</b>	8	<b>Trans. Type :</b>	AUTOMATI
<b>Engine Size :</b>	318 CID	<b>VehicleDetails Usage :</b>	RECREATI
<b>Cruise Control :</b>	No	<b>Antilock Brakes :</b>	No
<b>Current Mileage :</b>	21800	<b>Speed :</b>	
<b>Failure Mileage :</b>	0	<b>Powertrain :</b>	
<b>Body Style :</b>	OTHER	<b>Fuel System :</b>	
<b>Fuel Type :</b>			

**Vehicle Component Information**

<b>Component 1:</b>	STEERING	<b>OEM:</b>	Yes
<b>Component 2:</b>	STEERING:GEAR BOX (OTHER THAN RACK AND PINION)	<b>OEM:</b>	Yes

**Vehicle Dealer Information**

**# Dealer :** 1

**Name :** **Dealer Type :** SALES DEALER

**Address :**

**Dealer Phone:** **Dealer Fax:**

**Email:**

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Attachment 1— [REDACTED] Steering Problem

Dodge/Chrysler authorized steering deficiency TSB 19-002-01 Rev. A, and it was performed on subject Home and Park (Roadtrek) Camper Van at 6,776 miles on 11/21/02. We had the TSB work inspected for accuracy/completeness at 21,821 miles on 06/19/03 because the steering behavior was still not acceptable. We traveled the US with it between 03/1/03 and 06/1/03 traveling 14,400 miles in this time period, and determined that the vehicle still wanders, easily over-steers, is too direction-sensitive to wind and truck ruts with resultant sideways motion near or actually out of the driver's lane. I counted 142 severe side movements in April and May, most of which were of safety concern.

There are indirect problems also. a) The tens of thousands of steering corrections appear to have worn out the front tires prematurely. The tires are severely cupped and had to be replaced at 21,800 miles as compared to 40-50,000 for other Roadtrek vans not subject to this TSB and with the same tires. b) The driver becomes fatigued with the constancy of correction. c) Although 2 hands should remain on the wheel in any vehicle and eyes forward, the driver cannot even reach for a coffee cup, except when the roadbed and wind environment is benign. d) In times of traffic stress, such as Interstates in the wind and rain, the driver dare not look in the 3 rear-view mirrors. These indirect concerns are clearly a matter of safety as well as owner adversity.

The above evaluation included some additional quantitative data recorded in my daily diary. Although a bit more subjective because I did not keep records before the TSB, I think there was some improvement created by the TSB, most notably in sway and driver's feedback "feel" of steady wind forces, but not at all in wandering nor steering control of wind gusts or truck-rut perturbations. This vehicle does not live up to the steering performance of the other Roadtreks without the steering-TSB requirement. It does not perform as well as our small SUV, nor to larger class C campers with which I am familiar, and "feels" most unsafe by comparison.