



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 100148

Date Received

28-DEC-2009

Repository ☐

Reference No.
10297107

OWNER INFORMATION (Type or Print)

Name

Address

City

MOUNT OLIVET

State KY

Zip Code

Daytime Telephone Number

E-mail Address

Evening Telephone Number

The information you provide will be used to identify potential safety-related defects. We may share your information with the applicable vehicle manufacturer during an investigation or recall in accordance with the routine uses described in the agency's Privacy Act notice. See 49 FR 53971 (Sep. 3, 2004).

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side
3D6WH46A68G

Make
DODGE

Model
RAM 3500

Model Year
2008

Date Purchased

10/2008

Dealer's Name and Telephone Number

Mann Chrysler

Engine: Cummins
No: Cylinders

Fuel Type:

diesel

Original Owner

☒

Dealer's City

Mayville

State

Ky

Zip Code

41056

Transmission Type

6 speed
manual

☒ Antilock Brakes

Powertrain

☒ Cruise Control

Multiple Failure:

Incident Date(s)

10-DEC-2009

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Codes: 061000 ENGINE AND ENGINE COOLING: ENGINE, 180000 VEHICLE SPEED CONTROL

Failure Mileage
20000

Failure Speed
0

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: DOTM9ABC036)

☐ 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).

TL* THE CONTACT OWNS A 2008 DODGE RAM 3500. NO OCCUPANTS WERE IN THE VEHICLE NOR THE KEY IN THE IGNITION WHEN THE VEHICLE ACCELERATED ON ITS OWN AND CRASHED INTO THE GARAGE. THE BUMPER OF THE VEHICLE WAS BADLY DAMAGED. HE TURNED THE BATTERY CABLES OFF IN ORDER TO STOP THE ENGINE FROM RUNNING. THE VEHICLE WAS TAKEN TO THE DEALER WHERE THEY ARE REPAIRING THE ENGINE BUT NOT THE BUMPER. HE WAS TOLD TO CALL THE INSURANCE COMPANY TO REPAIR THE BUMPER. THE FAILURE MILEAGE WAS 20,000.

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.

From: [REDACTED]
To: Steve.Chan@dot.gov
Cc:
Subject: RE: Your complaint to NHTSA on your 2008 Dodge Ram
Attachments:

Sent: Mon 1/4/2010 8:15 PM

*manual
Transmission*

Steve, thank you for the inquiry, below is an account of what happened. Yes it is strange that the truck would start on its own but that is what happened. The truck is a standard and was in first gear, the key was NOT in the ignition nor was the vehicle on an incline, it is very level where this incident occurred. My husband was about 40 feet away from the truck when the following happened;

My husband, [REDACTED] pulled into the driveway and stopped the truck. It is a standard truck so he left it in first gear, took the keys out of the ignition and got out. As he was walking toward the house he heard a noise, when he turned around he saw that the windshield wiper fluid was flowing onto the windshield. He went back to the truck and when he couldn't stop this by turning the wiper control he popped the hood. He walked in front of the vehicle and pulled the hood up. The engine starter then engaged, the horn started blowing and the truck went forward, about 10 feet, striking the garage. It continued to run. The back tires spun to the point of putting an indentation in the gravel driveway. The truck hit with such force that it pushed the bumper into the truck and creased the radiator. The truck then started to smoke. My husband got into the truck and was able to back it up away from the garage. My husband is a farmer and works on machinery. He had some tools handy and took the battery cable off the battery to get the engine to stop.

Chrysler did come that night to pick up the truck and when the mechanics at their shop connected the battery it did the same thing. They did not find a cause as to why this happened. They are replacing the fuse box or "brain box" and the starter. Chrysler did send a special investigator now we have a new problem.

We were sent a letter stating that they would fix the engine but would not fix the damage to the truck caused by the crash. Not sure about the logic of this, the damage would not have occurred if the truck had not started. The garage is not damaged, the truck hit an 8 X 8 post. I have contacted the National Center for Dispute Settlement and filed a report. I also contacted the Kentucky Attorney General. Do you have any suggestions as to what I should do next? This truck is the livelihood for my husband, he hauls cattle for a living and has now been out of commission for almost a month.

The truck was purchased new in October of 2008 and has around 20,000 miles on it. The oil has been changed at regular intervals.

My husband would be glad to talk with you if you have any other questions his cell number is [REDACTED]

We received a letter from the customer claims resolution group at Chrysler on December 16, 2009 which states "Chrysler Group LLC conducted an investigation into the incident and

inspected the vehicle. The inspector found no indication of a manufacturing defect that caused or contributed to the incident on 12/04/2009" The CAIR Number for this claim is 19141288 in case you want to contact Chrysler.

The Chrysler shop in Maysville have told us that they cannot guarantee that something like this will not happen again. Their number is 1-606-759-9704. Talk with Wayne or Jim. Thanks and let me know if you need any other information,

[REDACTED] NBCT

KY Dept. of Education, Office of Teaching & Learning
 Secondary Mathematics Consultant
 KY Council of Teachers of Mathematics

([REDACTED])
 Fax [REDACTED]
 [REDACTED]
 Frankfort, KY [REDACTED]
 [REDACTED]

Mason County Schools

From: Steve.Chan@dot.gov [mailto:Steve.Chan@dot.gov]
Sent: Mon 1/4/2010 6:24 PM
To: [REDACTED]
Subject: Your complaint to NHTSA on your 2008 Dodge Ram

[REDACTED]

Thank you for your report concerning: "THE CONTACT OWNS A 2008 DODGE RAM 3500. NO OCCUPANTS WERE IN THE VEHICLE NOR THE KEY IN THE IGNITION WHEN THE VEHICLE ACCELERATED ON ITS OWN AND CRASHED INTO THE GARAGE. THE BUMPER OF THE VEHICLE WAS BADLY DAMAGED. HE TURNED THE BATTERY CABLES OFF IN ORDER TO STOP THE ENGINE FROM RUNNING. THE VEHICLE WAS TAKEN TO THE DEALER WHERE THEY ARE REPAIRING THE ENGINE BUT NOT THE BUMPER. HE WAS TOLD TO CALL THE INSURANCE COMPANY TO REPAIR THE BUMPER. THE FAILURE MILEAGE WAS 20,000."

Could you clarify whether the above complaint narrative was correctly recorded by our representative who took your call? It seems strange that the vehicle would accelerate by itself given that there was neither occupant nor key in the ignition. I assume that the engine was off and in PARK when you left it. If the narrative was incorrect, could you please edit it? Thank you.

Steve

MANN CHRYSLER DODGE JEEP OF MAYSVILLE, LLC

1502 INDUSTRIAL PARK DRIVE

MAYSVILLE, KY 41056

PHONE 606-759-9603 FAX 606-759-9804

03499GRE

[REDACTED] OUNT OLIVET KY [REDACTED]		VEHICLE IDENTIFICATION		MILEAGE OUT	DATE OUT	INVOICE NO.
		3D6WH46A68G [REDACTED]		20955	01/06/10	03499
YEAR	MAKE	MODEL		COLOR	TAG NO.	
08	DODGE	RAM 3500		GRAY	02856	
CUST. NO.	LICENSE	HOME PHONE	WORK PHONE	STOCK NO.	PROD. DATE	SERV. ADV.
		[REDACTED]	-		00/00/00	30 4715
CUST. LABOR RATE	DELIV. DATE	DELIV. MILES	MILEAGE IN	DATE IN	IN-SERV DATE	
68.00	00/00/00		20955	12/07/09	00/00/00	
THE BELOW REPAIRS HAVE BEEN EXPLAINED AND OR DEMONSTRATED TO MY SATISFACTION CUSTOMER SIGNATURE _____						

LINE	OP. CODE	PAIL-CD	TECH.	HOURS/QTY	TYPE	AMOUNT
------	----------	---------	-------	-----------	------	--------

A

Com Customer states smoke came from pdc truck tried to start

** TALK WITH BRETT SHULER ON 12-21-2009 AT 9:30 AM FROM CHRYSLER AND HE SAID FOR MANN CHRYSLER TO PERFORM WARRANTY WORK ON VEHICLE. REPLACE TIPM TOTALLY INTEGRATED POWER MODULE AND STARTER. AND CUSTOMER NEEDS TO CALL INSURANCE COMPANY FOR BODY WORK.

08890102 UC	A44 5836	1.30	W	78.78
68028006AE BLOCK	TOTAL	1	W	340.20
68049020AA STARTER	ENGIN	1	W	908.60
Line Total.....				1327.58

TOTAL-CUSTOMER

NoCharge

CUSTOMER COPY - PAGE 01

STATEMENT OF DISCLAIMER

The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.

CUSTOMER SIGNATURE

On behalf of servicing dealer, I hereby certify that the information contained hereon is accurate unless otherwise shown. Warranty services described were performed at no charge to owner. There was no indication from the appearance of the vehicle or otherwise, that any part repaired or replaced under this claim had been connected in any way with any accident, negligence or misuse. Records supporting this claim are available for (1) year from the date of payment notification at the servicing dealer for inspection by manufacturer's representative.

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)

HAGGARD'S BODY AND FRAME SHOP

BUSINESS ADDRESS

 1103 FLEMING ROAD
 MAYSVILLE, KY 41056

606-564-9381
Fax: 606-564-9383
MAILING ADDRESS

 6021 EASTERN HILL
 MAYSVILLE, KY 410

3D6WH46A686

MEMORANDUM

NO _____

ESTIMATE OF REPAIR COSTS

 Name MANN Chasler Jim Date 20

Address _____ Phone _____

City _____ State _____ Zip No. _____

BELOW IS OUR ESTIMATE TO REPAIR YOUR _____ AUTOMOBILE

MODEL	LICENSE NO	MOTOR NO	SERIAL NO	MILEAGE
1-08	Dodge	RAM 3500 HD 67	TURBO Diesel	

PARTS NECESSARY AND ESTIMATE OF LABOR REQUIRED	PARTS-COST ESTIMATE	LABOR-COST ESTIMATE
FRONT Bumper change	562.00	1.7
" " lower DEFLECTOR	141.00	—
" " LICENSE PLATE holder	40.30	0.2
" " " "	40.00	0.2
" " UPPER FASCIA	83.80	—
" " STEP PANE	18.20	—
A-C CONDENSER	444.00	1.3
KAC & RECHARGE A-C	30.00	1.4
inner cooler	700.00	0.2
Grille	300.00	0.5
FRONT Bumper INTG PLATE RT	39.95	—
" " " " LT	50.35	—
" " BRACKET RT OUTER SIDE	104.00	—
" " " LT OUTER SIDE	104.00	—
" " BRACKET RT INNER	267.00	—
" " " LT INNER	267.00	—
	3191.60	6.0
TAX	191.49	270.00
TOTALS		
PARTS AND LABOR ESTIMATE GRAND TOTAL	3653.09	

FORM SF 504

THE ABOVE IS AN ESTIMATE BASED ON OUR INSPECTION AND DOES NOT COVER ANY ADDITIONAL PARTS OR LABOR WHICH MAY BE REQUIRED AFTER THE WORK HAS BEEN OPENED UP. OCCASIONALLY AFTER WORK HAS STARTED WORN PARTS ARE DISCOVERED WHICH ARE NOT EVIDENT ON THE FIRST INSPECTION. BECAUSE OF THIS THE ABOVE PRICES ARE NOT GUARANTEED



KENTUCKY UNIFORM POLICE TRAFFIC COLLISION REPORT

RESUB-
MISSIONREPLACE-
MENTORIGINAL
MASTER
FILE #

INVESTIGATING AGENCY

ROBERTSON CO SHERIFF

AGENCY ORI NUMBER

KY1010000

LOCAL CODE

ROADWAY NAME

2088
SARDIS ROAD

PARKING LOT

INTERSECTION WITH

BETWEEN STREETS

ROADWAY #

US62E

MILES
FEET

2.0

MILEPOINT #

INJURED

KILLED

UNITS
INVOLVEDHIT &
RUNONE
WAY

SPEED LIMIT

IN CITY LIMITS?

MILES FROM CITY

CITY/TOWN - write name below and enter
code to the right.

MT. OLIVET

MANNER OF COLLISION

- ☐ ANGLE
☐ BACKING
☐ HEAD ON
☐ OPPOSING LEFT TURN
☐ REAR END
☐ REAR TO REAR
☐ SIDESWIPE, OPPOSITE DIRECTION
☐ SIDESWIPE, SAME DIRECTION
☒ SINGLE VEHICLE

ROADWAY TYPE

- ☐ COUNTY ROAD
☐ FEDERAL
☐ FRONTAGE ROAD
☐ INTERSTATE
☐ LOCAL STREET
☐ PARKWAY
☐ STATE
☒ NONE OF
THE ABOVE

TOTAL LANES

- ☒ 2
☐ 3
☐ 4
☐ 5
☐ 6
☐ 7
☐ 8
☐ 9
☐ 10
☐ 11
☐ 12

LOCATION 1ST EVENT

- ☐ GORE
☐ MEDIAN
☐ ON ROADWAY
☐ OUTSIDE SHOULDER, LEFT
☐ OUTSIDE SHOULDER, RIGHT
☐ SHOULDER
☒ OTHER
PROPERTY

ROADWAY CHARACTER

- ☐ CURVE & GRADE
☐ CURVE & HILLCREST
☐ CURVE & LEVEL
☒ STRAIGHT & GRADE
☐ STRAIGHT & HILLCREST
☐ STRAIGHT & LEVEL

TRAFFIC CONTROL

- ☐ ADVISORY SPEED
SIGN
☐ CENTER LINE
☐ CURVE SIGN
☐ FLASHING LIGHT
☐ MEDIAN
☐ NO PASSING ZONE
☐ OFFICER OR FLAGMAN
☐ R.R. GATES
☐ R.R. SIGNS OR SIGNALS
☐ SCHOOL ZONE SIGNS
☐ STOP & GO SIGNAL
☐ STOP SIGN
☐ WARNING SIGNS
☐ YIELD SIGN
☐ OTHER
☒ NONE

WEATHER

- ☐ BLOWING SAND, SOIL,
DIRT, SNOW
☒ CLEAR
☐ CLOUDY
☐ FOG/SMOG/SMOKE
☐ FOG WITH RAIN
☐ RAINING
☐ SEVERE CROSSWINDS
☐ SLEET/HAUL
☐ SNOWING
☐ OTHER

LIGHT CONDITION

- ☐ DAWN
☒ DAYLIGHT
☐ DUSK
☐ DARKNESS—HIGHWAY LIGHTED/OFF
☐ DARKNESS—HIGHWAY LIGHTED/ON
☐ DARKNESS—HIGHWAY NOT LIGHTED

LAND USE

- ☐ BUSINESS
☐ INDUSTRIAL
☐ LIMITED ACCESS
☐ PARK
☐ PRIVATE PROPERTY
☒ RESIDENTIAL
☐ RURAL
☐ SCHOOL

SCHOOL BUS RELATED

- ☐ DIRECTLY
☐ INDIRECTLY
☒ NOT APPLICABLE

FIRST AID AT SCENE

FIRST AID GIVEN BY

INJURED REMOVED TO

E.M.S. AGENCY
AND RUN #E.M.S. AGENCY
AND RUN #E.M.S. AGENCY
AND RUN #

EMS NOTIFIED TIME

EMS ARRIVED TIME

EMS TIME AT HOSPITAL

EMS NOTIFIED TIME

EMS ARRIVED TIME

EMS TIME AT HOSPITAL

EMS NOTIFIED TIME

EMS ARRIVED TIME

EMS TIME AT HOSPITAL

INJURED OR DECEASED REMOVED BY

- ☐ FUNERAL HOME/CORONER'S VEHICLE
☐ HELICOPTER/OTHER AIR VEHICLE
☐ MUNICIPAL/CO. EMERGENCY VEHICLE
☐ POLICE AMBULANCE
☐ POLICE CAR
☐ PRIVATE AMBULANCE
☐ PRIVATE VEHICLE
☐ OTHER

DESCRIPTION OF COLLISION

UNIT #1 WAS PARKED AT A ANGLE FACING 3 VEHICLE GARAGE ON [REDACTED] PROPERTY. DRIVER HAD GOTTEN OUT OF TRUCK WITH KEYS IN HAND TO LOOK FOR SOMETHING IN GARAGE. WHILE IN THE GARAGE THE DRIVER HEARD A NOISE. HE LOOKED OUT OF GARAGE TO SEE WINDSHIELD WIPER FLUID SPRAYING ON WINDSHIELD. DRIVER APPROACHED VEHICLE AND TURNED KNOB TO SHUT OFF FLUID. WINDSHIELD WIPER FLUID CONTINUED TO FLOW SO THE DRIVER PULLED THE HOOD LATCH. ONCE THE DRIVER STARTED TO THE FRONT OF TRUCK THE STARTER KICKED IN AND TRUCK (CONTINUED)

INVESTIGATOR

KANDY INS KO

I.D. NUMBER

247

BEAT OR POST NO.

TIME NOTIFIED

TIME ARRIVED

ROWY OPENED

REVIEWED BY

PAGE OF PAGES

1815

1830

1 3



MASTER FILE #:

01372663

KSP 74 Revised 1/2000

ROLLED INTO CORNER POST OF GARAGE DOING MINOR
DAMAGE TO TRUCK AND GARAGE. DRIVER WAS ABLE TO
SHUT ENGINE OFF,

LOCAL CODE

1 ☒ ☐ ☐ PROPERTY DAMAGE-OTHER THAN VEHICLES

CORNER POST - 3 VEHICLE GARAGE

PROPERTY

☐ LG ☐ OG ☒ PD ☐ TC ☐ UT

2 ☐ ☐ ☐ PROPERTY DAMAGE-OTHER THAN VEHICLES

PROPERTY

☐ LG ☐ OG ☐ PD ☐ TC ☐ UT

OWNER/ADDRESS

1 [REDACTED] - MT. OLIVE, KY [REDACTED]

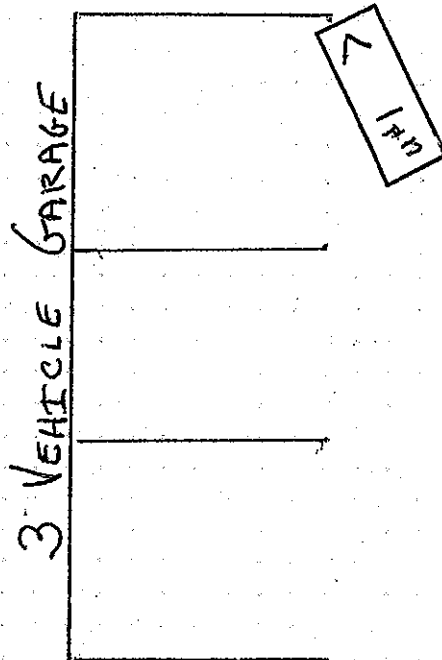
3 ☐ ☐ ☐ PROPERTY DAMAGE-OTHER THAN VEHICLES

PROPERTY

☐ LG ☐ OG ☐ PD ☐ TC ☐ UT

OWNER/ADDRESS

DIAGRAM
Indicate North by Arrow



PAGE OF PAGES

2 | 3



MASTER FILE #: 01372663

KSP 74 Revised 1/2000

1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26 27 28 29 30 31 32 33 34 35 36 37 38 39 40 41 42 43 44 45 46 47 48 49 50 51 52 53 54 55 56 57 58 59 60 61 62 63 64 65 66 67 68 69 70 71 72 73 74 75 76 77 78 79 80 81 82 83 84 85 86 87 88 89 90 91 92 93 94 95 96 97 98 99 100

LOCAL CODE

UNIT 1 TOWED (Y) (N) REMOVED TO: # OCCUPANTS 0 PEDESTRIAN FACTORS

1 REMAINED AT SCENE OPERATOR'S LIC. NO. R92 441 534 STATE KY

OPERATOR'S LICENSE RESTRICTIONS (Y) (N) COMP (Y) (N) CO. RESIDENT (Y) (N) CDL (Y) (N) OWNER (Y) (N)

DATE OF BIRTH STREET NUMBER AND NAME CITY MT. OLIVET STATE KY ZIP CODE

INVOLVED PERSONS: NAME, ADDRESS, CITY, STATE AND ZIP

NAME OWNER DATE OF BIRTH DATE OF DEATH

NAME ADDRESS

NAME ADDRESS

NAME ADDRESS

NAME ADDRESS

NAME ADDRESS

NAME ADDRESS

VEHICLE YEAR 2008 MAKE DODGE MODEL RAM 3500 TYPE STATE KY REGISTRATION NUMBER YEAR 2009

VEHICLE ID. NUMBER 3D6W446A686 VEHICLE INSURED KENTUCKY FARM BUREAU NAME OF INSURANCE CO. COLOR OF VEHICLE

1ST AREA OF CONTACT EXTENT OF DAMAGE AIR BAG SWITCH ON OFF TRAVEL DIRECTION

ESTIMATED TRAVEL SPEED BETWEEN 0 & 5 MPH

COMMERCIAL VEH. HAZ. CARGO SPILL HAZ. CARGO CODE TYPE CARGO/COMMODITY NAS SAFETY REPORT # CRASH AVOIDANCE (Fatal Only)

NO. AXLES NO. TRAILERS US DOT # ICC MC #

GVWR TOTAL MOTOR CARRIER NAME

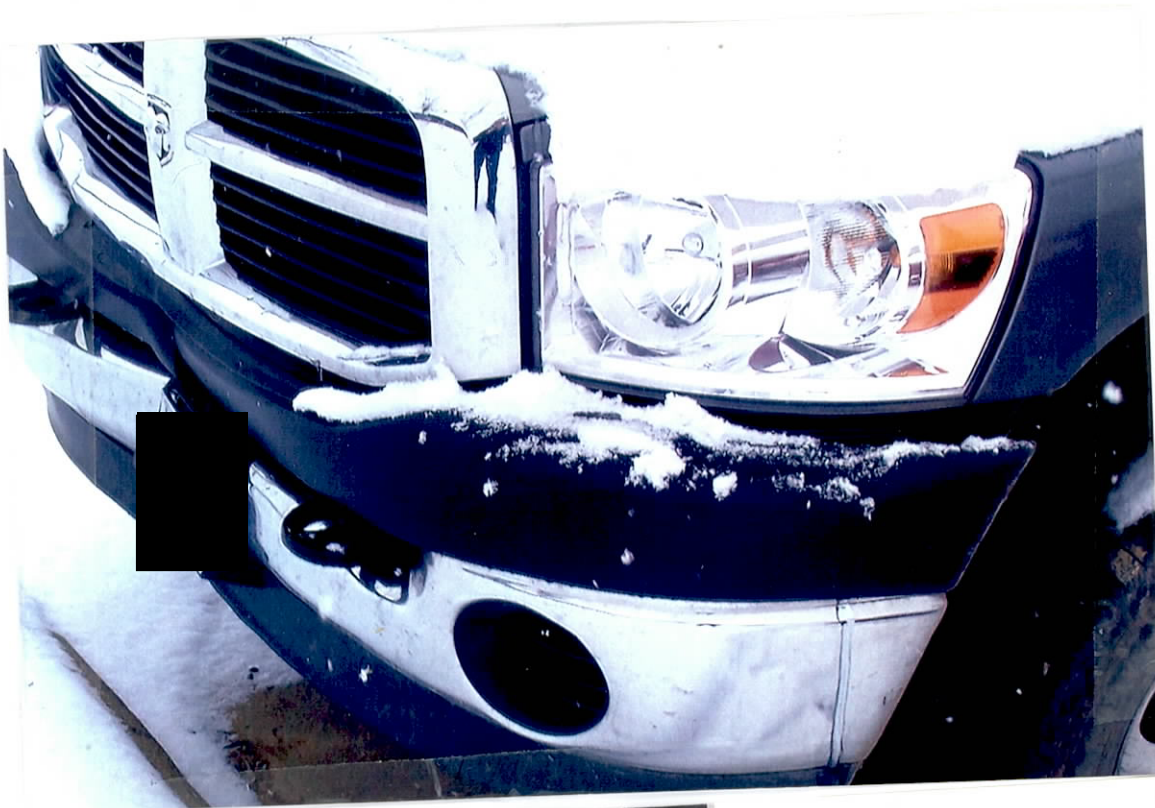
MOTOR CARRIER ADDRESS CARRIER NAME SOURCE

VIOLATION CODES CITATION NUMBER CASE NUMBER SUSPECTED DRINKING DRIVER METHOD OF DETERMINATION

TEST OFFERED CHEMICAL TEST: BLOOD URINE ALCOHOL DRUGS TESTED FOR: TAKEN BY SENT TO RESULTS PAGE OF PAGES 3 3

MASTER FILE #: 01372663

NCS* EM-203975-4-6543 GS03 Printed in U.S.A. KSP 74 Revised 1/2000

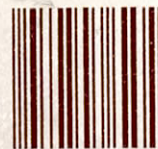




Mt. Olivet, Ky



0000



20590

U.S. POSTAGE
PAID
MOUNT OLIVET KY.K
41064
FEB 04 '10
AMOUNT

\$0.78

00096623-02

US Dept. of Transportation
National Highway Traffic Safety Admin.
Office of Defect Investigation
Att. Associate adm for Safety Assurance
1200 New Jersey Avenue SE
Washington, DC 20590

att Randy Reid Chief



U.S. Department
of Transportation

**National Highway
Traffic Safety
Administration**

Please
Put your address
on correspondence,
this was sent back
to me because of insufficient
information.

Office of Defects Investigation
1200 New Jersey Avenue SE
Washington, DC 20590

att: assos. adm for safety
Insurance

Dear Consumer:

NVS-216fb

As a follow-up to your report to the Vehicle Safety Hotline (VSH), we have recorded your information on the enclosed Vehicle Owner's Questionnaire (VOQ) form. Please review the form and make changes, additions and corrections as necessary. Additionally, please provide a more detailed description of the failure(s) you reported that you believe relevant to safety. Also, if available, include copies of repair invoices, letters to the manufacturer, or any other document related to the problem(s) you reported. If a crash or fire occurred, include a copy of the police or fire department report.

It is helpful to be as thorough as possible in your report so that our ability to use your report will be maximized. If you do not have the information, it is not necessary to complete all the boxes. However, it is very difficult to identify the scope of a vehicle problem unless the vehicle identification number (VIN) is known. The VIN is located inside the vehicle on the dashboard adjacent to the left (driver's side) of the windshield pillar and/or the driver's door or the driver's door jam. It may also be listed on a dealer repair invoice or your insurance or registration cards. When reporting a tire problem, the brand name, tire line and complete tire size should be included. Be certain to provide the DOT tire identification number. It is usually located near the rim flange of the tire on either side of the tire.

We do not make your personal information (name, address, phone numbers, etc.) available to the general public. However, if we open an investigation that involves your vehicle, we will provide the manufacturer of your vehicle with a complete copy of your report. The information you provide may assist the manufacturer and NHTSA in determining if a safety-related defect exists.

Any information provided is entirely voluntary. There is no consequence or penalty of any kind if you do not wish to provide it. We seek this information to develop both statistical and investigative evidence that will help identify potential safety related problems in vehicles or vehicle equipment, e.g., tires, child safety seats, jacks, etc.

When completed, please fold and staple or tape the form so that the pre-addressed portion of the form is on the outside. If a larger envelope is used, tape the VOQ form to the larger envelope so that the pre-addressed portion of the form is showing.

If further assistance is needed, please contact the VSH at their toll-free number, 1-888-327-4236.

Thank you for your cooperation.

Sincerely,

Randy Reid Chief
Correspondence Research Division
Office of Defects Investigation
Enforcement

Enclosure: VOQ