

INFORMATION Redacted PURSUANT TO THE FREEDOM OF INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)

Subject: FW: NHTSA: Follow up to ODI Complaint: 10319709
Date: Wednesday, July 14, 2010 8:24:48 AM
Attachments: [EVOQ EMAIL RESPONSE.doc](#)
[10319709.pdf](#)
[Driver side 3.JPG](#)
[Passenger side 1.JPG](#)
[Passenger side from the left 2.JPG](#)

Sent: Tuesday, July 13, 2010 9:13 AM

Subject: FW: NHTSA: Follow up to ODI Complaint: 10319709

From: [REDACTED]
Sent: Tuesday, July 13, 2010 7:19 AM
To: DataQuality, DataQuality (NHTSA)
Subject: FW: NHTSA: Follow up to ODI Complaint: 10319709

Could someone tell me where we stand with this. Thanks

[REDACTED]
Material & Production Coordinator

[REDACTED]
Atlanta, GA [REDACTED]

[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

From: [REDACTED]
Sent: Friday, April 23, 2010 8:27 AM
To: 'dataquality@dot.gov'
Subject: FW: NHTSA: Follow up to ODI Complaint: 10319709

I thank you all for what you do for the public and me. I hope there will be a swift rectification to this existing threat that plagues my family, friends, and I every time we get into the vehicle. There is nothing like starting each day being stressed.

Thank You [REDACTED]

[REDACTED]
[REDACTED]
[REDACTED]
Atlanta, GA [REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

Sent: Thursday, April 15, 2010 10:00 AM

Subject: FW: NHTSA: Follow up to ODI Complaint: 10319709

Please see the attached copy of your recent complaint and instructions. Please make any necessary edits and return via email to dataquality@dot.gov or fax to (202) 366-1767. Due to the volume of complaints we receive and our limited resources, we can not respond to every complaint.

NHTSA/Office of Defects Investigation





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

15-MAR-2010

Repository ☐Reference No.
10319709

OWNER INFORMATION (Type or Print)

Name

Address

City

DALLAS

State

GA

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

3B7HC13Y51M

Make

DODGE

Model

RAM 1500

Model Year

2001

Date Purchased

2001

Dealer's Name and Telephone Number

Engine:

No: Cylinders 8

Fuel Type:

Gas

Original Owner

☒

Dealer's City

State

GA

Zip Code

Transmission Type

Y

Antilock Brakes

Powertrain

Multiple Failure:

Incident Date(s)

01-JUN-2003

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 160000 STRUCTURE

Failure Mileage

40000

Failure Speed

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: DOTMAL9ABC036)

☐ 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 2001 DODGE RAM 1500. WHEN THE VEHICLE WAS PARKED, THE CONTACT OBSERVED THAT THE INSTRUMENT PANEL SUSTAINED SEVERE CRACKING THROUGHOUT THE SURFACE. THERE WAS AN EXTREMELY LARGE CRACK ON THE FRONT DRIVER SIDE NEAR THE AIR BAG. THE MOST SEVERE CRACKS BEGAN TO PEEL. THE CONTACT WAS CONCERNED ABOUT THE POTENTIAL SAFETY HAZARD. THE FAILURE MILEAGE WAS 40,000. THE CURRENT MILEAGE WAS 80,000.

My primary concern is the safety of my passengers particularly my 1 year old grandson. 1. I'm concerned about what the fragments will do in a impacted collision. 2. What will happen if the air bags would deploy. 3. The pieces that are falling inside the dashboard poses a serious threat do to an electrical shoer and or fire. (see three photos attached) Thanks

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 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.



19/04/2010



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

1200 New Jersey Avenue SE
Washington, DC 20590

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 failures(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 on the drivers' 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





19/04/2010



19/04/2010