

 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 JAN 21 2011 15-SEP-2010		Repository ☐ Reference No. 10355711	
OWNER INFORMATION (Type or Print)					
Name		Address		Daytime Telephone Number	
City		State		Zip Code	
RANGELY		ME			
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		Make		Model	
WD5WD642635		DODGE		SPRINTER	
Model Year		Engine:		Fuel Type:	
2003		Deisel		Deisel	
Date Purchased		Dealer's Name and Telephone Number		No: Cylinders	
4/09		Palmer Dodge		5	
Original Owner		Dealer's City		State	
☐		Indianapolis		IN	
Transmission Type		Antilock Brakes		Multiple Failure:	
Auto		☒		Incident Date(s)	
		☒ Cruise Control		31-AUG-2010	
FAILED COMPONENT(S)/PART(S) INFORMATION					
Vehicle Component Codes: 350000 EQUIPMENT, 131000 VISIBILITY: WINDSHIELD				Failure Mileage	
				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: DOTM19ABC036)		☐ Original Equipment		Failure Location:	
		☐ Prior Repair			
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		Fire		Number of Persons Injured	
☐ Yes ☒ No		☐ Yes ☒ No		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 2003 DODGE SPRINTER 2500 EQUIPPED WITH A PGW WINDSHIELD, TINT-LAMINATED, PART NUMBER DW01488GBNN. THE CONTACT STATED THAT THE WINDSHIELD WAS REPLACED BECAUSE IT WAS DAMAGED BY A STONE. THE CONTACT STATED THAT THE WINDSHIELD WAS DISTORTED AND DIFFICULT TO SEE THROUGH. THE CONTACT CALLED THE COMPANY WHO INSTALLED THE WINDSHIELD WHO TOLD HIM TO DRIVE THE VEHICLE FOR A FEW WEEKS AND IF HE WAS STILL NOT SATISFIED, THEY WOULD REPLACE IT. THE VIN WAS UNAVAILABLE WHEN THE COMPLAINT WAS FILED. THE CURRENT AND FAILURE MILEAGES WERE APPROXIMATELY 104,000-					
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.					

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

The windshield was produced in China (D.O.T. 563) by Shenzhen mfg. The product was so inferior making driving safely impossible. I insisted it be replaced with a Pilkington brand windshield, also made at a Chinese plant, but with much higher standards.

In general, products from China are inferior and unsafe to the general public of the U.S.

ATTACH ADDITIONAL SHEETS IF NECESSARY

U.S. Department
of Transportation

**National Highway
Traffic Safety
Administration**

1200 New Jersey Avenue SE.
Washington, D.C. 20077-9382

Official Business
Penalty for Private Use \$300

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NECESSARY
IF MAILED
IN THE
UNITED STATES

BUSINESS REPLY MAIL

FIRST-CLASS MAIL

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WASHINGTON, DC

POSTAGE WILL BE PAID BY ADDRESSEE

**US Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NVS-210
1200 New Jersey Ave SE
Washington, DC 20077-9382**



**Think your vehicle
has a safety defect?**



If so:

**Use the enclosed
form to file a report.**

or visit:

www.safercar.gov

or call:

Vehicle Safety Hotline

888-327-4236



Vehicle Owner's Questionnaire (VOQ)
U.S. Department of Transportation
National Highway Traffic Safety Administration

