

INFORMATION Redacted PURSUANT TO THE FREEDOM OF

 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 OCT 11 2011 08-SEP-2011		Repository ☐	
				Reference No. 10424331			
OWNER INFORMATION (Type or Print)							
Name				Daytime Telephone Number		E-mail Address	
Address							
City		State		Zip Code			
WOODBRIDGE		VA					
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	
2B6HB11Y11K				DODGE		RAM 1500	
Date Purchased		Dealer's Name and Telephone Number				Engine:	
≈ 2002		Beck & Masten - Houston, TX				No: Cylinders	
Original Owner		Dealer's City		State		Fuel Type:	
☐		Houston		TX		Gasoline	
Transmission Type		☐ Antilock Brakes		Powertrain		Multiple Failure:	
automatic		☒ Cruise Control		318-V8(5.2L)		Incident Date(s)	
						07-SEP-2011	
FAILED COMPONENT(S)/PART(S) INFORMATION							
Vehicle Component Code: 140000 AIR BAGS						Failure Mileage	
Clockspring in Steering Wheel						146000	
						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		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		Number of Deaths	
☐ Yes ☒ No		☐ Yes ☒ No				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 CONTACT STARTED THE VEHICLE, THE AIR BAG WARNING INDICATOR ILLUMINATED AND A BRIEF CHIME SOUNDED INSIDE OF THE VEHICLE. THE WARNING INDICATOR REMAINED ILLUMINATED UNTIL THE VEHICLE WAS TURNED OFF. THE FAILURE ALSO OCCURRED WHEN THE VEHICLE WAS IN MOTION. THE CONTACT STATED THE DEFECT WAS CONTRIBUTED TO THE AIR-BAG CLOCK SPRING. THE FAILURE WAS NOT DIAGNOSED NOR WAS THE VEHICLE REPAIRED. THE MANUFACTURER WAS MADE AWARE OF THE FAILURE. THE APPROXIMATE FAILURE MILEAGE WAS 146,000.							
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)

A FAULTY STEERING WHEEL CLOCKSPrING HAS CAUSED
My AIRBAG WARNING LIGHT TO REMAIN ILLUMINATED.
I CALLED THE CHRYSLER CORP AND DESCRIBED THE
PROBLEM TO THEM. THOUSANDS OF THEIR IDENTICAL MODELS
HAVE BEEN RECALLED FOR THE EXACT SAME PROBLEM-BUT
THE VIN NUMBERS WERE DIFFERENT. THE CHRYSLER
REPRESENTATIVE EXHIBITED COMPLETE DISREGARD
FOR THIS SAFETY ISSUE.

Sincerely, [REDACTED]

ATTACH ADDITIONAL SHEETS IF NECESSARY

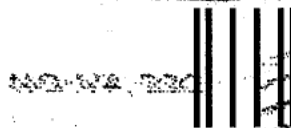
Sept. 19, 2011

U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

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

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US Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NVS-210
1200 New Jersey Avenue SE.
Washington, D.C. 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

