

 INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6) U.S. Department of Transportation National Highway Traffic Safety Administration		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 15 2013 16-NOV-2012		Repository ☐ Reference No. 10484924			
OWNER INFORMATION (Type or Print)						Daytime Telephone Number [REDACTED]		E-mail Address [REDACTED]	
Name [REDACTED] Address [REDACTED] City JACKSON State WY Zip Code [REDACTED]						Evening Telephone Number [REDACTED]			
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 DODGE		Model RAM 1500		Model Year 2005	
Date Purchased		Dealer's Name and Telephone Number				Engine: No: Cylinders		Fuel Type:	
Original Owner ☐		Dealer's City		State		Zip Code			
Transmission Type ☐ Antilock Brakes ☐ Cruise Control		Powertrain		Multiple Failure:		Incident Date(s) 15-NOV-2012			
FAILED COMPONENT(S)/PART(S) INFORMATION									
Vehicle Component Codes: 110000 ELECTRICAL SYSTEM, 138000 VISIBILITY: DEFROSTER/DEFOGGER SYSTEM						Failure Mileage 87000		Failure Speed 5	
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 ☐ 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 0		Number of Deaths 0		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 2005 DODGE RAM 1500. THE CONTACT STATED THAT WHILE DRIVING IN A SNOW STORM AT SPEEDS OF APPROXIMATELY 5 MPH, THE DEFROST SYSTEM SUDDENLY BECAME INOPERABLE. THE VEHICLE WAS MOVED OFF THE ROADWAY AND LEFT AT THE SITE BECAUSE THE DEFROST SYSTEM WOULD NOT CLEAR THE WINDOWS. THE VEHICLE WAS NOT INSPECTED BY A DEALER OR AN INDEPENDENT MECHANIC. THE MANUFACTURER WAS CONTACTED AND A REPORT WAS FILED. THE VEHICLE WAS NOT REPAIRED. THE FAILURE AND CURRENT MILEAGES WERE APPROXIMATELY 87,000. THE VIN WAS UNAVAILABLE.									
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)

I repaired vehicle myself. It took me the better part of one day. Cause - hinge on defroster broke. This part was made of cheap plastic. Dodge needs to build new trucks with a better quality part. My research on this problem has taught me this is an ongoing problem - year after year - There is no reason not to rectify this ongoing problem - It is very common & expensive to fix - check out video or ask any clerk that works at a Dodge Dealer Parts department. ^{ATTACH ADDITIONAL SHEETS IF NECESSARY} Under the right conditions this problem could kill someone. This is an easy fix!! All new trucks need a stronger hinge on this part. Thank You [REDACTED]

U.S. Department
of Transportation

**National Highway
Traffic Safety
Administration**

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

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Penalty for Private Use \$300



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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**

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

