



U.S. Department  
of Transportation

National Highway  
Traffic Safety  
Administration

INFORMATION ACT (EOA), 5 U.S.C. 552(B)(6)

**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

24-JAN-2014

Repository ☐

Reference No.  
10561383

**OWNER INFORMATION (Type or Print)**

Name XXXXXXXXXX

Address XXXXXXXXXX

City CARSON CITY

State NV

Zip Code XXXX

Daytime Telephone Number

XXXXXXXXXX

E-mail Address

XXXXXXXXXX

Evening Telephone Number

XXXXXXXXXX

*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

3D73Y3CL2B XXXXXX

Make

DODGE

Model

RAM 3500

Model Year

2011

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

Powertrain

Multiple Failure:

Incident Date(s)

24-JAN-2014

☐ Cruise Control

**FAILED COMPONENT(S)/PART(S) INFORMATION**

Vehicle Component Code: 010000 STEERING

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  
☐ 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 2011 DODGE RAM 3500 HD. THE CONTACT STATED THAT HE ATTEMPTED TO HAVE THE VEHICLE REPAIRED UNDER NHTSA CAMPAIGN NUMBER: 13V529000 (STEERING) BUT WAS INFORMED THAT THE PARTS WERE NOT AVAILABLE AND THAT THE DEALERS WERE ONLY RECEIVING ONE PART EVERY TWO WEEKS. THE CONTACT FELT THAT SINCE THE FAILURE WAS REPORTED IN NOVEMBER OF 2013, THEN THERE SHOULD HAVE BEEN A REMEDY AVAILABLE BEFORE JANUARY 2014. THE CONTACT STATED THAT THE MANUFACTURER HAD EXCEEDED A REASONABLE TIME FOR REPAIR. THE CONTACT HAD NOT EXPERIENCED A FAILURE.

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:** [Wells, Cynthia CTR \(NHTSA\)](#)  
**To:** [Fogle, Brenda CTR \(NHTSA\)](#)  
**Subject:** FW: NHTSA: Follow up to ODI Complaint: ----10561383-----  
**Date:** Thursday, February 06, 2014 9:02:39 AM  
**Attachments:** [EVOQ EMAIL RESPONSE.doc](#)  
[10561383.pdf](#)

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**From:** Williams, Maritza CTR (NHTSA) **On Behalf Of** DataQuality, DataQuality (NHTSA)  
**Sent:** Wednesday, February 05, 2014 11:06 AM  
**To:** Wells, Cynthia CTR (NHTSA)  
**Subject:** FW: NHTSA: Follow up to ODI Complaint: ----10561383-----

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**From:** [REDACTED]  
**Sent:** Tuesday, February 04, 2014 7:30 PM  
**To:** DataQuality, DataQuality (NHTSA)  
**Subject:** Fwd: NHTSA: Follow up to ODI Complaint: ----10561383-----

This reflects my complaint. Please notify me when it is resolved.

[REDACTED]

Begin forwarded message:

**From:** <[EVOQ@dot.gov](mailto:EVOQ@dot.gov)>  
**Subject:** FW: FW: NHTSA: Follow up to ODI Complaint: ----10561383-----  
**Date:** February 3, 2014 at 10:29:07 AM PST  
**To:** [REDACTED] >

Please see the attached copy of your recent complaint and instructions. Please make any necessary edits and return via email [toataquality@dot.gov](mailto:toataquality@dot.gov) or fax to [\(202\) 366-1767](tel:(202)366-1767). Due to the volume of complaints we receive and our limited resources, we cannot respond to every complaint.  
NHTSA/Office of Defects Investigation





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

1200 New Jersey Avenue SE  
Washington, DC 20590

Dear Consumer:

NVS-216rr

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

