

MAR 10 2015

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 14-JAN-2015	Repository ☐ Reference No. 10672468
OWNER INFORMATION (Type or Print)					
Name [REDACTED]		Daytime Telephone Number [REDACTED]		E-mail Address	
Address [REDACTED]		Evening Telephone Number			
City BARBERTON	State OH	Zip Code [REDACTED]			
<i>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).</i>					
VEHICLE INFORMATION					
17 digit Vehicle Identification Number Located at bottom of windshield on driver's side 1D7HU16N34J [REDACTED]		Make DODGE	Model RAM 1500	Model Year 2004	
Date Purchased 12-2004	Dealer's Name and Telephone Number FALLS Dodge - 800-506-5757		Engine: No: Cylinders 8	Fuel Type: UNLEADED	
Original Owner ☒ New	Dealer's City CUYAHOGA FALLS	State OH	Zip Code 44223		
Transmission Type Auto	☒ Antilock Brakes	Powertrain	Multiple Failure: GASTANK	Incident Date(s) 14-DEC-2014 FROM OCT. TILL NOW	
	☒ Cruise Control				
FAILED COMPONENT(S)/PART(S) INFORMATION					
Vehicle Component Code: FUEL PROPULSION SYSTEM (PWS) VALVE IN GASTANK WONT LET GAS IN - ONLY VERY SLOWLY. PUMPS ARE TOO FAST, PIPE FILLS			Failure Mileage 40000	Failure Speed NO	
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 2004 FORD RAM 1500. THE CONTACT STATED THAT WHILE ATTEMPTING TO REFUEL, THE FUEL FAILED TO PROPERLY DISPENSE INTO THE TANK. THE VEHICLE WAS TAKEN TO THE DEALER. THE TECHNICIAN DIAGNOSED THAT THE FUEL TANK NEEDED TO BE REPLACED. THE VEHICLE WAS NOT REPAIRED. THE MANUFACTURER WAS NOT MADE AWARE OF THE FAILURE. THE FAILURE MILEAGE WAS 40,000. THIS IS A DODGE RAM NOT A FORD					
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.					

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

IN OCT. OF 2014 I WAS HUNTING IN PENNA. AND STOPPED FOR GAS
I WAS SURPRISED THAT THE PUMP KEPT KICKING OFF. SO I WENT
TO A DIFFERENT PUMP - SOMETHING KICKED OFF.

THEN I WENT TO A DIFFERENT GAS STATION AND TRIED
TWO MORE PUMPS - SAME THING. WHEN I GOT HOME I TOOK
IT TO THE GARAGE FOR REPAIR. THEY PUT A NEW PART ON
AND STILL IT DID NOT WORK. THEY SAID I NEEDED A NEW
TANK - FOR \$1000.25 DOLLARS. WOW. SOME JOLT. SO I PAID THEM
FOR THEIR WORK. CAME HOME AND CALLED YOU.

ATTACH ADDITIONAL SHEETS IF NECESSARY

US 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

CLEVELAND

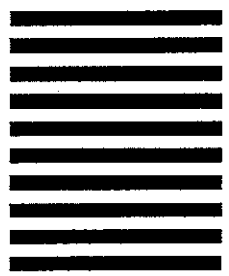
OH 440

23 FEB '15

PM 3 L



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POSTAGE WILL BE PAID BY ADDRESSEE

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

official mail



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





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 failure(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

Miller & Miller Automotive

4924 S. Hametown Rd.

Norton, OH. 44203

Phone: 330-825-9727 Fax: 330-825-2670

INVOICE

Org. Est. [REDACTED]

INVOICE

Print Date: 12/02/2014

2004 Dodge - Pickup R1500 - 4.7L, V8 (287CI)

Lic # : [REDACTED]

Odometer In : 39601

Norton, Oh [REDACTED]

Home [REDACTED]

Cust ID : [REDACTED]

VIN # : 1D7HU16N3 4J [REDACTED]

Part Description / Number	Qty	Sale	Ext	Labor Description	Extended
Leak Detector Pump	1.00	69.00	69.00	Check Fuel	10.00
4891524AA				Added Fuel	
Shop Supplies			3.45	Check Engine Light On	70.00
				Test EVAP System - Replace Pump And Clear Code	
				Hazardous Materials	4.00

PAID
\$167.01
C# [REDACTED]

12/2/14

Thank You!

Org. Estimate 167.01 Revisions 0.00 Current Estimate 167.01

Labor:	70.00
Parts:	72.45
Sublet:	10.00
Sub:	152.45
Tax:	10.56
HazMat:	4.00
Total:	167.01
Bal Due:	\$167.01

[Payments -]

I hereby authorize the above repair work to be done along with the necessary material and hereby grant you and/or your employees permission to operate the car or truck herein described on street, highways or elsewhere for the purpose to testing and/or inspection. An express mechanic's lien is hereby acknowledged on above car or truck to secure the amount of repairs thereto. Warranty on parts and labor is one years or 12,000 miles whichever comes first. Warranty work has to be performed in our shop & cannot exceed the original cost of repair.

Signature _____ Date _____ Time _____

Miller & Miller Automotive

4924 S. Hametown Rd.

Norton, OH. 44203

Phone: 330-825-9727 Fax: 330-825-2670

INVOICE

Org. Est. #

INVOICE

Print Date: 12/19/2014

Norton, Oh

Home :

Cust ID

2004 Dodge - Pickup R1500 - 4.7L, V8 (287CI)

Lic # :

Odometer In : 40085

VIN # : 1D7HU16N3 4J

Part Description / Number	Qty	Sale	Ext	Labor Description	Extended
Wiper Blade 60-024	2.00	15.46	30.92	Add Fuel	20.00
Shop Supplies			1.55	Refuel	
				Won't Take Gas	0.00
				Perform Service Test On Fuel System By Chrysler Service Bulletin #14-001-09 - Test Show Tank Needs Replaced - \$1020.00 Estimate	
				Replace Wiper Blades	
				Hazardous Materials	1.00
PAD \$57.08 CH # 12/22/14 <i>Kentzel</i>					

Org. Estimate 57.08 Revisions 0.00 Current Estimate 57.08

Labor:	0.00
Parts:	32.47
Sublet:	20.00
Sub:	52.47
Tax:	3.61
HazMat:	1.00
Total:	57.08
Bal Due:	\$57.08

[Payments -]

I hereby authorize the above repair work to be done along with the necessary material and hereby grant you and/or your employees permission to operate the car or truck herein described on street, highways or elsewhere for the purpose to testing and/or inspection. An express mechanic's lien is hereby acknowledged on above car or truck to secure the amount of repairs thereto. Warranty on parts and labor is one years or 12,000 miles whichever comes first. Warranty work has to be performed in our shop & cannot exceed the original cost of repair.

Signature _____ Date _____ Time _____