


MAY 20 2015

 <p>DOT Auto Safety Hotline U.S. Department of Transportation National Highway Traffic Safety Administration</p>		<p>Vehicle Owner's Questionnaire To Report Vehicle Safety Defects 1-888-DASH-2-DOT (1-888-327-4236) INTERNET: www.nhtsa.dot.gov/hotline</p>		<p>FOR AGENCY USE ONLY 100148</p>	
<p>Date Received</p> <p>12-MAR-2015</p>		<p>Repository <input type="checkbox"/></p> <p>Reference No. 10693784</p>			
<p>OWNER INFORMATION (Type or Print)</p>					
<p>Name</p> <p>[REDACTED]</p>		<p>Daytime Telephone Number</p> <p>[REDACTED]</p>		<p>E-mail Address</p> <p>[REDACTED]</p>	
<p>Address</p> <p>[REDACTED]</p>					
<p>City</p> <p>GREENSBORO</p>		<p>State</p> <p>NC</p>	<p>Zip Code</p> <p>[REDACTED]</p>	<p>Evening Telephone Number</p> <p>[REDACTED]</p>	
<p>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).</p>					
<p>VEHICLE INFORMATION</p>					
<p>17 digit Vehicle Identification Number Located at bottom of windshield on driver's side</p> <p>3B7HC13Y3VG [REDACTED]</p>		<p>Make</p> <p>DODGE</p>	<p>Model</p> <p>RAM 1500</p>	<p>Model Year</p> <p>1997</p>	
<p>Date Purchased</p>	<p>Dealer's Name and Telephone Number</p>		<p>Engine:</p> <p>No: Cylinders</p> <p>8</p>	<p>Fuel Type:</p> <p>GAS</p>	
<p>Original Owner</p> <p><input type="checkbox"/></p>	<p>Dealer's City</p>		<p>State</p>	<p>Zip Code</p>	
<p>Transmission Type</p>	<p><input checked="" type="checkbox"/> Antilock Brakes</p>	<p>Powertrain</p>	<p>Multiple Failure:</p>	<p>Incident Date(s)</p> <p>11-MAR-2015</p>	
	<p><input checked="" type="checkbox"/> Cruise Control</p>				
<p>FAILED COMPONENT(S)/PART(S) INFORMATION</p>					
<p>Vehicle Component Code: FUEL/PROPULSION SYSTEM (PWS)</p>			<p>Failure Mileage</p> <p>181000</p>	<p>Failure Speed</p>	
<p>ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE</p>					
<p>Tire Make</p>		<p>Tire Model (Name or Number)</p>		<p>Tire Size (Example P215/65R15)</p>	
<p>DOT No. (Example: DOTM4L9ABC036)</p>		<p><input type="checkbox"/> Original Equipment</p> <p><input type="checkbox"/> Prior Repair</p>	<p>Failure Location:</p>		
<p>Tire Component Code</p>			<p>Tire Failure Type:</p>		
<p>ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE</p>					
<p>Make:</p>		<p>Date Manufactured:</p>		<p>Model No./Name:</p>	
<p>Seat Type:</p>		<p>Installation System:</p>			
<p>Child Seat Component Code:</p>		<p>Failed Part:</p>			
<p>APPLICABLE INCIDENT INFORMATION (Please describe in detail the incident(s), failure(s), crash(es), and injury(ies).)</p>					
<p>Crash</p> <p><input type="checkbox"/> Yes <input checked="" type="checkbox"/> No</p>	<p>Fire</p> <p><input type="checkbox"/> Yes <input checked="" type="checkbox"/> No</p>	<p>Number of Persons Injured</p> <p>0</p>	<p>Number of Deaths</p> <p>0</p>	<p>Reported to Police</p> <p>N</p>	
<p>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).</p>					
<p>TL* THE CONTACT OWNS A 1997 DODGE RAM 1500. WHILE DRIVING AT AN UNKNOWN SPEED, A STRONG FUEL ODOR EMITTED FROM THE CABIN. AN INDEPENDENT TECHNICIAN DIAGNOSED THAT THE FUEL TANK IN HOUSE FUEL LINE FRACTURED PREMATURELY CAUSING THE FUEL TO LEAK ON TOP OF THE FUEL TANK AND ONTO THE GROUND. THE MECHANIC ADVISED THAT THE FUEL LINE NEED TO BE REPLACED BUT THE PARTS NEEDED WERE NO LONGER AVAILABLE. THE VEHICLE WAS NOT REPAIRED. THE MANUFACTURER WAS NOT MADE AWARE OF THE FAILURE. THE FAILURE MILEAGE WAS 181,000.</p>					
<p><i>Note: Manufacturer was made aware, and tried to remedy the problem, but the Dodge dealer refused. unless diagnosis fee (\$100 plus) was paid. Dodge headquarters stated they would take care of it. Dodge (Greensboro) still refused to diagnos w/o consumer payment.</i></p>					
<p>Include, if available: Police/Fire Department Report, Photos, and Repair Invoice.</p>			<p>ATTACH ADDITIONAL SHEETS IF NECESSARY</p>		
<p>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.</p>					

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

Gas line part hidden, out of view, causing excessive fuel build-up. A tossed cigarette or any flammable item could've caused a major explosion in life-threatening situation. All (Dodge Truck) owners, with this model, should be warned of hidden GAS! buildup on top of gas tank. Part and repair bill attached. THANKS! ☹️

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



NO POSTAGE NECESSARY IF MAILED IN THE UNITED STATES

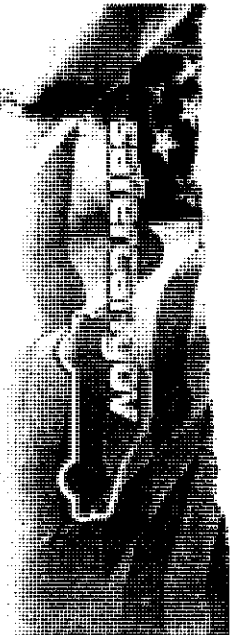


Non-Mach

BUSINESS REPLY MAIL
FIRST-CLASS MAIL PERMIT NO. 1888 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 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

TAYLOR TIRE

2100 E. CONE BLVD , Greensboro, NC 27405
 Phone :336-375-8883 Fax :336-375-1881

INVOICE NO. [REDACTED]

SOLD TO		VEHICLE	
[REDACTED] Greensboro, NC [REDACTED]		1997 DODGE TRUCKS RAM PICKUP Mileage: 196015 Tag: VIN: Vehicle No:	
DATE	TERMS	P.O. NO.	SALESMAN
3/14/2015			DMJ

PART NO.	DESCRIPTION	MECH	QTY	PRICE	AMOUNT
	LABOR	RW	1	225.00	225.00
	FUEL LINE ABOVE TANK		1	39.99	39.99
	ASPER CROWN DODGE PARTS NO LONGER MADE				
				SHOP SUPPLIES	2.80
				SALES TAX	2.89
				TOTAL	270.68
				VISA	270.68
				AMOUNT DUE	0.00

TAYLORS DISCOUNT TIRE AN
 2100 E CONE BLVD
 GREENSBORO, NC. 27405
 336-375-8883
 MID 8018186838
 TID 0002150008018186838002
 March 14, 2015 10:39:23
 Invoice #: 041 Batch #: 305

VISA SALE

Card Number: XXXXXXXX [REDACTED]
 Approval Code: 08290C
TOTAL: \$ 270.68

I AGREE TO PAY ABOVE TOTAL AMOUNT
 ACCORDING TO CARD ISSUER AGREEMENT
 (MERCHANT AGREEMENT IF CREDIT VOUCHER)

THANK YOU
 HAVE A NICE DAY
 CUSTOMER COPY



Ms. Kryston
CASE # [REDACTED]

#(336) 478-6901

You are here: Home / Vehicle Owners / File a Complaint / File a Vehicle Complaint

Do You Have a Safety Problem or Complaint?

File a Complaint Now

Search for all Recalls, Complaints & Investigations

Recalls Look-up by VIN (Vehicle Identification Number)

Recalls FAQ

Receive Updates for Latest Recalls

Sign-up for Email Alerts

Subscribe to RSS Feeds

Resources

Databases (Flat Files)

Passenger Van Safety

Emergency Response Vehicles

File a Vehicle Safety Complaint

NOTE: If you do not have an email address, or cannot fill in a required field, please phone the Vehicle Safety Hotline (Toll-Free: 1-888-327-4236 / Hearing Impaired (TTY): 1-800-424-9153) for assistance.

Form Approved: O.M.B. No. 2127-0008

Please complete each section and then click on the "Verify your entries" button at the bottom.

* = required field

[Help](#)

1. Vehicle Information

Vehicle Identification Number (VIN): 3B7HC13Y3VG [REDACTED]

* **Vehicle:** Enter your vehicle Make, Model and Model Year separated by spaces (e.g., MakeName ModelName 2003). After three characters possible matches may be shown and can be selected to complete your entry.

DODGE RAM 1500 1997

2. Incident Information

* **Approximate Incident Date:** 03/11/2015
For multiple incident dates enter the first date of occurrence.

Was there a Crash? Yes No

Was there a Fire? Yes No

Was there an injury or Fatality? Yes No

Vehicle mileage at time of incident (miles): 185,100
For multiple incidents, enter the first failure mileage

Vehicle speed at time of incident (mph): 35

* **Affected Parts:** Select up to three parts
Fuel/Propulsion System

* **Tell us what happened** Enter up to 1900 characters

WARNING: This description, exactly as you enter it, may appear in a public NHTSA database. Do not include any personal information (name, street/email address, phone number, social security/driver license number, Vehicle Identification Number (VIN), etc...).

(1611 characters left)

Gas build-up on top of fuel tank and continuous gasoline spill onto ground from tank housing; w/engine running. There are no replacement parts and/or repair kits available for this vehicle. This information was cited by the mechanic at Taylor's Auto/Tire company G'boro., N.C. (375-8883).

3. Personal Information

We Value Your Privacy
The information you provide will be used to identify potential safety-related defects or determine the adequacy of existing safety recalls.

* First Name: [REDACTED]

* Last Name: [REDACTED]

We do not share your personal information with the general public. 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 69 FR 53971 (Sept. 3, 2004).

* Email: [Redacted]

* Confirm Email: [Redacted]

* Daytime Phone: [Redacted]

Evening Phone: [Redacted]

* Address 1: [Redacted]

Address 2: [Redacted]

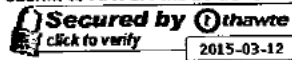
* City: Greensboro

* State: NORTH CAROLINA

* Zip Code: [Redacted]

Verify your entries Reset Form

All the information that you submit to NHTSA will be transmitted using secure mechanism.



Paperwork Reduction Act Burden Statement: A Federal agency may not conduct or sponsor, and a person is not required to respond to, nor shall a person be subject to a penalty for failure to comply with, a collection of information subject to the requirements of the Paperwork Reduction Act, unless that collection of information displays a current valid OMB Control Number. The OMB Control Number for this information collection is 2127-0008. Public reporting for this collection of information is estimated to be approximately 15 minutes per response, including the time for reviewing instructions, completing, and reviewing the collection of information. All responses to this collection of information are voluntary. Send comments regarding this burden estimate or any other aspect of this collection of information, including suggestions for reducing this burden, to: Information Collection Clearance Officer, National Highway Traffic Safety Administration, 1200 New Jersey Avenue SE., Washington, DC 20590.

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1200 New Jersey Avenue, SE, West Building Washington DC 20590 USA 1.888.327.4236 TTY 1.800.424.9153



TAYLOR TIRE

2100 E. CONE BLVD , Greensboro, NC 27405
 Phone :336-375-8883 Fax :336-375-1881

INVOICE NO. [REDACTED]

SOLD TO		VEHICLE	
[REDACTED] Greensboro, NC [REDACTED]		1997 DODGE TRUCKS RAM PICKUP Mileage: 195995 Tag: VIN: Vehicle No:	
DATE	TERMS	P.O. NO.	SALESMAN
3/12/2015			DK

PART NO.	DESCRIPTION	MECH	QTY	PRICE	AMOUNT
	DIAGNOSTIC (.3)	TJ	1	19.95	19.95
	CHECK FUEL LEAK OVER GAS TANK MUST BE RUNNING				
	PUT AIR IN WHEEL BARROW TIRE IN BACK OF TRUCK				
	TIRE ROTATE & BALANCE-FREE		1		
O1	CASTROL OIL CHANGE BASIC	EN	1	19.95	19.95
	LABOR			225.00	
0=	FUEL LINE			39.99	
	DEALER FUEL LINE NO LONGER MADE W/ON CALL BACK !!!!!				
O5-4	OIL CHANGE COUPON		1	-2.00	-2.00
				SHOP SUPPLY OC	.23
				SALES TAX	0.82
				TOTAL	38.95
				VISA	38.95
				AMOUNT DUE	0.00



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



CONF # 10693784

~~CONF~~ CONF

1-800 992-1997

US Attorney @ 333-5351

101 S. Edgeworth St.

INFO:

800 333-4636

U.S. NATIONAL
TRANSPORTATION SAFETY BOARD

- Fuel line fault

(800) 877-6799

Fed. TRADE COMMISSION

(202) 326-2222

WWW.USA.GOV

1 VEHICLE SAFETY HOTLINE

@ 1-888-327-4236

MSI
Krysl

Crown Chrysler
@ (336) 478-6901

Greensboro NC

2

FRAGILE
NON-MACHINABLE
...small rubber hose inside!

US Department of Transportation
National Highway traffic safety Administration
Office of Defects Investigation, NV
1200 New Jersey Avenue SE
Washington D. C.

10

PART

WAS

SUPPLIED

BY CONSUMER