

INFORMATION Redacted PURSUANT TO THE FREEDOM OF



U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

INFORMATION ACT (FOIA), 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 NHTSA USE ONLY 100148

Date Received 28-JAN-2016	Repository ☐
Daytime Telephone Number [REDACTED]	Reference No. 10822883
Evening Telephone Number Same	E-mail Address [REDACTED]

OWNER INFORMATION (Type or Print)

Name [REDACTED]	City RIVERSIDE	State CA	Zip Code [REDACTED]
Address [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 3C7WRVLG9EE [REDACTED]		Make RAM	Model 3500	Model Year 2014
Date Purchased	Dealer's Name and Telephone Number		Engine: No: Cylinders 6	Fuel Type: GAS
Original Owner ☒	Dealer's City COLTON	State CA	Zip Code	
Transmission Type AUTO	☐ Antilock Brakes ☒ Cruise Control	Powertrain	Multiple Failure: ANY speed pulls to the left	Incident Date(s) 24-NOV-2014

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 010000 STEERING TORQUE STEER to the left	Failure Mileage 2000	Failure Speed 55
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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	Number of Deaths	Reported to Police N
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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 2014 RAM 3500. THE CONTACT STATED THAT WHILE DRIVING AT VARIOUS SPEEDS, THE ACCELERATOR PEDAL WAS DEPRESSED AND THE VEHICLE PULLED TO THE LEFT INTO ONGOING TRAFFIC. THE BRAKE PEDAL WAS DEPRESSED AND THE VEHICLE HAD TO BE STEERED WITH EXCESSIVE FORCE BACK TO THE CORRECT SIDE OF THE ROAD. THE CONTACT STATED THAT WHILE DRIVING AT APPROXIMATELY 55 MPH WITH CRUISE CONTROL ENGAGED, THE ACCELERATOR PEDAL WAS DEPRESSED AND THE VEHICLE JERKED TO THE LEFT WITHOUT WARNING. THE FAILURES RECURRED NUMEROUS TIMES. THE VEHICLE WAS TAKEN TO A DEALER ON NUMEROUS OCCASIONS WHERE THE VEHICLE WAS NOT DIAGNOSED OR REPAIRED. THE MANUFACTURER WAS MADE AWARE OF THE FAILURE. THE FAILURE MILEAGE WAS APPROXIMATELY 2,000.

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)

AFTER TAKING THE RV TO 9 different Chrysler
Dealerships, NO ONE CAN REPAIR THE TORQUE STEERING
ISSUE THAT pulls to the left INTO ONCOMING TRAFFIC.

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

SAN BERNARDINO

CA 924

18 APR '16

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UNITED STATES

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POSTAGE WILL BE PAID BY ADDRESSEE

**US Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NEF-100
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

