

INFORMATION Redacted PURSUANT TO THE FREEDOM OF
INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)

 U.S. Department of Transportation National Highway Traffic Safety Administration		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 07-JUL-2017 SEP 6 2017		Repository ☐ Reference No. 11003726	
OWNER INFORMATION (Type or Print)					
Name		Daytime Telephone Number		E-mail Address	
Address		Evening Telephone Number			
City	State	Zip Code			
CROSS PLAINS	TX				
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	Model	Model Year	
1FUJGLDR4GL		FREIGHTLINER	CASCADIA	2016	
Date Purchased	Dealer's Name and Telephone Number		Engine:	Fuel Type:	
			No: Cylinders		
Original Owner	Dealer's City	State	Zip Code		
Transmission Type	☒ Antilock Brakes	Powertrain	Multiple Failure:	Incident Date(s)	
12 Speed AUTOMATIC	☒ Cruise Control		2 Steering ARM SRS AIR BAG	16-AUG-2016	
FAILED COMPONENT(S)/PART(S) INFORMATION					
Vehicle Component Codes: 010000 STEERING, 140000 AIR BAGS			Failure Mileage	Failure Speed	
			LESS THAN 100000	30 TO 40 mph	
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	Failure Location:			
	☐ Prior Repair	SAN ANTONIO, TX			
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	Fire	Number of Persons Injured	Number of Deaths	Reported to Police	
☒ Yes ☐ No	☐ Yes ☒ No	1	0	Y	
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 2016 FREIGHTLINER CASCADIA. WHILE DRIVING, THE CONTACT HEARD A LOUD BOOM NOISE BUT COULD NOT DETERMINE THE LOCATION OF THE NOISE. THE CONTACT STATED THAT THE VEHICLE INDEPENDENTLY DRIFTED TO THE LEFT AND THEN INDEPENDENTLY DRIFTED TO THE RIGHT. AS A RESULT, THE CONTACT LOST CONTROL OF THE STEERING WHEEL. THE VEHICLE SLAMMED INTO A GUARDRAIL AND BOUNCED INTO A WALL, WHICH DAMAGED THE FRONT DRIVER'S SIDE. THERE WERE NO WARNING INDICATORS ILLUMINATED. THE AIR BAGS FAILED TO DEPLOY. THE CONTACT SUSTAINED A HEAD INJURY AND BODY ACHES, WHICH REQUIRED MEDICAL ATTENTION. A POLICE REPORT WAS FILED. THE VEHICLE WAS TOWED TO AN IMPOUND. THE DEALER WAS NOT CONTACTED. THE VEHICLE WAS NOT DIAGNOSED OR REPAIRED. THE CONTACT REFERENCED NHTSA CAMPAIGN NUMBER: 15V613000 (STEERING). THE MANUFACTURER WAS NOTIFIED OF THE FAILURE AND STATED THAT THE VEHICLE WAS NOT INCLUDED IN A RECALL. THE APPROXIMATE FAILURE MILEAGE WAS 100,000.					
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)

I AM A Driver For SWIFT Transportation Drove A Company Truck, 2016 Freightliner Cascadia. While Driving on I-37 South driver heard a loud noise but could not determine the location of the noise. AS A RESULT The Truck Turned Right on it's own but the steering wheel ^{was} frozen in a 9:30 o'clock position and would not move. TRUCK CRASHED INTO A GUARD RAIL & I the driver received a neck injury which resulted in a double neck fusion. There was no damage to the front LEFT driver side and minor damage to the front right passenger side.

ATTACH ADDITIONAL SHEETS IF NECESSARY

U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

400 South Avenue SE.
Washington, DC 20077-9382

Official Business
Penalty for Private Use \$300

IN TEXAS
DALLAS 750
21 AUG '17
PM 11



NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES



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, 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

SWIFT

Reference#

TRANSPORTATION/Leasing

11003726

2016 Freightliner Cascadia

The TRUCK'S steering ARM Separated
FROM the KNUCKLE OF the spindle BUT
WAS STILL ATTACHED TO the gear BOX.

- SRS Airbag Did not Deploy. -

- Steering ARM Knuckle Separation

