



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

Repository ☐

29-SEP-2017

Reference No.
11030497

NOV 15 2017

Daytime Telephone Number

E-mail Address

Evening Telephone Number

OWNER INFORMATION (Type or Print)

Name

Address

City NEW BALTIMORE

State MI

Zip Code

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

ZFBERFAB8H6

Make

RAM

Model

PROMASTER

Model Year

2017

Date Purchased

7/20/17

Dealer's Name and Telephone Number

Sterling Heights Dodge 586-939-3900

Engine:

No: Cylinders

Fuel Type:

GAS

Original Owner

☒

Dealer's City

Sterling Heights

State

MI

Zip Code

48313

Transmission Type

AUTO

☒ Antilock Brakes

Powertrain

☒ Cruise Control

Multiple Failure:

Incident Date(s)

24-JUL-2017

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 110000 ELECTRICAL SYSTEM

Failure Mileage

600

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

Number of Deaths

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 2017 RAM PROMASTER. THE CONTACT STATED THAT THE INSTRUMENT PANEL ILLUMINATED TOO DIMLY, WHICH CAUSED THE SPEEDOMETER TO BE DIFFICULT TO VIEW WHILE DRIVING IN THE DAYTIME. THE VEHICLE WAS TAKEN TO STERLING HEIGHTS DODGE (40111 VAN DYKE, STERLING HEIGHTS, MI 48313, PHONE NUMBER: (586) 939-3900) WHO STATED THAT THE LIGHT WAS DIM AND COULD NOT SERVICE THE VEHICLE BECAUSE IT WAS DESIGNED IN THAT MANNER. THE CONTACT WAS ADVISED TO CONTACT CUSTOMER CARE. THE CONTACT CALLED THE MANUFACTURER AND WAS INFORMED THAT THE VEHICLE WAS MANUFACTURED IN THAT MANNER AND NOTHING COULD BE DONE. THE APPROXIMATE FAILURE MILEAGE WAS 600.

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)

This vehicle poses a risk to motor vehicle safety. I almost got into an accident twice trying to avoid the cars in front of me. I was trying to compensate on my speed which is very difficult to read on this vehicle.

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

RECEIVED

NOV 10

11:09 AM

PM 1981



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





STERLING HEIGHTS DODGE CHRYSLER JEEP RAM, Inc.

40111 Van Dyke Ave. • Sterling Heights, MI 48313
Phone (586) 939-3900 • Fax (586) 939-3220



CUSTOMER NO. [REDACTED]		ADVISOR SALVATORE VIVIANO 1019		TAG NO. 7898		INVOICE DATE 08/10/17		INVOICE NO. [REDACTED]	
[REDACTED]		LABOR RATE 95.00		LICENSE NO.		MILEAGE 528		COLOR DP RED MET/	
NEW BALTIMORE, MI [REDACTED]		YEAR/MAKE/MODEL 17/RAM/PROMASTER CITY/WGN		DELIVERY DATE 07/24/17		DELIVERY MILES 35		STOCK NO. [REDACTED]	
[REDACTED]		VEHICLE I.D. NO. Z F B E R F A B 8 H 6		SELLING DEALER NO.		PRODUCTION DATE		[REDACTED]	
RESIDENCE PHONE [REDACTED]		BUSINESS PHONE [REDACTED]		P.O. NO.		R.O. DATE 08/07/17		[REDACTED]	
[REDACTED]		COMMENTS		REPAIRS PROPERLY COMPLETED & CHECKED BY X		MILEAGE OUT		[REDACTED]	

LABOR & PARTS
J# 1.08DOZ

ELECTRICAL
TECH(S):391
THE CLUSTER LIGHTS ARE VERY DIM EVEN WITH DIMMER ALL THE WAY
UP RADIO AND CENTER OF CLUSTER GET BRIGHT (Electrical Conce
rn 1)
INSPECTED SETTINGS AND SET DASH LIGHTS TO WORK WITH DIMMER
FUNCTION. NO OTHER CHANGES ARE AVAILABLE AT THIS TIME.

JOB # 1 TOTAL LABOR & PARTS

WARRANTY

PRELIMINARY ESTIMATE \$			
AUTHORIZED BY X			
REVISED ESTIMATE (1)	DATE	TIME	BY
REVISED ESTIMATE (2)			
REVISED ESTIMATE (3)			

I HEREBY ACKNOWLEDGE THAT I WAS NOTIFIED & GAVE
ORAL APPROVAL OF THE ABOVE REVISED ESTIMATES:

X

ESTIMATE
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF \$0.00 (+TAX)

COMMENTS
DROP

TOTALS

* [] CASH [] CHECK CK NO. [] *
* [] VISA [] MASTERCARD [] DISCOVER *

TOTAL LABOR.... 0.00
TOTAL PARTS.... 0.00
TOTAL SUBLET... 0.00
TOTAL G.O.G.... 0.00
TOTAL MISC CHG. 0.00
TOTAL MISC DISC 0.00
TOTAL TAX..... 0.00

TOTAL INVOICE \$ 0.00

* The repairs were properly explained or *
* demonstrated. *
* *
* Yes ---- No ---- Initials ----- *

CUSTOMER SIGNATURE

866-726-4636

8-10-17

CASE # [REDACTED]
Mileage 552

ATTENTION

"This repair facility charges for labor utilizing the flat rate hours published either by the manufacturer in its labor time study guide or by a recognized industry time study guide which reflects an average time requirement for the performance of specific vehicle repairs. Therefore, the flat rate hours charged may be either more or less than the actual clock time in any given instance."

STATEMENT OF DISCLAIMER

The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.

CUSTOMER SIGNATURE

X

POWER OF ATTORNEY FOR REPAIRS ONLY

To Whom it may concern:

This is a power of attorney authorizing a representative of Sterling Heights Dodge, Inc. to endorse the necessary insurance form and/or checks from _____ for

(Insurance Company)

repairs done to my _____

(Year and Make)

on _____

(Date)

This power of attorney covers the above mentioned items only. I understand that payment for these repairs are the joint responsibility of myself and my insurance company.

(Customer's Signature)