



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

1200 New Jersey Avenue, SE
Washington, DC 20590

February 21, 2019

[REDACTED]
Indianapolis, IN [REDACTED]

NEF-109 ela
Ref. No. 11102649

Dear [REDACTED]

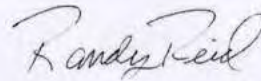
Thank you for your correspondence concerning your vehicle. Your request was forwarded to the National Highway Traffic Safety Administration's (NHTSA) Office of Defects Investigation. Our office received an unprecedented increase in the number of correspondence. Our limited resources have been overwhelmed and we are now just getting to your letter. We regret any inconvenience this delay may have caused you.

NHTSA is the Federal agency responsible for improving safety on our Nation's highways. We are authorized to order manufacturers to recall and repair vehicles or motor vehicle equipment when our investigations indicate that they contain safety defects in their design, construction, or performance. We also monitor the completion rates and adequacy of manufacturers' recall campaigns.

Thank you for your request for a Vehicle Owner's Questionnaire (VOQ). Enclosed please find a pre-addressed, postage-paid Vehicle Owner's Questionnaire (VOQ). The information you provide will be entered into our database and considered with other reports to identify any safety-related defect trends that may require our attention. Please mark the appropriate authorization box and sign the form.

Should you encounter a safety-related problem with a motor vehicle or motor vehicle equipment in the future, we would appreciate it if you would complete an electronic Vehicle Owner's Questionnaire online at www.nhtsa.gov or call the Auto Safety Hotline at 888-327-4236. Also, a summary listing of vehicle owners' complaints, safety recalls, manufacturers' service bulletins, etc. can be obtained at our website.

Sincerely,

A handwritten signature in cursive script that reads "Randy Reid".

Randy Reid, Chief
Correspondence Research Division
Office of Defects Investigation
Enforcement

Enclosure



U.S. Department
of Transportation
**National Highway
Traffic Safety
Administration**

Vehicle Owner's Questionnaire

TO REPORT VEHICLE SAFETY DEFECTS

888-327-4236

www.safercar.gov

FOR AGENCY USE ONLY

Date Received

Repository ☐

Reference No.

OWNER INFORMATION (Type or Print)

Name

Street No.

Apt. No.

City

State

Zip Code

Daytime Telephone Number

Evening Telephone Number

E-mail

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle?

☐ YES ☐ NO

In the absence of authorization, NHTSA will provide a copy of this report to the vehicle manufacturer only during a defect investigation or when you make a complaint about recall performance on your vehicle.

Signature of Owner

Date / /

VEHICLE INFORMATION

17 digit Vehicle Identification number located at bottom of windshield on driver's side

Make

Model

Year

Current Mileage

Date Purchased

Dealer's Name and Telephone Number

Engine

Fuel Type:

☐ Original Owner

Dealer's City

State

Zip Code

No. Cylinders

☐ Diesel ☐ Hybrid
☐ Gas ☐ Other

Transmission Type

☐ Manual

☐ Automatic

☐ Antilock Brakes

☐ Cruise Control

Powertrain

☐ All-Wheel Drive

☐ Front-Wheel Drive

☐ Rear-Wheel Drive

☐ Four-Wheel Drive

FAILED COMPONENT(S)/PART(S) INFORMATION

Component Name

Incident Date(s)

Failure Mileage

Failure Speed

Failure Location

☐ Driver ☐ Passenger
☐ Front ☐ Rear

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make/Brand

Tire Model/Line

Tire Name

Tire Size (example: P215/65R1105)

Failed Structure

☐ Tread ☐ Sidewall ☐ Bead

DOT No. (Example: DOT MAL8ABC836 on sidewall)

☐ Original Equipment
☐ Prior Repair

Failure Type:

☐ Blowout ☐ Blister ☐ Crack ☐ Torn ☐ Tread Separation ☐ Road Hazard ☐ Out of Round

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make

Date Manufactured

Model Number and Name

Seat Type

☐ Infant

☐ Booster

☐ Integrated

☐ Convertible

☐ Other

Installed in Vehicle using the:

☐ Vehicle safety belt

☐ LATCH system*

*Vehicle info required

Failed Part: Describe Failure Below

☐ Base

☐ Harness/Buckle

☐ LATCH Connector

☐ Shell

☐ Handle

☐ Other

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

Police Report No.

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

Continue on back.

The Privacy Act of 1974 - Public Law 93-579. This information is requested pursuant to a48 U.S.C. Chapter 301. You are under no obligation to respond to this questionnaire. Your response may be used to assist NHTSA in determining whether a manufacturer should take appropriate action to correct a safety defect. If NHTSA proceeds with administration enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.

Mail postage free or fax to 202-366-7882

Use the attached Vehicle Owner's Questionnaire (VOQ) to report a motor vehicle safety problem to the National Highway Traffic Safety Administration (NHTSA) of the U.S. Department of Transportation (DOT). You may also call the Vehicle Safety Hotline at 1-888-327-4236 or file your report online at our Web site at www.safercar.gov. The TTY number is 1-800-424-9153.

If a safety-related defect exists in a motor vehicle, or item of motor vehicle equipment such as a child safety seat, the manufacturer may be required to recall it and fix it at no cost to the owner. Your report is the first step in this process. It will be viewed with other reports to identify safety defect trends that require investigation.

Government investigators will analyze the problem. If warranted, the manufacturer will be asked to conduct a safety recall campaign.

www.safercar.gov
888-327-4236

safercar.gov

Blank lined paper for writing.

DOT
NATIONAL HIGHWAY
TRAFFIC SAFETY ADM
1200 NEW JERSEY AVE., SE.
WASHINGTON DC 20590

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[illegible]

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Use the enclosed form to file a report.

or visit

www.safecar.gov

of call:

Vehicle Safety Hotline

888-327-4236

NIHSA

Vehicle Owner's Questionnaire (VOQ)
U.S. Department of Transportation
National Highway Traffic Safety Administration

Detach Here

safercar.gov

www.safercar.gov

888-327-4236

Vehicle Safety Hotline

Get Crash Test & Rollover Ratings

Report Defects & Check for Recalls



U.S. Department
of Transportation
National Highway
Traffic Safety
Administration

www.rilisa.gov

NHTSA