

 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 13-MAY-2019 JUL 30 2019	Repository ☐ Reference No. 11207296
OWNER INFORMATION (Type or Print)			Daytime Telephone Number	
Name			[REDACTED]	
Address			[REDACTED]	
City ELLIJAY State GA Zip Code [REDACTED]			Evening Telephone Number	
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 3C7WRTCL7G [REDACTED]		Make RAM	Model 3500	Model Year 2016
Date Purchased	Dealer's Name and Telephone Number		Engine: No: Cylinders	Fuel Type: Diesel
Original Owner	Dealer's City	State	Zip Code	
Transmission Type AT	☒ Antilock Brakes ☒ Cruise Control	Powertrain	Multiple Failure:	Incident Date(s) 25-JAN-2019
FAILED COMPONENT(S)/PART(S) INFORMATION				
Vehicle Component Code: 010000 STEERING			Failure Mileage	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 2016 RAM 3500. THE CONTACT RECEIVED NOTIFICATION OF NHTSA CAMPAIGN NUMBER: 19V021000 (STEERING) HOWEVER THE MANUFACTURER FAILED TO PROVIDE A PERMANENT REMEDY AND HAD ONLY LIMITED THE REMEDY TO AN INTERIM REPAIR. THE DEALER TRONCALLI CHRYSLER-JEEP-DODGE-RAM (818 ATLANTA HWY, CUMMING, GA 30040, (678) 244-4100) WAS CONTACTED TO SCHEDULE AN APPOINTMENT. THE MANUFACTURER WAS NOTIFIED OF THE FAILURE. THE CONTACT HAD NOT EXPERIENCED A FAILURE.				
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)

THE REPAIR INVOLVES WELDING A ADJUSTABLE SLEEVE THAT IS USED AS PART OF ROUTINE MAINTENANCE. I CONTACTED NATIONAL CHAIN REPAIR CENTERS THAT WILL NOT BE WILLING TO PERFORM A WHEEL ALIGNMENT WITHOUT REPLACING SLEEVE & RODS IF THEY ARE WELDED TOGETHER DUE TO LIABILITY ISSUES. I FEEL THE REPAIR IS NOT ACCEPTABLE. ALL FAULTY PARTS SHOULD BE REPLACED TO INSURE CORRECT OPERATION OF A NORMALLY ADJUSTABLE ITEM. #V06/NHSTA 19V-021

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

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Penalty for Private Use \$300



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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

