

 U.S. Department of Transportation National Highway Traffic Safety Administration		DOT Auto Safety Hotline		FOR AGENCY USE ONLY 100148	
		Vehicle Owner's Questionnaire To Report Vehicle Safety Defects 1-888-DASH-2-DOT (1-888-327-4236) INTERNET: www.nhtsa.dot.gov/hotline		Date Received MAR 03 2020 10-OCT-2019 MAR 03 2020	
				Repository ☐	
				Reference No. 11267629	
OWNER INFORMATION (Type or Print)					
Name		Address		Daytime Telephone Number	
City		State		Evening Telephone Number	
NORTH EAST		PA			
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	
3C63RRJL966		RAM		3500	
Model Year		Date Purchased		Engine:	
2016		7/11/2016		No: Cylinders	
Dealer's Name and Telephone Number		Original Owner		Fuel Type:	
WALLY ARMOUR		[X]		DIESEL	
Dealer's City		State		Zip Code	
ALLIANCE		OH		44601	
Transmission Type		Antilock Brakes		Multiple Failure:	
AUTO		[X]		Incident Date(s)	
Powertrain		Cruise Control		02-APR-2019	
FAILED COMPONENT(S)/PART(S) INFORMATION					
Vehicle Component Codes: 010000 STEERING, 060000 ENGINE (PWS)				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		Failure Location:	
		Prior Repair			
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	
[] Yes [X] No		[] Yes [X] No		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 A RECALL NOTICE FOR NHTSA CAMPAIGN NUMBER: 18E096000 (STEERING). THE CONTACT TOOK THE VEHICLE TO HUMES CHRYSLER JEEP DODGE & RAM (1010 ROUTE 19 NORTH, WATERFORD, PA 16441, (888) 571-5737) WHERE THE RECALL REPAIR WAS PERFORMED. THE VEHICLE WAS RETURNED TO THE CONTACT. A FEW MONTHS LATER, THE VEHICLE NEEDED THE OUTER TIE ROD REPLACED AND A FRONT END ALIGNMENT. THE CONTACT TOOK THE VEHICLE TO AN INDEPENDENT MECHANIC AND WAS INFORMED THAT, DUE TO A WELDING THAT HAD BEEN PERFORMED ON THE VEHICLE FROM THE RECALL REPAIR, THE VEHICLE COULD NOT BE REPAIRED. THE MANUFACTURER WAS NOTIFIED AND STATED THAT THE WELDING WAS AN APPROVED REPAIR BY NHTSA AND HE WOULD NEED TO CONTACT NHTSA FOR MORE INFORMATION. THE VIN WAS UNKNOWN. 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)

WHEN I TOOK MY TRUCK TO THE DEALER FOR A SAFETY RECALL, THEY WELDED THE LOCK BUSHES TO THE ADJUSTMENT SLEEVE CONNECTING THE TIE ROD ENDS. THIS MAKES IT IMPOSSIBLE TO CHANGE A TIE ROD END OR DO A SIMPLE ALIGNMENT. THIS IS A PART THAT NEEDS TO BE ADJUSTED FROM TIME TO TIME. WHY WOULD THE NHTSA APPROVE THIS AS A REPAIR. WHEN I CALLED THE DEALER TO COMPLAIN, THEY SAID I WOULD HAVE TO BRING IT BACK TO THEM FOR ANY REPAIR. BY DOING THE REPAIR THIS WAY, THEY ARE FORCING PEOPLE TO BRING IT TO THEM FOR ANY REPAIR OR ALIGNMENT.

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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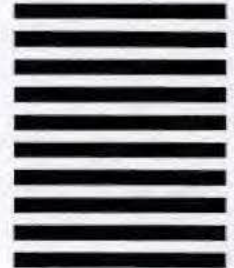
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US Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NEF-100
1200 New Jersey Avenue SE.
Washington, D.C. 20077-9382



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**



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

safercar.gov