

OF INFORMATION ACT (FOIA), 5 U.S.C.552(B)(6)

From: [DataQuality, DataQuality \(NHTSA\)](#)
To: [EVOQ \(NHTSA\)](#)
Subject: FW: FW: Follow up to ODI Complaint -----11341830-----
Date: Friday, August 28, 2020 9:27:12 AM
Attachments: [REDACTED]

From: [REDACTED]
Sent: Tuesday, August 25, 2020 3:13 PM
To: DataQuality, DataQuality (NHTSA) <DataQuality@dot.gov>
Subject: Fwd: FW: Follow up to ODI Complaint -----11341830-----

CAUTION: This email originated from outside of the Department of Transportation (DOT). Do not click on links or open attachments unless you recognize the sender and know the content is safe.

Here is the updated form you sent me regarding my complaint.

----- Forwarded message -----

From: EVOQ (NHTSA) <EVOQ@dot.gov>
Date: Wed, Aug 19, 2020 at 9:21 AM
Subject: FW: Follow up to ODI Complaint -----11341830-----
To: [REDACTED]

Please see the attached copy of your recent complaint and instructions. Please make any necessary edits and return via email to dataquality@dot.gov or fax to (202) 366-1767. Due to the volume of complaints we receive and our limited resources, we cannot respond to every complaint.
NHTSA/Office of Defects Investigation



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

28-JUL-2020

Repository ☐

Reference No.
11341830

OWNER INFORMATION (Type or Print)

Name [REDACTED]

Address [REDACTED]

City DEERFIELD

State WI

Zip Code [REDACTED]

Daytime Telephone Number [REDACTED]

E-mail Address [REDACTED]

Evening Telephone Number [REDACTED]

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
3C63DRJLXC [REDACTED]

Make
RAM

Model
3500

Model Year
2012

Date Purchased

Dealer's Name and Telephone Number

Engine:
No: Cylinders 6

Fuel Type:
Diesel

Original Owner
☒

Dealer's City

State

Zip Code

Transmission Type

☐ Antilock Brakes
☐ Cruise Control

Powertrain
REAR WHEEL DRIVE

Multiple Failure:
1

Incident Date(s)
22-JUL-2020

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 060000 ENGINE (PWS)

Failure Mileage
37000

Failure Speed
0

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: DOTM9ABC036)

☐ 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 2012 RAM 3500. THE CONTACT STATED THAT WHILE DRIVING AT VARIOUS SPEEDS, THERE WAS AN ABNORMAL SOUND COMING FROM THE VEHICLE. THE VEHICLE WAS TAKEN TO GRIFFIN CHRYSLER DODGE JEEP RAM (1121 S MAIN ST, JEFFERSON, WI 53549) WHERE THE VEHICLE WAS DIAGNOSED AND IT WAS DETERMINED THAT THE WATER PUMP BEARING WAS DEFECTIVE AND NEEDED TO BE REPLACED. THE VEHICLE WAS REPAIRED. THE CONTACT REFERENCED NHTSA CAMPAIGN NUMBER: 17V562000 (ENGINE AND ENGINE COOLING) AS A POSSIBLE SOLUTION TO THE FAILURE HOWEVER, THE VIN WAS NOT INCLUDED. THE MANUFACTURER WAS INFORMED OF THE FAILURE. THE FAILURE MILEAGE WAS APPROXIMATELY 37,000.*LN*JB

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 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.



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

28-JUL-2020

Repository ☐

Reference No.
11341830

OWNER INFORMATION (Type or Print)

Name

Address

City

DEERFIELD

State

WI

Zip Code

Daytime Telephone Number

E-mail Address

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

3C63DRJLXCG

Make

RAM

Model

3500

Model Year

2012

Date Purchased

05/31/2013

Dealer's Name and Telephone Number

HAVIL CHRYSLER DODGE JEEP RAM

Engine:

No: Cylinders 6

Fuel Type:

Diesel

Original Owner

☒

Dealer's City

JEFFERSON

State

WI

Zip Code

53549

Transmission Type

AUTOMATIC

☒ Antilock Brakes

☒ Cruise Control

Powertrain

REAR WHEEL DRIVE

Multiple Failure:

1

Incident Date(s)

22-JUL-2020

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 060000 ENGINE (PWS)

Failure Mileage

37000

Failure Speed

0

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 2012 RAM 3500. THE CONTACT STATED THAT WHILE DRIVING AT VARIOUS SPEEDS, THERE WAS AN ABNORMAL SOUND COMING FROM THE VEHICLE. THE VEHICLE WAS TAKEN TO GRIFFIN CHRYSLER DODGE JEEP RAM (1121 S MAIN ST, JEFFERSON, WI 53549) WHERE THE VEHICLE WAS DIAGNOSED AND IT WAS DETERMINED THAT THE WATER PUMP BEARING WAS DEFECTIVE AND NEEDED TO BE REPLACED. THE VEHICLE WAS REPAIRED. THE CONTACT REFERENCED NHTSA CAMPAIGN NUMBER: 17V562000 (ENGINE AND ENGINE COOLING) AS A POSSIBLE SOLUTION TO THE FAILURE HOWEVER, THE VIN WAS NOT INCLUDED. THE MANUFACTURER WAS INFORMED OF THE FAILURE. THE FAILURE MILEAGE WAS APPROXIMATELY 37,000. *LN*JB THE VEHICLE BUZZO DATE WAS AFTER THE START DATE OF THE RECALL AND THE VEHICLE WAS EQUIPPED WITH THE ENGINE/WATER PUMP THAT WAS THE SUBJECT OF THE RECALL. IN ADDITION, THE WATER PUMP FAILURE WAS EXACTLY THE SAME AS THE REASON FOR THE RECALL. OWNER DOES NOT UNDERSTAND WHY VEHICLE WAS NOT INCLUDED IN THE RECALL.

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.