



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

# DOT Auto Safety Hotline Vehicle Owner's Questionnaire

**PAINT DEFECT**

**SUPPORT VEHICLE SAFETY DEFECTS**  
1-888-DASH-2-DOT  
(1-888-327-4236)  
INTERNET: www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY

Date Received: CO'd  
Ad or QC'd  
Reference No. QC'd

**POSTED**

Daytime Telephone Number: **560009**

**OWNER INFORMATION (Type or Print)**

[Redacted]  
Apt. No. \_\_\_\_\_  
City \_\_\_\_\_ State \_\_\_\_\_ Zip Code \_\_\_\_\_

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle?  YES  NO  
in the absence of your authorization, NHTSA WILL NOT provide your name or address to the vehicle manufacturer.

Signature of Owner: [Redacted] Date: 1/1

**PRODUCT INFORMATION**

Vehicle Identification No. (VIN): [Redacted] (Located at bottom of windshield on driver's side)  
Make: Dodge Model: Ram 1500 (Silver) Year: 1997  
Purchased Date: \_\_\_\_\_ Dealer's Name: \_\_\_\_\_ Engine Size (CID/CC/L): 5.9  Turbo  Diesel  Gas  Fuel Injection  
 New  Used Dealer's City: \_\_\_\_\_ State: \_\_\_\_\_ Zip Code: \_\_\_\_\_ No. Cylinders: 8  
Manufacture Date (on driver's door or pillar): 7/96 Transmission Type:  Manual  Automatic Restraint System:  Driverside Air Bag  Motorbelt  Passengerside Air Bag  2-Point Belt  3-Point Belt Cruise Control:  Yes  No Drivetrain:  Front  Rear  4-Wheel Vehicle Type:  Car  Sport Utility  Van  Truck  Minivan  Motorcycle  Other Body Style:  2-Door  4-Door  Station Wagon  Pick Up Truck  Other

**FAILED COMPONENT(S)/PART(S) INFORMATION**

Part Name(s): Windshield Installation Location:  Left  Right  Front  Rear Failed Part(s):  Original  Replacement Handicap Adaptive Equip:  Yes  No

**TO BE COMPLETED WHEN REPORTING A TIRE FAILURE**

Tire Brand: \_\_\_\_\_ Tire Name: \_\_\_\_\_ Complete Tire Size: \_\_\_\_\_  
No. of Failures: \_\_\_\_\_ Date(s) of Failure(s): \_\_\_\_\_ Mileage at Failure(s): 69,000 Vehicle Speed at Failure(s): \_\_\_\_\_ Failed Part(s) Available?  Yes  No NHTSA Previously Contacted?  Yes  No

**APPLICABLE INCIDENT INFORMATION**

(Please describe in detail the Incident(s), Failure(s), Crash(es), and Injury(ies). Attach photos if available.)

Crash:  Yes  No Fire:  Yes  No Number of Persons Injured: \_\_\_\_\_ Number of Fatalities: \_\_\_\_\_ Reported to Manufacturer:  Yes  No

Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies):  
Upon removal of the factory installed windshield, I found that the glass primer did not adhere to the windshield bonding felt. I also found the paint did not adhere to the factory body primer causing the urethane to pull loose from the body. This has been an ongoing problem with silver Dodges for quite some time. Thanks!!

Continue on back.

The Privacy Act of 1974 - Public Law 93-579 This information is requested pursuant to 49 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

Paint Code (PFK)