

U.S. Department
of TransportationNational Highway
Traffic Safety
Administration

DOT Auto Safety Hotline

Vehicle Owner's Questionnaire (VOQ)

NATIONWIDE 1-888-DASH-2-DOT

1-888-327-4236

www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 258

Date Received

24-MAY-2000

 Od_or _____
 Rt_dt _____
 od_rt _____
 up_ltr _____

Reference No.

723157

Do you authorize NHTSA to provide a copy of report to the manufacturer of your vehicle? ☐ YES ☐ NO
 In the absence of an authorization, NHTSA WILL NOT provide your name and address to the vehicle manufacturer.

Signature of Owner _____ Date ____/____/____

VEHICLE INFORMATION

Vehicle Ident. No. (VIN) (located at front of windshield on drivers side) 3B7HF13Y3YG125977	Vehicle Make DODGE TRUCK	Vehicle Model RAM	Vehicle Year 2000	Current Odometer Reading
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Purchase Date 01-OCT-1999	Dealer's Name _____	Engine Size (CID/CC/L) 318	☐ Turbo ☐ Diesel ☐ Gas ☐ Fuel Injection
☒ New ☐ Used	City _____ State _____ Zip Code _____	No Cylinders _____	

Transmission Type ☐ Manual ☐ Automatic	Antilock Brakes ☒ Yes ☐ No	Restraint System ☐ 3-Point Belt ☐ Motorbell ☐ Driverside Airbag ☐ 2-Point Belt ☐ Passengerside Airbag	Cruise Control ☒ Yes ☐ No	Drive Train ☐ Front ☐ Rear ☒ 4-Wheel	Vehicle Type ☐ Car ☐ Sport Ult ☐ Van ☐ Truck ☐ Minivan ☐ Motorcycle ☐ Other _____	Body Style ☐ 2-Door ☐ 4-Door ☐ Stationwagon ☒ Pick Up Truck ☐ Other _____
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FAILED COMPONENT(S)/PART(S) INFORMATION

Component 11607000	Part Name(s) AIR CONDITIONER:EVAPORATOR	Location ☐ Left ☐ Right ☐ Front ☐ Rear	Failed Part(s) ☐ Original ☐ Replacement
No of Failures	Date(s) of Failure(s) _____ Mileage at Failure(s) _____ Vehicle Speed at Failure(s) _____	Failed Part(s) Available? ☐ Yes ☐ No	NHTSA Previously Contacted? ☐ Yes ☐ No

APPLICATION INCIDENT INFORMATION

(Please describe in detail the incident(s), Failure(s), Crash(es), and injury(ies) on the back of this form)

Crash ☐ Yes ☐ No	Fire ☐ Yes ☒ No	Number of Persons Injured	Number of Fatalities	Estimated Property Damage	Reported to Police ☐ Yes ☒ No
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NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)

AFTER 2555 MILES, I STARTED GETTING A VERY MUSTY ODOR COMING FROM MY A/C VENTS. I BROUGHT IT TO CLOSEST DEALER (MASSEY-YARDLEY). WORK DONE STATES "CHECK FOR A LEAK, EVAPORATOR LEAKING, REPLACE EVAPORATOR." AT 5099 MILEAGE, I WENT TO THE DEALER BECAUSE I WAS STILL GETTING A MUSTY ODOR. I STATED I HAD ALLERGY TESTING DONE WHICH CAME BACK POSITIVE FOR MOLD & MILDEW AND I WAS HAVING HEALTH PROBLEMS DUE TO THIS CONDITION AND COULD NOT USE MY VEHICLE. THIS TIME THE DEALER CLEANED AND DEODERIZED THE CARPET AND TOLD ME TO REMOVE THE RUBBER MATS, WHICH I DID. THERE WAS NO MOISTURE UNDER THE MATS. I DO NOT HAVE PETS NOR DO I SMOKE, NO CHILDREN. THIS IS A PERSONAL VEHICLE THAT IS NOT USED FOR WORK. I AM A RETIRED LAW ENFORCEMENT OFFICER. THE INSIDE AND

CONTINUED ON BACK (SEE)

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.