



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

# Auto Safety Hotline

## Vehicle Owner's Questionnaire

NATIONWIDE 1-800-424-9393  
DC METRO AREA (202) 366-0123  
INTERNET: <http://www.nhtsa.dot.gov>

### FOR AGENCY USE ONLY 231

Date Received

19-MAR-2002

Od\_or \_\_\_\_\_  
rt\_dt \_\_\_\_\_  
pd\_rt \_\_\_\_\_  
rp\_lr \_\_\_\_\_

Reference No.

8005912

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) _____<br><small>(Location at bottom of windshield and driver's side)</small> |                                                                                    | Vehicle Make<br><b>DODGE TRUCK</b>                                                                                                                                                                                                   | Vehicle Model<br><b>RAM</b>                                                       | Vehicle Year<br><b>2001</b>                                                                                                                  | Current Odometer Reading _____                                                                                                                                                                                                                                                                                                                                                                                                                                                |
| Purchase Date<br><br><input type="checkbox"/> New <input checked="" type="checkbox"/> Used            | Dealer's Name _____<br>City _____ State _____ Zip Code _____                       |                                                                                                                                                                                                                                      | Engine Size<br>(CID/CC/L) _____<br>No Cylinders _____                             | <input type="checkbox"/> Turbo<br><input type="checkbox"/> Diesel<br><input type="checkbox"/> Gas<br><input type="checkbox"/> Fuel Injection |                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
| Transmission Type<br><br><input type="checkbox"/> Manual<br><input type="checkbox"/> Automatic        | Antilock Brakes<br><br><input type="checkbox"/> Yes<br><input type="checkbox"/> No | Restraint System<br><br><input type="checkbox"/> 3-Point Belt <input type="checkbox"/> Motorbelt<br><input type="checkbox"/> Driverside Airbag <input type="checkbox"/> 2-Point Bel<br><input type="checkbox"/> Passengerside Airbag | Cruise Control<br><br><input type="checkbox"/> Yes<br><input type="checkbox"/> No | Drive Train<br><br><input type="checkbox"/> Front<br><input type="checkbox"/> Rear<br><input type="checkbox"/> 4-Wheel                       | Vehicle Type<br><input type="checkbox"/> Car <input type="checkbox"/> Sport Utl<br><input type="checkbox"/> Van <input type="checkbox"/> Truck<br><input type="checkbox"/> Minivan <input type="checkbox"/> Motorcycle<br><input type="checkbox"/> Other _____<br>Body Style<br><input type="checkbox"/> 2-Door<br><input type="checkbox"/> 4-Door<br><input type="checkbox"/> Stationwagon<br><input type="checkbox"/> Pick Up Truck<br><input type="checkbox"/> Other _____ |

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

|                       |                                                                                               |                                                                                                                                          |                                                                                             |
|-----------------------|-----------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------|
| Component<br>01300000 | Part Name(s)<br><b>STEERING:POWER ASSIST</b>                                                  | Location<br><input type="checkbox"/> Left <input type="checkbox"/> Right<br><input type="checkbox"/> Front <input type="checkbox"/> Rear | Failed Part(s)<br><input type="checkbox"/> Original<br><input type="checkbox"/> Replacement |
| No of Failure         | Dates of Failure(s) _____<br>Mileage at Failure(s) _____<br>Vehicle Speed at Failure(s) _____ | Failed Part(s)<br><input type="checkbox"/> Yes <input type="checkbox"/> No                                                               | NHTSA Previously<br><input type="checkbox"/> Yes <input type="checkbox"/> 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<br><br><input type="checkbox"/> Yes <input type="checkbox"/> No | Fire<br><br><input type="checkbox"/> Yes <input type="checkbox"/> No | Number of Persons Injured _____ | Number of Fatalities _____ | Estimated Property Damag _____ | Reported to Police<br><br><input type="checkbox"/> Yes <input type="checkbox"/> No |
|-----------------------------------------------------------------------|----------------------------------------------------------------------|---------------------------------|----------------------------|--------------------------------|------------------------------------------------------------------------------------|

### NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)

**WHEN STARTING VEHICLE IN COLD WEATHER IT LOSES ALL POWER STEERING. DEALER HAS BEEN CONTACTED. PLEASE PROVIDE FURTHER INFORMATION. \*AK**

COPIES OF REPORTS ARE KEPT

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.



# Vehicle Owner's Questionnaire (VOQ)

NATIONWIDE 1-888-DASH-2-DOT  
1-888-327-4236  
www.nhtsa.dot.gov/hotline

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

## OWNER INFORMATION (Type or Print)

744149

Work Number

Home Number

8005912

Reference No.

DEFECTS INVESTIGATION

OFFICE

19-MAR-2002

19-MAR-2002

19-MAR-2002

19-MAR-2002

231

FOR AGENCY USE ONLY

Do you authorize NHTSA to provide a copy of report to the manufacturer of your vehicle? YES ☒ NO ☐

Signature of Owner

## VEHICLE INFORMATION

Vehicle (year, make, model) (located at bottom of windshield on driver's side)

DODGE TRUCK

RAM

2001

6,500

Purchase Date  
June 30, 2001

Used ☒ New ☐

Dealer's Name  
Harold Zeigler - Chrysler

City  
Placerville

State  
CA

Zip Code  
95667

Transmission Type  
Automatic ☒ Manual ☐

Restraint System  
3-Point Belt ☒ 2-Point Belt ☐ Driver's Side Airbag ☒ Passenger's Side Airbag ☒

Cruise Control  
Yes ☒ No ☐

Drive Type  
Front ☒ Rear ☐ 4-Wheel ☐

Vehicle Type  
Car ☒ Van ☐ Minivan ☐ Other ☐

Body Style  
Sport Utility ☒ Truck ☐ Station Wagon ☐ Pick Up ☐ Truck ☐

Fuel System  
Turbo ☐ Diesel ☒ Gas ☐ Fuel Injection ☐

Component  
01300000

Part Name(s)  
STEERING: POWER ASSIST

Location  
Left ☒ Right ☐ Front ☒ Rear ☐

Failed Part(s)  
Original ☒ Replacement ☐

No of Failures

Date(s) of Failure(s)  
Every time the weather is below 25°

Mileage at Failure(s)  
From 3,000 miles on

Vehicle Speed at Failure(s)  
from parking to driving

Failed Part(s)  
NHTSA  
Previously

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 ☒

## NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)

WHEN STARTING VEHICLE IN COLD WEATHER IT LOSTS ALL POWER STEERING. DEALER HAS BEEN CONTACTED. PLEASE PROVIDE FURTHER INFORMATION. \*AK

Whenever the temperature is below 25°, the power steering "hydro boost" system does not engage, thus no power steering (or power brakes). Because this happens relatively unexpectedly, when you attempt to steer the truck out of a parking space, it surprises you with no steering ability. Consequently, you have

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CONTINUE ON BACK IF NEEDED

Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(les)

A 3/4 ton vehicle, moving though slowly of course, since you have just begun driving but you cannot control its movement. I have nearly missed several vehicles and people in fact, in parking lots as well as in my own driveway. Since the power-assist also controls the power-brakes, you also cannot stop this 3/4 ton non-steering vehicle. The dealership has said they don't know what has changed on the 2001 model, but they are receiving other complaints about this as well as mine. The factory rep. has told me that it is a characteristic that I should live with, but they claim to also have their engineers working on it. They have only responded to me when I call them. They seem to have little concern about this "characteristic" which in my mind is dangerous. I have experienced that if the truck sits for a few minutes before putting it in drive, the power assist kicks in. It is the unpredictability that is such an issue - even though I know it happens in the cold, I never know exactly when.

U.S. Department  
of Transportation

National Highway  
Traffic Safety  
Administration

400 Seventh St., S.W.  
Washington, D.C. 20590

Official Business  
Penalty for Private Use \$300

**BUSINESS REPLY MAIL**

FIRST CLASS PERMIT NO 7373 WASHINGTON, D.C.

POSTAGE WILL BE PAID BY NATL. HWY. TRAFFIC SAFETY ADMIN.

U.S. Department of Transportation  
National Highway Traffic Safety Administration  
DOT Auto Safety Hotline, NSA-10.1  
400 7th Street, SW  
Washington, DC 20590

NO POSTAGE  
NECESSARY  
IF MAILED  
IN THE  
UNITED STATES

20830+0001



**VEHICLE  
OWNER'S  
QUESTIONNAIRE**

**DOT AUTO SAFETY HOTLINE**

TO REPORT VEHICLE SAFETY DEFECTS  
COMPLETE THIS FORM

OR

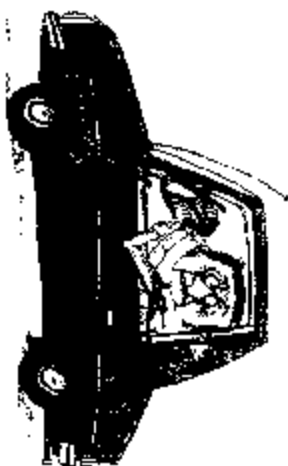
**DASH2DOT**

and dial toll free at

**1-888-DASH-2-DOT**

1-888-327-4236

DOT Auto Safety Hotline  
(DASH) 2 DOT



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<http://www.nhtsa.dot.gov/online>