

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

156

Date Received

24-JUL-2000

Od_or

rt_dt

od_rt

up_ltr

Reference No.

865878

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 vehicle or driver's side)	Vehicle Make	Vehicle Model	Vehicle Year	Current Odometer Reading
3B7KF2664YM217588	DODGE TRUCK	RAM	2000	

Purchase Date	Dealer's Name _____	Engine Size (CID/CCL) _____	☐ 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 ☐ Driver's Side Airbag ☐ Passenger's Side Airbag ☐ Motorized ☐ 2-Point Belt	Cruise Control ☐ Yes ☒ No	Drive Train ☐ Front ☐ Rear ☐ 4-Wheel	Vehicle Type ☐ Car ☐ Van ☐ Minivan ☐ Other ☐ Sport Utl ☐ Truck ☐ Motorcycle	Body Style ☐ 2-Door ☐ 4-Door ☐ Station Wagon ☒ Pick Up Truck ☐ Other
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FAILED COMPONENT(S)/PART(S) INFORMATION

Component 01000000	Part Name(s) STEERING	Location ☐ Left ☐ Right ☐ Front ☐ Rear	Failed Part(s) ☐ Original ☐ Replacement
No. of Failures	Date(s) of Failure(s) 01-JAN-2000 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)

WHILE DRIVING STEERING MALFUNCTIONED, CAUSING VEHICLE TO MOVE TO RIGHT AND LEFT, WHICH MAY CAUSE A LOSS OF CONTROL. ALSO, WHILE TURNING TO LEFT, THE STEERING WHEEL WOULD LOCK IN PLACE. DEALER COULD NOT DETERMINE THE CAUSE OF THE PROBLEM.*AK

CONTINUE ON BACK IF NEEDED

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.



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Date Rec'd

00 AUG 23 PM 2:
24 JUL 2000OFFICE
DEFECTS INVESTIGATION

Od_or _____
Mod _____
od_rt _____
up_tr _____

Reference No.

865878

OWNER INFORMATION (Type or Print)

Work Number NA

Home Number

Do you authorize NHTSA to provide a copy of report to the manufacturer of your vehicle?

☒ YES☐ NO

In the absence of your name and address to the vehicle manufacturer.

Signature of Owner

Date 8/15/00

VEHICLE INFORMATION

Vehicle Ident. No. (VIN) (located at bottom of windshield on driver's side) 3B7KF2684YM217588
Vehicle Make DODGE TRUCK
Vehicle Model RAM
Vehicle Year 2000
Current Odometer Reading 7500

Purchase Date

Dealer's Name Bolton - Dodge

Engine Size

(CID/CC/L)

☐ Turbo☒ Diesel☐ Gas☐ Fuel Injection

No Cylinders

☒ New ☐ Used

City Council Grove State KS Zip Code 66846

Transmission Type

Antilock Brakes

Restraint System

Cruise Control

Drive Train

Vehicle Type

Body Style

☒ Manual☐ Yes☐ 3-Point Belt☐ Motorbelt☐ Yes☐ Front☐ Car☐ Sport Ut☒ 2-Door☐ Automatic☒ No☒ Driveside Airbag☐ 2-Point Belt☒ No☒ Rear☐ Van☒ Truck☐ 4-Door☒ Passengerside Airbag☒ 4-Wheel☐ Minivan☐ Motorcycle☐ Stationwagon☐ Other☐ Other☐ Pick Up Truck

FAILED COMPONENT(S)/PART(S) INFORMATION

Component 01000000 Part Name(s) STEERING Location ☒ Left ☒ Right ☒ Front ☐ Rear Failed Part(s) ☒ Original ☒ Replacement

No of Failures

Date(s) of Failure(s) 01-JAN-2000

Mileage at Failure(s) Was sustained when driving from dealer

Vehicle Speed at Failure(s) From 1 to 35 mph

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

Fire

Number of Persons Injured

Number of Fatalities

Estimated Property Damage

Reported to Police

☐ Yes ☒ No☐ Yes ☒ No

none

none

none

☐ Yes ☒ No

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

WHILE DRIVING STEERING MALFUNCTIONED, CAUSING VEHICLE TO MOVE TO RIGHT AND LEFT, WHICH MAY CAUSE A LOSS OF CONTROL. ALSO, WHILE TURNING TO LEFT, THE STEERING WHEEL WOULD LOCK IN PLACE. DEALER COULD NOT DETERMINE THE CAUSE OF THE PROBLEM. *AK Originally the front end when turning to left would lock and you could not turn until you turned it to the right to release lock. We were not informed as to what they replaced at Bolton Dodge but they realigned front end and replaced some parts. Whatever they did it stopped the locking when turning left but now it wanders over the road while driving. They said they didn't know how to fix it. We then took it to Green Ford in Abilene KS.

CONTINUE ON BACK IF NEEDED

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Fold to show Return Address (no stamp needed) Fasten with tape or staple and mail

INFORMATION ON TIRE FAILURE(S) (IF APPLICABLE)

TIRE IDENTIFICATION NO.*

D O T

MANUFACTURER/TIRE NAME

SIZE

* The identification number consists of 7 to 10 letters and numerals following the letters DOT. It is usually located near the rim flange on the side opposite the whitewall or on either side of a blackwall tire.

NARRATIVE DESCRIPTION (CONTINUED)

They realigned the front and readjusted the steering. It still wanders over the road as if the steering is losing its pressure at times. You have to focus on the road constantly or you will be in the wrong lane of traffic. I feel that the whole steering device needs to be replaced since they can't fix the problem. It is very dangerous to drive this pick-up.

☆ U.S.G.P.O.: 1992-623-887/60295

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. 73173 WASHINGTON, D.C.

POSTAGE WILL BE PAID BY NATL HWY TRAFFIC SAFETY ADMIN.

U.S. Department of Transportation
National Highway Traffic Safety Administration
Information Management Staff NSA-10.01
400 7th Street, SW
Washington, DC 20590

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