

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 231

Date Received

05-SEP-2000

 Od_or _____
 Rt_dt _____
 od_rt _____
 up_ltr _____

Reference No.

869500

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)	Vehicle Make DODGE TRUCK	Vehicle Model RAM 3500	Vehicle Year 1996	Current Odometer Reading
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Purchase Date	Dealer's Name _____	Engine Size (CID/CC/L) _____	☐ 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 02000000	Part Name(s) SUSPENSION	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)

WHILE TRAVELING WHEN ROAD WAS WARM AND OVER A BUMP TIRE WOULD LEAVE SKID MARKS ON ROAD. VEHICLE WOULD TRAVEL FROM LEFT TO RIGHT. PLEASE PROVIDE FURTHER INFORMATION.
 *AK

CONTINUED ON BACK

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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Old or

New
on
up

DEFECTS INVESTIGATION

869500

Work Number

Home Number

OWNER INFORMATION (Type or Print)

633339

Do you authorize NHTSA to provide a copy of report to the manufacturer of your vehicle?
In the absence of an authorized signature, provide your name and address to the vehicle manufacturer.

YES NO

Signature of Owner

Date 9-20-2000

VEHICLE INFORMATION

Vehicle Ident. No. (VIN) (Located at bottom of windshield on driver's side)	Vehicle Make	Vehicle Model	Vehicle Year	Current Odometer Reading
1B6MF36C6TJ187251	DODGE TRUCK	RAM 3500	1996	98000
Purchase Date 6-21-96	Dealer's Name BRAND BERRY P+DOLLER 416376		Engine Size (CID/CC/L)	☒ Turbo ☐ Diesel ☐ Gas ☐ Fuel Injectio
☒ New	City URBANA	State OHIO	Zip Code 43078	No Cylinders 6
Transmission Type ☒ Manual ☐ Automatic	Antilock Brakes ☒ Yes ☐ No	Restraint System ☒ 3-Point Belt ☐ Motorbelt ☒ Driverside Airbag ☐ 2-Point Belt ☐ Passengerside Airbag	Cruise Control ☒ Yes ☐ No	Drive Train ☐ Front ☐ Rear ☒ 4-Wheel
Vehicle Type ☐ Car ☐ Van ☐ Minivan ☐ Other		Body Style ☒ 2-Door ☐ 4-Door ☐ Stationwagon ☐ Pick Up ☐ Truck		

FAILED COMPONENT(S)/PART(S) INFORMATION

Component 02000000	Part Name(s) SUSPENSION HAS HAD 3 OF #52038715 TRAIL BAR 3-52038926 DAMPER + 1 OF #52038933 TRAIL BAR	Location ☐ Left ☐ Front ☐ Right ☐ Rear	Failed Part(s) ☒ Original ☐ Replacement
No. of Failures 4 = NEW PARTS	Date(s) of Failure(s) 7-96 (97) 8/96-99 (11-99) 9/2000	Mileage at Failure(s) 6000	Vehicle Speed at Failure(s) 40 TO 75 MPH
Failed Part(s) ☒ Yes ☐ No		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
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NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)

AT 65MPH WHILE TRAVELING WHEN ROAD WAS WARM AND OVER A BUMP TIRE WOULD LEAVE SKID MARKS ON ROAD. VEHICLE WOULD TRAVEL FROM LEFT TO RIGHT. PLEASE PROVIDE FURTHER INFORMATION.

LEFT TIRE WOULD LEAVE THESE FRONT TIRE MARKS ON ROAD 6-99 ON WARM ROAD. UNTILL YOU STOP BY APPLYING BRAKES

HAVE HAD THESE UNCONTROLLED - LOOSENESS - SHERMY ON COUNTRY ROADS & INTERSTATE HIGHWAYS. I-70 DAYTON, OHIO I-75 NORTH OF PERUA, OHIO TEXAS - ON BUMP & DIP'S ON ROADWAYS

CONTINUE ON BACK IF NEEDED

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OVER PLEASE 2 (4-OTHER DODGE TRUCKS IN URBANA AREA)

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)

ON 9-19-00 STAPLETON CHRYSLER & PLYMOUTH DEALER
URBANA, OHIO 43078 TRIED NEW SERVICE WORK ON
THE TRUCK. USED A SERVICE BULLETIN UPDATE ???

REPLACED AUXILIARY DAMPER & DAMPER KIT. BUT STILL

HAS SAME PROBLEM. PROBLEM STARTED AT 6000 MILES.

SOME COMPANY DID WARRANTY WORK. AFTER WARRANTY I HAVE SPENT OVER

THE STEERING BOX OUT BUT SHAFTS LOOSE. THANK YOU \$3000.00
THE SQUARE SHAFT FROM STEERING WHEEL & STEERING BOX IS LOOSE AND MAKES NOISE WHEN
THE HEAD LAMER IN TOP OF CAB IS COMING DOWN FROM THE UNCONTROLLED SHAKING.

6-99 MECHANIC FROM STAPLETON SERVICE
CENTER TOOK A TEST DRIVE WITH ME.

HE EXPERIENCED THE SEVERE SHAKING ON RETURN
TO THE SERVICE. MANAGER (CHP), MECHANIC SAID
HE THOUGHT THE GEAR SHIFT LEVER ON MY 5 SPEED
MANUAL WAS GOING THROUGH THE ROOF.

THAT HOW BAD IT IS AT TIMES. (AT 65 M.P.H.)

I TOOK ANOTHER TRUCK MECHANIC FROM A DIFFERENT CENTER AND
HE EXPERIENCED THE SAME SEVERE SHAKING

I HAVE BEEN SLOW RETURNING THANK YOU
THIS FORM. THINKING DODGE WOULD COME TO HELP.

NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES

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