



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 436

Date Received

17-MAY-2001

Od_or _____
rt_dt _____
pd_rt _____
rp_lr _____

Reference No.

888532

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) (Locate at bottom of windshield or driver's side)	Vehicle Make	Vehicle Model	Vehicle Year	Current Odometer Reading
1B7MC336XXJ637122	DODGE TRUCK	3500	1999	

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	Antilock Brakes	Restraint System	Cruise Control	Drive Train	Vehicle Type	Body Style
☒ Manual ☐ Automatic	☒ Yes ☐ No	☐ 3-Point Belt ☐ Motorbelt ☐ Driverside Airbag ☐ 2-Point Bel ☐ Passengerside Airbag	☒ Yes ☐ No	☐ Front ☒ Rear ☐ 4-Wheel	☐ Car ☐ Sport Util ☐ Van ☐ Truck ☐ Minivan ☐ Motorcycle ☐ Other _____	☐ 2-Door ☐ 4-Door ☐ Stationwagon ☒ Pick Up Truck ☐ Other _____

FAILED COMPONENT(S)/PART(S) INFORMATION

Component 02140000	Part Name(s) SUSPENSION:INDEPENDENT FRONT CONTROL ARM:UPPER	Location ☐ Left ☐ Right ☐ Front ☐ Rear	Failed Part(s) ☐ Original ☐ Replacement
No of Failure	Date(s) of Failure(s) 01-JUL-1999 Mileage at Failure(s) 31000	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 Damag	Reported to Police ☐ Yes ☒ No
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NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)

VEHICLE WAS COMING TO A STOP AND UPPER BALL JOINTS ON THE LEFT SIDE POPPED OUT. IT FELT LIKE VEHICLE HIT A POTHOLE. FRONT TIRE WAS NOT STRAIGHT WITH BOTTOM, AND TOP TOWARD THE CENTER OF VEHICLE. ALSO, STEERING WHEEL WENT TO A 25 DEGREE TO KEEP IT STRAIGHT IN ROAD. THIS WAS SECOND TIME THIS HAPPENED TO RIGHT SIDE. FIRST TIME DEALER FIXED IT. BUT, CONSUMER DID NOT WANT THEM TO REPAIR IT AGAIN BECAUSE PROBLEM WAS NOT BEING RECTIFIED. CONSUMER WAS TRYING TO GO THROUGH ARBITRATION. *AK

COPIES OF THIS FORM ARE:

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.

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 436

Date Received

01 JUL 24 PM 1:09
17-MAY-2001OFFICE
DEFECTS INVESTIGATION

Od_or

rt_ul

od_rl

up_tr

Reference No.

888532

OWNER INFORMATION (Type or Print)

692763

Work Number

Home Number

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 7/5/01

VEHICLE INFORMATION

Vehicle Ident. No. (VIN) (Located at bottom of
windshield on driver's side)

1B7MC336XXJ637122

Vehicle Make

DODGE TRUCK

Vehicle Model

3500

Vehicle Year

1999

Current Odometer Reading

31500

Purchase Date

Dealer's Name James Neal

Engine Size

(CID/CC) 5.9

☒ Turbo☒ Diesel☐ Gas☒ Fuel Injection☒ New ☐ Used

City Bremerton State WA Zip Code

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☐ Sport Utl☒ Truck☐ Motorcycle

Body Style

☐ 2-Door☐ 4-Door☐ Stationwagon☒ Pick Up Truck☐ Other

FAILED COMPONENT(S)/PART(S) INFORMATION

Component

02140000

Part Name(s)

SUSPENSION:INDEPENDENT FRONT CONTROL ARM:UPPER

Location

☒ Left☐ Front☒ Right☐ Rear

Failed Part(s)

☐ Original☐ Replacement

No of Failures

2

Date(s) of Failure(s)

01-JUL-1999

Mileage at Failure(s)

31000

Vehicle Speed at Failure(s)

< 20 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

☐ 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)

VEHICLE WAS COMING TO A STOP AND UPPER BALL JOINTS ON THE LEFT SIDE POPPED OUT. IT FELT LIKE VEHICLE HIT A POT HOLE. FRONT TIRE WAS NOT STRAIGHT WITH BOTTOM, AND TOP TOWARD THE CENTER OF VEHICLE. ALSO, STEERING WHEEL WENT TO A 25 DEGREE TO KEEP IT STRAIGHT IN ROAD. (THIS WAS SECOND TIME THIS HAPPENED) TO RIGHT SIDE. FIRST TIME DEALER FIXED IT. BUT, CONSUMER DID NOT WANT THEM TO REPAIR IT AGAIN BECAUSE PROBLEM WAS NOT BEING RECTIFIED. CONSUMER WAS TRYING TO GO THROUGH ARBITRATION. *AK

This happened two times. On the left & right sides. (over)

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)

The second time I refused to take vehicle back and filed arbitration. The hearing was on June 25, 01. The arbitrator ruled that Daimler-Chrysler buy the vehicle back.

This is the best case of bad customer service and complete lack of respect for another human I have ever seen. Please advise all who call the NHTSA to not buy any Daimler Chrysler products, that is if you care anything at all about them. At least tell your family & friends. If I am by another one, please call 911 and tell them to come with restraints because I have lost my mind. Thank you

★ U.S. G.P.O.: 1992-625-867 / 80086

U.S. Department
of Transportation
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Traffic Safety
Administration

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

Official Business
Penalty for Private Use \$300



NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES

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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