



DOT Auto Safety Hotline

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

Vehicle Owner's Questionnaire
To Report Vehicle Safety Defects
1-888-DASH-2-DOT
(1-888-327-4236)
INTERNET: www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY

Date Received

Repository ☐

2003 JAN 14 4:30

Reference No.
10002267

OWNER INFORMATION (Type or Print)

Name

Address

City

KAZIER KEIZER

State OR

Zip Code

Daytime Telephone Number

E-mail Address

Evening Telephone Number

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle? ☒ YES ☐ NO
In the absence of an authorized signature, your name or address to the vehicle manufacturer.
Signature of Owner Date 2/26/03

VEHICLE INFORMATION

Do not include vehicle identification number, location of defect, or description of defect.

E1C4GT54L6XB50300

Make

CHRYSLER

Model

TOWN AND COUNTRY

Model Year

1999

Date Purchased

FEB 1999

Dealer's Name and Telephone Number

ROBERTSON CHRYSLER Jeep 503-363-4117

Engine:

No. Cylinders

6

Fuel Type:

GAS

Original Owner

Dealer's City

SALEM, OR

State

OR

Zip Code

97301

Transmission Type

AUTO

☒ Antilock Brakes☒ Cruise Control

Powertrain

AWD

Vehicle Component Code

113000 ELECTRICAL SYSTEM: STARTER ASSEMBLY

Multiple Failure:

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)
06-JAN-2003Failure Mileage
70000Failure Speed
AT REST

STARTER BURN UP

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make

Tire Model (Name or Number)

Tire Size (Example P215/65R15)

DOT No. (Example: DOTM15ABC036)

☐ Original Equipment
☐ Prior Repair

Failure Location:

Tire Component Code

Tire Failure Type

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make:

Date Manufactured:

Model No./Name:

Seat Type:

Installation System:

Child Seat Component Code:

Failed Part:

APPLICABLE INCIDENT INFORMATION

(Please describe in detail the incident(s), failure(s), crash(es), and injury(ies).)

Crash

☐ Yes ☒ No

Fire

☒ Yes ☐ No

Number of Persons Injured

0

Number of Deaths

0

Reported to Police

N

Narrative Description of Incident(s), Crash(es), and Injury(ies).

Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure; i.e., parts repaired or replaced (and if old part is available).

WHEN CONSUMER STARTED THEIR VEHICLE IT WOULDN'T START, THEN SMOKE STARTED COMING FROM UNDER THE HOOD. THE DEALERSHIP INDICATED THAT THE PROBLEM WAS CAUSED BY THE STARTER MOTOR. PLEASE PROVIDE MORE DETAILS. TS

CORRECTION:

MY WIFE STARTED THE CAR TO LET IT WARM UP. A FEW MINUTES LATER SMOKE CAME POUR OUT FROM UNDER THE HOOD OF THE CAR. SHE TURNED OFF CAR. THE CAR WOULD NOT RESTART. HAD THE CAR TOWED TO THE DEALER. DEALER SAID STARTER BURNED UP. PICTURE OF BURNT STARTER ENCLOSED ALONG WITH REPAIR BILL. VERY, VERY URGENT.

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice.

ATTACH ADDITIONAL SHEETS IF NECESSARY

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.

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

I HAVE TO BURN STARTER. CAR WAS IN GARAGE. COULD HAVE
CAUGHT CAR ON FIRE AND THEN THE HOUSE.

Neil and Laurie Nelson
2036 Waldman Ct. NE
Kaiser, OR 97303

ATTACH ADDITIONAL SHEETS IF NECESSARY

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
DOT Auto Safety Hotline, NSA-10.1
400 7th Street, SW
Washington, DC 20590

NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES



**VEHICLE
OWNER'S
QUESTIONNAIRE**

DOT AUTO SAFETY HOTLINE

TO REPORT VEHICLE SAFETY DEFECTS
COMPLETE THIS FORM
OR

DASH2DOT

and dial toll free at

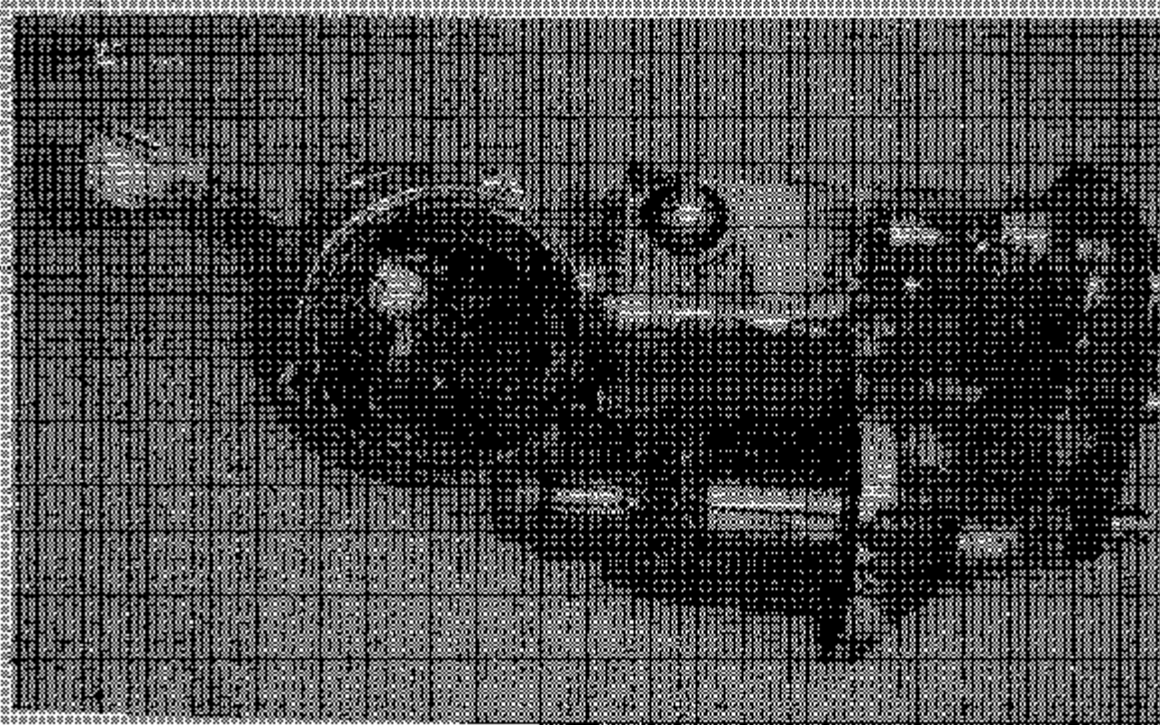
1-888-DASH-2-DOT

1-888-327-4236

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(DASH) 2 DOT



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**THE ATTACHMENTS TO THIS
DOCUMENT HAVE BEEN REMOVED
TO PROTECT UNWARRANTED
INVASION OF PERSONAL PRIVACY
PURSUANT TO EXEMPTION 6 OF
THE FREEDOM OF INFORMATION
ACT (FOIA), 5 U.S.C. 552(b)(6).**