



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

DOT Auto Safety Hotline
Vehicle Owner's Questionnaire
TO REPORT VEHICLE SAFETY DEFECTS
1-888-DASH-2-DOT
(1-888-327-4238)
INTERNET: www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY

Date Received

RECEIVED
06-NOV-2002
6:27 AM 1:06

Ocl_or

rcl_or

od_r

up_itr

Reference No.

10006298
~~800000~~

OWNER INFORMATION (Type or Print)

Name

Street

Apt. No.

City FT. WORTH

State TEXAS

OFFICE
DEFECTS INVESTIGATION

Dealing 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 authorization, NHTSA WILL NOT provide your name or address to the vehicle manufacturer.

Signature of Owner

Date 12/30/02

PRODUCT INFORMATION

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

Make

Model

Year

1CHGP64LHV88589 CHRYSLER TOWN+COUNTRY 1997

Purchased Date

10-5-98

Dealer's Name

GRUBBS CHRYSLER JEEP

Dealer's City

FT WORTH / BEDFORD

State

TEXAS

Zip Code

76095

Engine Size
(CID/CCL)

No. Cylinders

☐ Turbo
☐ Diesel
☐ Gas
☐ Fuel Injection

Manufacture Date
(on driver's door or pillar)

Transmission Type

☐ Manual
☐ Automatic

Restraint System

☐ Driver's Side Air Bag ☐ Motorbelt
☐ Passenger's Side Air Bag ☐ 2-Point Belt
☐ 3-Point Belt

Cruise Control

☐ Yes
☐ No

Drivetrain

☐ Front
☐ Rear
☐ 4-Wheel

Vehicle Type

☐ Car ☐ Sport Utility
☐ Van ☐ Truck
☐ Minivan ☐ Motorcycle
☐ Other

Body Style

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

FAILED COMPONENT(S)/PART(S) INFORMATION

461289HAE

Part Name(s)

TENSIONER

Location

☐ Left ☐ Right
☐ Front ☐ Rear

Failed Part(s)

☐ Original
☐ Replacement

Handicap Adaptive Equip

☐ Yes
☐ No

TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Brand

Tire Name

Complete Tire Size

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

APPLICABLE INCIDENT INFORMATION

(Please describe in detail the Incident(s), Failure(s), Crash(es), and Injury(ies). Attach photos if available.)

Crash

☐ Yes ☒ No

Fire

☐ Yes ☒ No

Number of Persons Injured

Number of Fatalities

Reported to Manufacturer

☐ Yes ☐ No

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

THE SERPENTINE BELT HAS COME OFF FIVE (5) TIMES THAT I
KNOW OF IN THE HISTORY OF THE VAN. THE VAN WAS BOUGHT NEW ON
8-04-97. THE SERPENTINE BELT CAME OFF ONCE DURING THE TIME OF THE
ORIGINAL OWNER. I PURCHASED THE CAR(VAN) ON 10-5-98. SINCE I HAVE
OWNED THE VAN THE SERPENTINE BELT HAS COME OFF FOUR (4) TIMES.
ON THIS DATE 12-31-02 THE VAN HAS _____ MILES ON THE
SPEEDOMETER. HOW CAN I OR MY WIFE FEEL SAFE DRIVING

Continue on back

The Privacy Act of 1974 - Public Law 93-579 This information is requested pursuant to 49 U.S.C. Chapter 301. You are under no obligation to respond to this questionnaire. Your response may be used to assist NHTSA in determining whether a manufacturer should take appropriate action to correct a safety defect. If 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.

Mail postage free or fax to 202-306-7882

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

OUR NICE COMFORTABLE, 1997, POWERFUL CHRYSLER TOWN & COUNTRY VAN WITH A DEFECT THIS 'DANGEROUS'. A CHRYSLER EMPLOYEE TOLD ME TO EXPECT THE SERPENTINE BELT TO COME OFF IF I DRIVE IN RAIN AND WATER GETS ON THE SERPENTINE BELT. WHEN THE SERPENTINE BELT COMES OFF THE CAR (VAN) LOSES POWER STEERING AND THE COOLING SYSTEM. IF I DRIVE 60 MILES PER HOUR IN THE RAIN WHAT ARE MY CHANCES OF THE SERPENTINE BELT COMING OFF? AND WHAT WOULD HAPPEN TO ME AND THE PASSENGERS IF THE SERPENTINE BELT DID COME OFF? WOULD THE PRESIDENT, DIETER ZETSCHKE, OR JUERGEN SCHREMPF, DAIMLER CHRYSLER CHIEF EXECUTIVE, DRIVE A CHRYSLER WITH A DANGEROUS DEFECT?

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



NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES

BUSINESS REPLY MAIL

FIRST CLASS PERMIT NO 79178 WASHINGTON, D.C.

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

U.S. Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NSA-10.01
400 7th Street, SW
Washington, DC 20590



Complete and return or place in your car manual for future use

**VEHICLE
OWNER'S
QUESTIONNAIRE
(VOC)**



DOT AUTO SAFETY HOTLINE

TO REPORT VEHICLE SAFETY DEFECTS
COMPLETE THIS FORM

OR

DASH 2 DOT

and dial toll free at

1-888-DASH-2-DOT

1-888-327-4236

DOT Auto Safety Hotline
(DASH) 2 DOT



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

www.nhtsa.dot.gov/hotline