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**
**(1-888-327-4236)** 2003 MAY -7 PM 1:05
**INTERNET:www.nhtsa.dot.gov/hotline**

FOR AGENCY USE ONLY 335

| Date Received | Repository ☐ |
|---|---|
| 04-MAR-2003 | Reference No. 10009826 |

## OWNER INFORMATION (Type or Print)

| Name | [redacted] | Daytime Telephone Number | E-mail Address |
|---|---|---|---|
| Address | [redacted] | [redacted] | |
| City: FILER CITY | State: NC | Zip Code: [redacted] | 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 a[redacted] provide your name or address to the vehicle manufacturer.*
Signature of Owner [redacted] Date 3/18/03

## VEHICLE INFORMATION

| 17 digit Vehicle Identification Number Located at bottom of windshield on driver's side | Make | Model | Model Year |
|---|---|---|---|
| 1C4GP64L5XB924319 | CHRYSLER | TOWN AND COUNTRY Limited | 1999 |

| Date Purchased | Dealer's Name and Telephone Number | | | Engine: No: Cylinders | Fuel Type: |
|---|---|---|---|---|---|
| Jan-2002 | Stewart Bowman 336-626-1528 | | | | |
| Original Owner ☐ | Dealer's City: Asheboro NC. | State: NC | Zip Code | | |

| Transmission Type | ☑ Antilock Brakes ☑ Cruise Control | Powertrain | Vehicle Component Code: 110000 ELECTRICAL SYSTEM |
|---|---|---|---|
| | | | Multiple Failure: |

## FAILED COMPONENT(S)/PART(S) INFORMATION

| Incident Date(s) | Failure Mileage | Failure Speed | |
|---|---|---|---|
| | | | |

## 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: DOTMALSABC036) | ☐ 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 | Fire | Number of Persons Injured | Number of Deaths | Reported to Police |
|---|---|---|---|---|
| ☐ Yes ☒ No | ☐ Yes ☒ No | | | 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).**

THE AIRBAG LIGHT ILLUMINATED WHILE DRIVING. NOW THE CRUISE CONTROL, RADIO, HORN AND THE FUNCTIONS ON THE STEERING WHEEL ARE INOPERATIVE. THE CAUSE OF THIS PROBLEM IS UNKNOWN. *NUM

I WAS told by A Mechanic that the Clock Ring was bad. There was A Recall for models 1996 thru 1998. My model is A 99 I it seems to me that In looking on Internet that there was to more of the same problems with the 99 models AS was with the 96 thru 98 where it was A Recall done. I had to get it fixed without Recall for I was told the Airbags would not work if in an accident. It was not cheap either. I think the Recall needs to include the 1999 models Also.

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice. ATTACH ADDITIONAL SHEETS IF NECESSARY