



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)
INTERNET: www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 1375

Date Received

Repository ☐

2003 APR 29 AM 11:08

Reference No.
10014945

OWNER INFORMATION (Type or Print)

Name

Address

City

TUSTIN

State CA

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 authorization, NHTSA WILL NOT provide your name or address to the vehicle manufacturer.
Signature of Owner Date 4/16/03

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of dashboard on driver's side
1C4GP64L1W9657761

Make
CHRYSLER

Model
TOWN AND COUNTRY

Model Year
1998

Date Purchased

Dealer's Name and Telephone Number

TUSTIN CHRYSLER (714) 730-4649

Engine: 3.8L
No. Cylinders 6

Fuel Type:
Gas

Original Owner
☐

Dealer's City

TUSTIN

State

CA

Zip Code

92780

Transmission Type

AUTO

☒ Antilock Brakes

☒ Cruise Control

Powertrain

Vehicle Component Code
141000 AIR BAGS:FRONTAL

Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)
15-MAR-2003

Failure Mileage

Failure Speed

10 MPH

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: DOTM19ABC036)

☐ 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/A

N/A

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(s), parts repaired or replaced (and if old part is available).

THE AIR BAG LIGHT ILLUMINATED ON THE DASH BOARD, THE DEALER STATED THE CLOCK SPRING NEEDED TO BE REPLACED, THERE WAS A RECALL REGARDING THE ISSUE, HOWEVER THE VEHICLE IDENTIFICATION NUMBER WAS NOT INCLUDED IN THE RECALL. *18
ADDITIONALLY, AFTER THE DEALER TOLD ME THAT REPAIRS WOULD COST \$200, I CONTACTED CHRYSLER CORP. & WAS ADVISED TO SAVE ALL PAPERWORK PERTAINING TO THIS MALFUNCTION & THE COST OF REPAIR SO THAT I WOULD BE REIMBURSED IN THE EVENT OF A RECALL. THIS LEADS ME TO BELIEVE THAT CHRYSLER IS ALREADY AWARE THAT THE EXISTING RECALL DOESN'T COVER ALL AFFECTED VEHICLES.

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 responses 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 responses, or a statistical summary thereof, may be used in support of the agency's action.