



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 100145

Date Received

2003 MAY 12 PM
15-APR-2003

Repository ☐

Reference No.
20015849

OWNER INFORMATION (Type or Print)

Name

Address

City

PALM COAST

State FL

Zip Code

Daytime Telephone Number

Email Address

Evening Telephone Number

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle?
In the absence of an act, provide your name or address to the vehicle manufacturer.

☒ YES ☒ NO

Signature of Owner

Date 4/16/03

VEHICLE INFORMATION

Make

CHRYSLER

Model

TOWN AND COUNTRY

Model Year

1997

Date Purchased

10-20-00

Dealer's Name and Telephone Number

Atlantic Chrysler/Plymouth

Engine

No. Cylinders 6

Fuel Type

Gas

Original Owner

☐

Dealer's City

St. Augustine

State

FL

Zip Code

Transmission Type

Automatic

☒ Antilock Brakes

☒ Cruise Control

Powertrain

Front wheel Drive

Vehicle Component Code

121100 EXTERIOR LIGHTING: HEADLIGHTS-CONCEALMENT DEVICES

Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)

15-APR-2003

Failure Mileage

120000

Failure Speed

70-80

Headlight Housing

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make

Tire Model (Name or Number)

Tire Size (Example P215/65R-15)

DOT No. (Example: DOT1619ABC036)

☐ 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 - (1/11/03)

Fire

☐ Yes ☒ No

☐ Yes ☒ No

Number of Persons Injured

Number of Deaths

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).

THE HEAD LIGHTS WERE VERY DIM, DUE TO THE FOGGY LENSES, WHICH IMPAIRED THE CONSUMER VISIBILITY. *J18

Interior plastic housing used in headlamps. Components used would breakdown causing dangerous visibility and drastically reducing lumens creating visual distance to be a safety improvement. This condition has caused several near collisions. I have noticed this defect in Chrysler, Dodge, Plymouth Products. Please make these safe to drive.

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.