



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 231

Date Received: 2003 AUG 15 PM 2:24
Repository:
Reference No.: 10020452

OWNER INFORMATION (Type or Print)

Name: [Redacted]
Address: [Redacted]
City: OVIEDO State: FL Zip Code: [Redacted]
Daytime Telephone Number: [Redacted] E-mail Address: [Redacted]
Evening Telephone Number: [Redacted]

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: 8/1

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side: 1C46J25B73B114118
Make: PLYMOUTH Model: VOYAGER Model Year: 2003
Date Purchased: 3/19/03 Dealer's Name and Telephone Number: COURTESY C. J. OF CASSELBERRY
Engine: No. Cylinders: 4 Fuel Type: [Redacted]
Original Owner: Dealer's City: CASSELBERRY State: FL Zip Code: 32707
Transmission Type: AUTOMATIC Antilock Brakes Powertrain: [Redacted] Vehicle Component Code: 061000 ENGINE AND ENGINE COOLING:ENGINE
 Cruise Control Multiple Failure: [Redacted]

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s): [Redacted] Failure Mileage: [Redacted] Failure Speed: [Redacted]

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make: [Redacted] Tire Model (Name or Number): [Redacted] Tire Size (Example P215/65R15): [Redacted]
DOT No. (Example: DOTM19ABC036): [Redacted] Original Equipment Prior Repair Failure Location: [Redacted]
Tire Component Code: [Redacted] Tire Failure Type: [Redacted]

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make: [Redacted] Date Manufactured: [Redacted] Model No./Name: [Redacted]
Seat Type: [Redacted] Installation System: [Redacted]
Child Seat Component Code: [Redacted] Failed Part: [Redacted]

APPLICABLE INCIDENT INFORMATION

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

Crash: Yes No Fire: Yes No
Number of Persons Injured: [Redacted] Number of Deaths: [Redacted] 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).

CONSUMER HEARD A HOWLING NOISE COMING FROM VEHICLE. DEALER WAS CONTACTED, COULDN'T DUPLICATE THE PROBLEM. *AK
Upon delivery, heard howling (humming) noise coming from front. Took car back to dealer & he said it was a customary noise! Again Apr. 15 & Apr 23 + service mgr said it was normal operating noise for this van! This noise is annoying, but mostly worrisome as no one there can assure us that this could cause the car to break down or cause an accident. My wife is paraplegic &

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

The Privacy Act of 1974-Public Law 93-502 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)

This is a source of mental anguish. There was also a recall on this van right after purchase. I took it in & had the part replaced & also asked again about the noise. Same answer - they know it's a problem but don't know how to fix it. This time they replaced catalytic converter, still heard noise afterwards. Took van back again & they replaced exhaust manifold & still no result. This was the fifth time I returned to dealer with no results. They finally told me there was nothing more they would do for me. Now my wife doesn't enjoy going out in the van because she is afraid we will get stuck or have an accident. The noise seems to be when accelerating.

ATTACH ADDITIONAL SHEETS IF NECESSARY

US Department of Transportation

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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
Office of Defects Investigation, NVS-216
400 7th Street, SW
Washington, DC 20590



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and dial toll free at

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(DASH) 2 DOT



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http://www.safercar.gov