



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 100161

Date Received
2003 SEP 12 AM 8:54
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Repository ☐
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OWNER INFORMATION (Type or Print)

Name [REDACTED]
Address [REDACTED]
City **WARSAW** State **IN** Zip Code [REDACTED]

Daytime Telephone Number [REDACTED]
Evening Telephone Number [REDACTED]

E-mail Address

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 1 / 1

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side
1C4GJ44GLYB642494

Make **CHRYSLER** Model **VOYAGER** Model Year **2000**

Date Purchased **10-24-01** Dealer's Name and Telephone Number **Korlin Ford** Engine: No. Cylinders **6** Fuel Type: **Gasoline**

Original Owner ☐ Dealer's City **Silver Lake** State **IN** Zip Code **46032**

Transmission Type **Auto** ☒ Antilock Brakes ☒ Cruise Control Powertrain

Vehicle Component Code
126200 EXTERIOR LIGHTING: TURN SIGNAL SWITCH

Multiple Failures: **1**

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s) **3-02** Failure Mileage **40000** Failure Speed **VARIOUS**

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 _____ The 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), condition, and injury(ies).)

Crash ☐ Yes ☒ No Fire ☐ 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).

WHEN USING THE TURN SIGNAL EXTERIOR LIGHTS STAY ON, AND THE SWITCH GETS STUCK. DEALER REPLACED THE SWITCH, AND HAS ATTEMPTED TO MAKE OTHER REPAIRS, BUT THE PROBLEM STILL EXISTS. *AK
when the problem started in 3-02 only the left signal was not working properly. The signal would flash 2-3 times then stay on solid with no way of getting it to turn off. Even with the key out of the ignition the left light stayed on. Trier Ford, Chrysler diagnosed it as a switch failure and replaced it in Dec. of 2002. Two weeks later it did it again only now it was on the right signal. as time went on it did it more frequently (almost every time we drove it on) until we took it back to Trier Chrysler. They then said the right turn lamp assembly was bad

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Include, if available: Police/Fire Department Report, Photos, and Repair Invoices.

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.

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

and replaced it for \$195.00. Less than 20 miles from Tins it did it again. We called them immediately and they did no response. This is a real safety hazard because when the signal sticks up solid both left and right signals are inoperable. We've been in 6 lanes of traffic at 65 mph and have no turn signal on the left or right. When the light stops on I wonder what people behind us think we're doing. I also find myself trying to play with the signal switch desperately attempting to get it to unlock and still keep my attention on the road.

I have called the Customer Service number for Chrysler to let them know of the problem but they didn't want deal with it either. They gave no suggestions or recommendations. Attached are the invoices from Tins Chrysler for the work they did but the problem still remains. Lastly the signal fails almost everytime we drive to Sun. Your assistance is greatly appreciated.

ATTACH ADDITIONAL SHEETS IF NECESSARY

US Department
of Transportation

National Highway
Traffic Safety
Administration

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



**VEHICLE
OWNER'S**

QUESTIONNAIRE

DOT AUTO SAFETY

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COMPLETE THIS FORM

OR

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and dial toll free at

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(DASH) 2 DOT



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DOCUMENT HAVE BEEN REMOVED
TO PROTECT UNWARRANTED
INVASION OF PERSONAL PRIVACY
PURSUANT TO EXEMPTION 6 OF
THE FREEDOM OF INFORMATION
ACT (FOIA), 5 U.S.C. 552(b)(6).**