



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 252

Date Received

2003 SEP 15 PM 2:22
28 AUG 2003

Repository ☐

Reference No.
10034585

OWNER INFORMATION (Type or Print)

Name

Address

City

SAN RAFAEL

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 a signature, your name or address to the vehicle manufacturer.
Signature of Owner *[Signature]* Date 9-24-03

VEHICLE INFORMATION

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

1P4GP45RTWB512758

Make
PLYMOUTH

Model
VOYAGER

Model Year
1998
1998

Date Purchased

Dealer's Name and Telephone Number

JOHN IRISH 415-453-7020

Engine: 3.3 L
No. Cylinders 6

Fuel Type:

gasoline

Original Owner
☐ 1ST ☒ 2ND

Dealer's City
SAN RAFAEL

State

CA. 94901

Transmission Type

☒ Automatic

Powertrain

2 WHEEL DRIVE

Vehicle Component Code

341000 COMMUNICATIONS: HORN ASSEMBLY

Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)
25-AUG-2003

Failure Mileage
67,000

Failure Speed
0

HORN (GOES OFF ON ITS OWN 30 SEC TO ONE MINUTE). CLOCKS PRING REPLACED BY RECALL - HORN IS NOW SHUT OUT.

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: D0THAL9ABC036)

☐ 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, failure(s), condition, and intervention.)

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

THE HORN ASSEMBLY COMES ON AND OFF INTERMITTENTLY, CAUSING A SHOR THROUGH THE VEHICLE. WHILE PRESSING THE HORN THERE IS NO COMMUNICATION. *AK, but, At times it STAYS ON For Approx. 30 Sec. TO ONE Minute.

We were told originally The cost could be as high as \$350. After it was diagnosed at the Dealership, They said the problem was in the steering unit, which, also houses the air bag. They said the cost would now be \$1000! It would appear there is a manufacturing, engineering, and design problem!

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

ATTACH ADDITIONAL SHEETS IF NECESSARY

The Privacy Act of 1974 (Public Law 93-597) 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 responses, or a statistical summary thereof, may be used in support of the agency's action.

* HORN is now disconnect by Dealership, which presents A SAFETY ISSUE.

**THE ATTACHMENTS TO THIS
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).**