



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 100147

Date Received

Repository ☐

Reference No.

10058211

OWNER INFORMATION (Type or Print)

Name

Address

City SAN DIEGO

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 authorized signature, please print your name or address to the vehicle manufacturer.

Signature of Owner

Date 3/19/04

VEHICLE INFORMATION

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

Make

PLYMOUTH

Model

VOYAGER

Model Year

1999

Date Purchased

2-3-99

Dealer's Name and Telephone Number

POWAY CHRYSLER PLYMOUTH JEEP DEALER

Engine: 3.3L V6

No. Cylinders 6

Fuel Type:

Multiple fuel injection

Original Owner

POWAY CA 92064

State CA

Zip Code 92064

3.3L 201010

Transmission Type

4 speed automatic

☒ Antilock Brakes

☒ Cruise Control

Powertrain

Vehicle Component Code

140000 AIR BAGS

Multiple Failures: 4

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)

12-JAN-2004

Failure Mileage

Failure Speed

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), condition(s), 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 DRIVING AT ANY SPEED AIR BAG WARNING LIGHT APPEARED. *AK

2-16-04 About 3 weeks ago started to hear rubbing, whistling noise when turned steering wheel. Went to Carl Burger, told O.K. to drive. Told them I had heard of clock spring problem in USA Today & HTIMES, later told no recall on my model. If problem I would hear clicking noise or AB light would come on & stay on. Last week, Thurs., AB light came on, went to Carl Burger, told O.K. to drive make service appt. 1st available was following week. 2-17-04. It was started clicking spring. I called Dealer Chrysler in Detroit 1-800-992-1997, file # [redacted] spoke to Bobbie who told me not to [redacted]

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.

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

on recall, my problem was from normal wear & tear. my mileage, 55,652
I paid 271.49 for repair. I called your agency. Please find enclosed
copy of 2-17-04 work, info from when the day I brought it.
Thank you very much. I am hoping the 1999 voyager will
also be on recall list.

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 NHTL, 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 20580

NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES

**VEHICLE
OWNER'S
QUESTIONNAIRE**

DOT AUTO SAFETY HOTLINE

TO REPORT VEHICLE SAFETY DEFECTS
COMPLETE THIS FORM
ON

DASH2DOT

and dial toll free at

1-888-DASH-2-DOT

1-888-327-4238

DOT Auto Safety Hotline
(DASH) 2 DOT



U.S. Department of Transportation
National Highway Traffic Safety
Administration
http://www.safercar.gov

**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).**