



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

Repository

Reference No.
10088823

OWNER INFORMATION (Type or Print)

Name

Address

City

FORT MYERS

State

FL

Zip Code

Daytime Telephone Number

Evening Telephone Number

None

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
2P4GP4434W

Make

PLYMOUTH

Model

VOYAGER

Model Year

1998

Date Purchased

1-6-2002

Dealer's Name and Telephone Number

FT. MYERS TOYOTA DEalership 239-438-3171

Engine:

No. Cylinders

6

Fuel Type:

Original Owner

Dealer's City

FT. MYERS

State

FL

Zip Code

33907

Transmission Type

Automatic

☒ Antilock Brakes

☒ Cruise Control

Powertrain

Vehicle Component Code

341000 COMMUNICATIONS: HORN ASSEMBLY

Multiple Failure: 83 Air Bag, Horn, Cruise Control

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)

Failure Mileage

Failure Speed

ALL BECAME DEFECTIVE INSTANTLY FAIL/ SUMMER 2003

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make

Tire Model (Name or Number)

Tire Size (Example P215/B5R15)

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), crash(es), and injury(ies).)

Crash

☐ Yes ☒ No

Fra

☐ 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).

HORN MALFUNCTIONED. CONSUMER HAD THE VEHICLE INSPECTED AFTER THE AIR BAG LIGHT FLASHED. CONSUMER WAS TOLD THAT CLOCK SPRING NEEDED TO BE REPLACED. A RECALL WAS ISSUED FOR THIS MAKE, MODEL, AND YEAR. BUT THIS VEHICLE WAS NOT INCLUDED IN THE RECALL DUE TO VIN. *AK

AIR BAG WARNING LIGHT REMAINS LIT ON THE DASHBOARD'S INSTRUMENT PANEL. WHEN INSPECTED BY MY MECHANIC, ALONG WITH HORN, AIR BAG, AND CRUISE CONTROL, I WAS ALSO INFORMED THAT IN A LONG TIME THE TIRE SIGNALS, AS WELL, AT SOME POINT. THIS IS A VERY EXPENSIVE REPAIR, HARD FOR US TO AFFORD, HOWEVER, PLAN TO REPAIR NOW, SHORTLY, AS FINANCES ALLOW.

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.

Tom
We need to
follow up on this

DAIMLERCHRYSLER

SAFETY RECALL TO REPLACE YOUR MINIVAN'S CLOCKSPrING IF NECESSARY

Dear DaimlerChrysler Minivan Owner:

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

DaimlerChrysler Corporation has determined that a defect, which relates to motor vehicle safety, exists in some 1996 through 1998 model year Dodge Caravan/Grand Caravan, Plymouth Voyager/Grand Voyager and Chrysler Town & Country minivans.

The problem is...

The clockspring assembly that connects the steering wheel mounted electrical components to the electrical system on your minivan (identified on the enclosed form) may lose the electrical connection to those components. This could cause the driver's airbag, horn and/or speed control system (if equipped) to be inoperative. An inoperative driver's airbag will not deploy and can result in increased injury to the driver in a frontal crash.

*What you must do to
ensure your safety and
what DaimlerChrysler
and your dealer will do...*

You can detect a failed airbag clockspring by checking the AIRBAG warning light on your minivan's instrument panel. The AIRBAG warning light normally illuminates for a few seconds after you start your minivan, and then goes out if the airbag system is functioning properly.

- > A failed clockspring will cause the AIRBAG warning light to either remain on (beyond the normal few seconds after you start your minivan), or illuminate intermittently while you are driving. If this occurs, contact your dealer immediately to have the airbag system inspected. If your dealer determines that the clockspring has failed, it will be replaced without charge to you (diagnosis, parts and labor).
- > If your minivan currently has 70,000 miles or LESS, contact your dealer to have the clockspring assembly replaced without charge to you (diagnosis, parts and labor), even if it appears to be functioning properly.

When contacting your dealer, ask to have a clockspring held for your minivan or to order one before your appointment. Bring the enclosed form with you to your dealer. It identifies the required service to the dealer. The work will take less than one hour to complete. However, additional time may be necessary, depending on how dealer appointments are scheduled and processed.

*Buckle up
for Safety*

(Over)

- > **If your minivan currently has MORE than 70,000 miles and the AIRBAG light operates normally (illuminates for a few seconds after you start your minivan, and then goes out), the clockspring in your vehicle is functioning properly and no further action is necessary at this time.** If the clockspring assembly fails at any time in the future, regardless of mileage, your dealer will replace it without charge to you (diagnosis, parts and labor). Remember to check the AIRBAG warning light to be sure that the airbag system is functioning properly. Keep this letter with your minivan's other owner information for future reference.

This recall does NOT include replacement of other airbag system components. If other components cause illumination of the AIRBAG warning light, the associated repair costs are the owner's responsibility.

If you need help...

If you have questions or concerns which the dealer is unable to resolve, please contact the DaimlerChrysler Customer Assistance Center at 1-800-853-1403. A representative will assist you.

If you have already experienced the problem described above and have paid to have it repaired, you may send your original receipts and/or other adequate proof of payment to the following address for reimbursement: DaimlerChrysler Customer Assistance Center, P.O. Box 1040, St. Charles, MO 63302-1040, Attention: Reimbursement.

If your dealer fails or is unable to remedy this defect without charge and within a reasonable time, you may submit a written complaint to the Administrator, National Highway Traffic Safety Administration, 400 Seventh Street, S.W., Washington, DC 20590, or call the toll-free Auto Safety Hotline at 1-888-327-4236.

We're sorry for any inconvenience, but we are sincerely concerned about your safety. Thank you for your attention to this important matter.

Customer Services Field Operations
DaimlerChrysler Corporation
B24

4/6/04 CALLED - REGISTERED A COMPLAINT