



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 1987

Date Received

08-JUN-2004

2004 JUL

Repository ☐

Reference No.

10075982
7:53

OWNER INFORMATION (Type or Print)

Name

Address

City

JUNCOS

State

PR

Zip Code

Daytime Telephone Number

Evening Telephone Number

E-mail Address

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle?
In the absence of an authorization, NHTSA WILL NOT provide your name or address to the vehicle manufacturer.
☐ YES ☒ NO

Signature of Owner

Date / /

VEHICLE INFORMATION

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

1C4GP54R3VB

Make

CHRYSLER

Model

TOWN AND COUNTRY

Model Year

1997

Date Purchased

Dealer's Name and Telephone Number
CHRYSLER 65 787-257-4212

Engine

No. Cylinders

Fuel Type

Original Owner

Dealer's City
SAN JUAN

State

PR

Zip Code

Transmission Type
AUTOMATIC

☐ Antilock Brakes

☐ Cruise Control

Powertrain

Vehicle Component Code

147000 AIR BAGS:FRONTAL

Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)
08-JUN-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 P215/55R15)

DOT No. (Example: DOTM18ABC038)

☐ 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

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).

THE AIR BAG WARNING LIGHT CAME ON AFTER THE DEALERSHIP CHECKED THE RECALL 02V293000, AIR BAG CLOCK SPRING ASSEMBLY AND INDICATED THAT IT WAS FINE, AND DIDN'T NEED REPLACEMENT. CURRENTLY, DEALERSHIP WANTED TO CHARGE THE CONSUMER \$70.00 TO INSPECT THE CLOCK SPRING AGAIN. *AK

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 responses 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.

Hi; To who it concern's,
 Hello I will like to explain this with a few words. The charge that this dealer mention that wants to charge me \$200 dollars for checking the vehicle but they then to have the vehicle in the dealer they will charge for each hour it's in fact charging a car without parts.
 I find this very strange because it what tells me that when they check it they didn't leave some loose. That's my liking with this. I was told that most of the dealer's here do things like this that they loosen parts off the vehicle so later on they can charge the people extra money for it and then they just adjusted and return the vehicle without putting no parts in. Thank you for listening and worry about my case I really appreciated.

U.S. Department
 of Transportation

National Highway
 Traffic Safety
 Administration

400 Seventh St., S.W.
 Washington, D.C. 20590

Postage
 Permits Use \$300

BUSINESS REPLY MAIL

FIRST CLASS PERMIT NO 75173 WASHINGTON, D.C.

POSTAGE WILL BE PAID BY MAILING 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 HOTLINE

TO REPORT VEHICLE SAFETY DEFECTS
 COMPLETE THIS FORM
 OR

DASH2DOT

and dial toll free at

1-888-DASH-2-DOT

1-888-327-4236

DOT Auto Safety Hotline
 (DASH) 2 DOT



U.S. Department of Transportation
 National Highway Traffic Safety
 Administration
 Washington, D.C. 20590