



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

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11-MAR-2008

FOR AGENCY USE ONLY 241

Date Received
Repository
Reference No.
10115027

OWNER INFORMATION (Type or Print)

Name
Address
City BAY VILLAGE State OH 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? YES NO
In the absence of an authorization, NHTSA WILL NOT provide your name or address to the vehicle manufacturer.
Signature of Owner Date 9/26/05

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side
1 C 8 G J 4 5 3 0 9 0
Make CHRYSLER Model VOYAGER Model Year 2003

Date Purchased 31-JAN-03 Dealer's Name and Telephone Number Spitzer 216-521-1000
Original Owner Dealer's City Lakewood State OH Zip Code 44107
Engine: No. Cylinders 6 Fuel Type: Gas

Transmission Type AUTOMATIC
 Antilock Brakes
 Cruise Control
Powertrain FRONT WHEEL DRIVE
Vehicle Component Code 162200 STRUCTURE:BODY:BUMPER: FRONT
Multiple Failure: 2, winter of 2004 & 2005.

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s) 15-FEB-2004 & FEB-2005 Failure Mileage 3000-10,000 & 19,000 Failure Speed 0
When temperatures got below 100°F both winters, a 1" by 5" crack opened up.

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make
Tire Model (Name or Number)
Tire Size (Example P216/65R15)
DOT No. (Example: DOTMALSABC036)
 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 0
Number of Deaths 0
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 PLASTIC MOLDING THAT COVERED THE FRONT BUMPER CRACKED AND BROKE OFF WHILE DRIVING. THE CRACKING OF THAT MOLDING WAS CAUSED BY THE COLD WEATHER. CONSUMER WAS CONCERNED THAT PIECES OF THE CRACKED BUMPER MIGHT CAUSE DAMAGE TO THE FRONT WINDSHIELD OR TO THE TIRES WHILE DRIVING. DEALER WAS NOTIFIED. *AK

making plastic brittle, and a sharp projection of the body touching the back side of the bumper molding, as per Spitzer service manager.

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.