

U.S. Department  
of TransportationNational 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

Date Received

Ocd\_or \_\_\_\_\_

n\_dt \_\_\_\_\_

od\_rt \_\_\_\_\_

up\_ltr \_\_\_\_\_

2005 11/22 11:07:22

Reference No.

10117315  
10113-

## OWNER INFORMATION (Type or Print)

Name \_\_\_\_\_

Street \_\_\_\_\_

City Bay VillageState OH

Daytime 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 authorization, NHTSA WILL NOT provide your name or address to the vehicle manufacturer.

Signature of Owner \_\_\_\_\_

Date 3/18/05

## PRODUCT INFORMATION

Vehicle Identification No. (VIN.)  
(17 Digits)(Located at bottom of  
windshield on driver's side)

Make

Model

Year

1 C 8 G J 4 5 3 0 3 B

Chrysler

Voyager Van LX

2003

Purchased Date \_\_\_\_\_

Dealer's Name

Spitzer Lakewood

Engine Size

3.3L Turbo Diesel Gas Fuel Injection New  Used

Dealer's City

Lakewood

State

OH

Zip Code

44107

No. Cylinders

6Manufacture Date  
(on driver's door or pillar)1-03

Transmission Type

 Manual Automatic

Restraint System

 Driver's Side Air Bag Motorbelt Passenger's Side Air Bag 2-Point Belt 3-Point Belt

Cruise Control

 Yes No

Drivetrain

 Front Rear 4-Wheel

Vehicle Type

 Car Sport Utility Van Truck Minivan Motorcycle Other

Body Style

 2-Door  4-Door Stationwagon Pick Up Truck Other Van

## FAILED COMPONENT(S)/PART(S) INFORMATION

Part Name(s)

Plastic face piece

Location

 Left Right Front Rear

Failed Part(s)

 Original Replacement

Handicap Adaptive Equip

 Yes No

## TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Brand \_\_\_\_\_

Tire Name \_\_\_\_\_

Complete Tire Size \_\_\_\_\_

DOT No. \_\_\_\_\_

No. of Failures \_\_\_\_\_

Date(s) of Failure(s) \_\_\_\_\_

Mileage at Failure(s) \_\_\_\_\_

Vehicle Speed at Failure(s): \_\_\_\_\_

Failed Part(s)

Available?

 Yes  No

NHTSA Previously

Contacted?

 Yes  No

## APPLICABLE INCIDENT INFORMATION

(Please describe in detail the incident(s), failure(s), crash(es), and injury(ies). Attach photos if available.)

Crash

 Yes No

Fire

 Yes No

Number of Persons Injured

0

Number of Fatalities

0

Reported to Manufacturer

 Yes  No

Narrative Description of incident(s), failure(s), crash(es), and injury(ies).

Each winter the plastic face piece below the front bumper of our car cracks. Two Chrysler dealers have told us they have this happen on many of the vans of this vintage, and they say it's for two reasons - the plastic material Chrysler used for the face piece gets brittle in cold weather, and Chrysler designed 2 sharp projections into the front of the body that come to within 1/8" inch of the back side of the bumper, and these projections initiate the crack. The resulting vertical crack on my car is 1/8" wide and 5" long.

Continue on back.

The Privacy Act of 1974 - Public Law 93-578 This information is requested pursuant to 49 U.S.C. Chapter 301. You are under no obligation to respond to this questionnaire. Your response may be used to assist NHTSA in determining whether a manufacturer should take appropriate action to correct a safety defect. If NHTSA proceeds with administration enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.

Mail postage free or fax to 202-366-7882

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

It's cracked both winters we've had the car. Both times it occurred while the car was sitting in the garage and the outside temperature got around 10 degrees F. The dealer I bought the car from wants \$800.28 to replace the plastic face piece - each year it cracks - including grinding away part of the 2 projections. The warranty doesn't cover this, Chrysler claims in writing, the first time saying the car had exceeded it's warranty, and the second time (in answer to a letter from the Ohio Attorney General) saying that it wasn't a manufactures defect. When I called Chrysler on this, they admitted they were wrong on their first claim, but wouldn't answer to their second claim.

We called the Federal Trade Commission and The Center for Auto Safety, and they both said Chrysler was in "breach of warranty", and that it was a safety defect - that the plastic could brake off and go into someone, or go through the front windshield.

ATTACH ADDITIONAL SHEETS IF NECESSARY

U.S. Department of Transportation

National Highway Traffic Safety Administration

400 Seventh St., S.W. Washington, D.C. 20580

Official Business Penalty for Private Use \$300



**BUSINESS REPLY MAIL**

FIRST CLASS PERMIT NO 73173 WASHINGTON, D.C.

POSTAGE WILL BE PAID BY NATL. HWY. TRAFFIC SAFETY ADMIN.

U.S. Department of Transportation  
National Highway Traffic Safety Administration  
Office of Defects Investigation, NSA-10.01  
400 7th Street, SW  
Washington, DC 20590



Complete and return or place in your car manual for future use

**VEHICLE  
OWNER'S  
QUESTIONNAIRE  
(VOQ)**



**DOT AUTO SAFETY HOTLINE**

TO REPORT VEHICLE SAFETY DEFECTS  
COMPLETE THIS FORM

OR

**DASH 2 DOT**

and dial toll free at

**1-888-DASH-2-DOT**

**1-888-327-4236**

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(DASH) 2 DOT



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