



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) 2006 MAR 22  
INTERNET: www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 100148

Date Received

Repository

02-MAR-2006

Reference No.  
10151639

OWNER INFORMATION (Type or Print)

Name [REDACTED]  
Address [REDACTED]  
City PILOT MOUNTAIN State NC Zip Code [REDACTED]

Daytime Telephone Number [REDACTED]

E-mail Address

Evening Telephone Number [REDACTED]

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle?  YES  NO  
In the absence of a signature, provide your name or address to the vehicle manufacturer.  
Signature of Owner [REDACTED] Date 3/17/06

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side  
1C4GJ25B11B [REDACTED] Make CHRYSLER Model VOYAGER Model Year 2001  
Date Purchased 01-JUN-05 Dealer's Name and Telephone Number SOUTHERN USED CARS Engine: No: Cylinders 4 Fuel Type: Gas  
Original Owner  Dealer's City PILOT MOUNTAIN State NC Zip Code 27041  
Transmission Type AUTOMATIC  Antilock Brakes  Cruise Control Powertrain FRONT WHEEL DRIVE Vehicle Component Code 014000 STEERING RACK AND PINION Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s) 23-FEB-2006 Failure Mileage 79000 Failure Speed 60

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make [REDACTED] Tire Model (Name or Number) [REDACTED] Tire Size (Example P215/65R15) [REDACTED]  
DOT No. (Example: DOTM19ABC036)  Original Equipment  Prior Repair Failure Location: [REDACTED]  
Tire Component Code [REDACTED] Tire Failure Type [REDACTED]

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make: [REDACTED] Date Manufactured: [REDACTED] Model No./Name: [REDACTED]  
Seat Type: [REDACTED] Installation System: [REDACTED]  
Child Seat Component Code: [REDACTED] Failed Part: [REDACTED]

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 [REDACTED] Number of Deaths [REDACTED] 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).

DT: THE CONTACT STATED WHILE DRIVING THE VEHICLE GOING 60MPH WHILE TRYING TO TURN THE STEERING WHEEL ONE WAY IT WOULD NOT TURN. THE STEERING WHEEL FELT AS THOUGH IT HAD LOCKED UP, THE CONTACT JERKED THE WHEEL AND THIS IN TURN FREED THE WHEEL TO TURN. THE VEHICLE WAS TAKEN TO AN INDEPENDENT REPAIR SHOP THE PROBLEM WAS THE RACK AND PINION HAD FAILED. REPAIRS HAVE BEEN MADE, THE MANUFACTURER HAS BEEN ALERTED.

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)**

When sitting with after you park the steering wheel would lock and you would have to pull it one way and then the other to get it loose to ~~be~~ drive and when its moving you would be driving down the road the van would lock and pull one way and you have to pull hard to get it back if you was turning it want to go straight and you have to pull hard on it. We took it to the dealer ship and they said the rack and spin was going out so we took it to another place the dealer ship was full that week and I had to have something to drive I was afraid of getting killed in it so please do something about this,

ATTACH ADDITIONAL SHEETS IF NECESSARY

U.S. Department of Transportation

**National Highway Traffic Safety Administration**

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

Official Business  
Penalty for Private Use \$300



NO POSTAGE  
NECESSARY  
IF MAILED  
IN THE  
UNITED STATES

**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, NVS-210  
400 7th Street, SW  
Washington, DC 20590



**Think your vehicle has a safety defect?**



**If so:**

**Use the enclosed form to file a report.**

**or visit:**

**www.safercar.gov**

**or call:**

**Vehicle Safety Hotline  
888-327-4236**



Vehicle Owners' Questionnaire (VOQ)  
U.S. Department of Transportation  
National Highway Traffic Safety Administration

B-07.06

We did not write to the manufacturer we  
called them. Also we had this Van checked  
at five different places and they told us with  
just seventy nine thousand miles on it that it  
had to be a defect in it. We had it check  
out it has never been in any kind of wreck  
or a bump up nothing everything was clear  
on it. For this kind of money to pay for a  
Van you know it should last a long time  
we are the only two drivers of this Van.  
It has been well took care of when things  
happen like this it makes you stop and think do  
you want to buy another <sup>Chrysler</sup> ~~Chrysler~~ or something  
else we really ~~like~~ like it the way its drive  
and the way it drives also.

I kind you



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).