



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 100148

Date Received  
307 APR 25 11  
30-MAR-2007

Repository   
Reference No.  
10186559

**OWNER INFORMATION (Type or Print)**

Name [REDACTED]  
Address [REDACTED]  
City IEBERGROVE HEIGHTS State MN Zip Code [REDACTED]

Daytime Telephone Number [REDACTED]  
Evening Telephone Number [REDACTED]  
E-mail Address [REDACTED]

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle?  YES  NO  
In the absence of an address, you may provide a telephone number or address to the vehicle manufacturer.  
Signature of Owner [REDACTED] Date 4/11/07

**VEHICLE INFORMATION**

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side  
1C4GJ253X2E [REDACTED]  
Make CHRYSLER Model VOYAGER Model Year 2002  
Date Purchased [REDACTED] Dealer's Name and Telephone Number [REDACTED]  
Engine: No: Cylinders 6 Fuel Type: Gas  
Original Owner  Dealer's City [REDACTED] State [REDACTED] Zip Code [REDACTED]  
Transmission Type AUTOMATIC  Antilock Brakes  Powertrain FRONT WHEEL DRIVE  
 Cruise Control Vehicle Component Code 015000 STEERING:HYDRAULIC POWER ASSIST SYSTEM  
Multiple Failure: 60

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

Incident Date(s) 29-JAN-2007 Failure Mileage 60000 Failure Speed 5

**ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE**

Tire Make [REDACTED] Tire Model (Name or Number) [REDACTED] Tire Size (Example P215/65R15)  
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).

TL\* - THE CONTACT OWNS A 2002 CHRYSLER VOYAGER. THERE WAS SAFETY RECALL 04V386000 FOR THE VEHICLE. THE CONTACT WAS TOLD THAT THIS RECALL DID NOT APPLY TO THIS VEHICLE DUE TO THE VIN. HE BELIEVED THAT BECAUSE IT WAS THE SAME PROBLEM THAT FAILED IN THIS VEHICLE AND THE RECALL SHOULD APPLY. WHEN THE CONTACT TURNED THE STEERING WHEEL IT MADE A GROWLING NOISE, AND HE NOTICED THAT IT HAPPENED MOSTLY AT LOWER SPEEDS. WHEN HE ACCELERATED A LITTLE THE NOISE STOPPED. THE CONTACT STATED THAT THIS WAS AN EVERYDAY OCCURRENCE OVER A PERIOD OF MONTHS. THE NOISE WAS NOTICEABLY WORSE DURING THE WINTER. HE HEARD THIS SOUND AT 0-5 MPH AND 5-10 MPH. AT THE END OF JANUARY OR FEBRUARY 2007 HE HAD THE SAFETY RECALL REPAIRS DONE. THE FAILURE MILEAGE WAS 60,000, AND THE CURRENT MILEAGE WAS 63,700. \*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 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.

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).