



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
JUN 01 2010
16-MAR-2010
Repository
Reference No.
10320128

OWNER INFORMATION (Type or Print)

Name	[REDACTED]			Daytime Telephone Number	E-mail Address
Address	[REDACTED]			[REDACTED]	
City	CINCINNATI	State	OH	Evening Telephone Number	
		Zip Code	[REDACTED]		

The information you provide will be used to identify potential safety-related defects. We may share your information with the applicable vehicle manufacturer during an investigation or recall in accordance with the routine uses described in the agency's Privacy Act notice. See 49 FR 53971 (Sep. 3, 2004).

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side 1C4GJ25B83E [REDACTED]	Make CHRYSLER	Model VOYAGER	Model Year 2003
Date Purchased 2006	Dealer's Name and Telephone Number Northgate Chrysler 8546 Colerain 513-385-1095	Engine: No: Cylinders 4	Fuel Type: gas
Original Owner <input type="checkbox"/>	Dealer's City Cincinnati	State oh	Zip Code 45251
Transmission Type auto	<input type="checkbox"/> Antilock Brakes <input checked="" type="checkbox"/> Cruise Control	Powertrain	Multiple Failure: Incident Date(s) 22-MAR-2008

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 103000 POWER TRAIN: AUTOMATIC TRANSMISSION	Failure Mileage 66000	Failure Speed multiple
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ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make	Tire Model (Name or Number)	Tire Size (Example P215/65R15)
DOT No. (Example: DOTM9ABC036)	<input type="checkbox"/> Original Equipment <input type="checkbox"/> Prior Repair	Failure Location: various locations even
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 <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Number of Persons Injured 0	Number of Deaths 0	Reported to Police N
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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 2003 CHRYSLER VOYAGER. THE CONTACT WAS DRIVING APPROXIMATELY 45 MPH, THE VEHICLE SUDDENLY DOWNSHIFTED INTO THE THIRD AND FORTH GEAR WITHOUT WARNING. THE FAILURE OCCURRED SPONTANEOUSLY. THE VEHICLE WAS TAKEN TO THE DEALER WHERE THE CONTACT WAS INFORMED THAT THE FAILURE COULD NOT BE REPRODUCED. THE CURRENT AND FAILURE MILEAGES WERE 66,000. This problem happened often when driving at speed over 45 mph - the van would hesitate then shift into 3rd and second gear - even at speeds of 60 mph - would shift up, then down, then up - this happened many times - see attached note to repair shop.

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 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)

*see attached letter & prepared for service
personnel at the dealer that worked on it -
Northgate Chrysler*

ATTACH ADDITIONAL SHEETS IF NECESSARY

U.S. Department
of Transportation

**National Highway
Traffic Safety
Administration**

1200 New Jersey Avenue SE.
Washington, D.C. 20077-9382

Official Business
Penalty for Private Use \$300

CINCINNATI OH 452

24 MAY 2010 PM 4L

NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES

BUSINESS REPLY MAIL
FIRST-CLASS MAIL PERMIT NO. 1888 WASHINGTON, DC

POSTAGE WILL BE PAID BY ADDRESSEE

**US Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NVS-210
1200 New Jersey Avenue SE.
Washington, D.C. 20077-9382**



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

NHTSA
www.nhtsa.gov

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

over

address on other side

308

safercar.gov

To Service Center - Northgate Chrysler

Hi, I am writing this for the special mechanic Chrysler said they would send to investigate the problems I am having with this van. Cooperate office said to use this number when I brought car in for servicing so they could refer to it about the problem _____.

Here is a good example of what the van does: I was driving to Dayton last week-the van ran excellent and shifted like it should until I had driven about 15 miles and was on the expressway. Then I felt the van hesitating, like it was not getting all the gas it needed, or something mechanical was causing some sort of resistance causing the van to feel like it not functioning properly. I know that when the van starts doing this, the shifting problems will soon follow. I am not mechanical, but the best way I can describe it is it feels like the van is not getting the proper amount of fuel. I can accelerate past this hesitation, but even during acceleration the van is not responding properly. When I leave my foot off the accelerator, the van often "bucks" during these times. When the van is operating this way, the transmission shifts to a lower gear, then tries to shift up, then down then up. Especially when it is on the expressway—even at 60 to 65 miles per hour it will shift into 3rd, or sometimes into 2nd gear if I attempt any acceleration at all. To stop this, I have to drop my speed below 45 miles per hour, and sometimes lower because once I am below the speed for shifting into 4th gear, then it runs better in 3rd gear and does not attempt to shift into 2nd gear continuously, although it does happen on acceleration, even at speeds of 35 + miles per hour.

There are other things that happen during these times. When accelerating from a stop, the transmission often will not shift when it normally does and will not shift until I take my foot off the accelerator, or shift at a much higher rpm-this happens with 1st and 2nd gear. (On a level surface, not a hill).

When I return home and park the van after a period where I had these problems-when I use the van at a later time, even a day, and the same problems persist at first, but usually not as severe. Sometimes, after about 10 minutes of operation, the problem will go away, and not return unless I drive at least 10 miles, other times the problem will remain with the van the entire time of use. The problems occur almost every time I drive on the expressway for any length of time-it usually takes about 10 miles before it starts.