

U.S. Department
of TransportationNational Highway
Traffic Safety
Administration

DOT Auto Safety Hotline

Vehicle Owner's Questionnaire (VOQ)

NATIONWIDE 1-888-DASH-2-DOT

1-888-327-4236

www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 258

Date Received

11-JAN-2000

 Od_or _____
 Rt_dt _____
 Od_rt _____
 Up_ltr _____

Reference No.

717222

Do you authorize NHTSA to provide a copy of report to the manufacturer of your vehicle? ☐ YES ☐ NO
 In the absence of an authorization, NHTSA WILL NOT provide your name and address to the vehicle manufacturer.

Signature of Owner _____ Date ____/____/____

VEHICLE INFORMATION

Vehicle Ident. No. (VIN) (Indicates attempt at windshield or driver's side) 1B4GH54RXNX292832	Vehicle Make DODGE TRUCK	Vehicle Model GRAND CARAVA	Vehicle Year 1992	Current Odometer Reading
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Purchase Date 01-MAY-1992	Dealer's Name _____	Engine Size (CID/CC/L) 3.3	☐ Turbo ☐ Diesel ☐ Gas ☐ Fuel Injection
☒ New ☐ Used	City _____ State _____ Zip Code _____	No Cylinders _____	

Transmission Type ☐ Manual ☐ Automatic	Antilock Brakes ☒ Yes ☐ No	Restraint System ☐ 3-Point Belt ☐ Motorbell ☒ Driverside Airbag ☐ 2-Point Belt ☐ Passengerside Airbag	Cruise Control ☒ Yes ☐ No	Drive Train ☒ Front ☐ Rear ☐ 4-Wheel	Vehicle Type ☐ Car ☐ Sport Ult ☒ Van ☐ Truck ☐ Minivan ☐ Motorcycle ☐ Other _____	Body Style ☐ 2-Door ☐ 4-Door ☐ Stationwagon ☐ Pick Up Truck ☐ Other _____
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FAILED COMPONENT(S)/PART(S) INFORMATION

Component 15503000	Part Name(s) EQUIPMENT:JACKS:STAND	Location ☐ Left ☐ Right ☐ Front ☐ Rear	Failed Part(s) ☐ Original ☐ Replacement
No of Failures 1	Date(s) of Failure(s) 01-MAY-1999 Mileage at Failure(s) 70000 Vehicle Speed at Failure(s) 0	Failed Part(s) Available? ☐ Yes ☐ No	NHTSA Previously Contacted? ☐ Yes ☐ No

APPLICATION INCIDENT INFORMATION

(Please describe in detail the incident(s), Failure(s), Crash(es), and injury(ies) on the back of this form)

Crash ☐ Yes ☐ No	Fire ☐ Yes ☒ No	Number of Persons Injured 0	Number of Fatalities 0	Estimated Property Damage	Reported to Police ☐ Yes ☒ No
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NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)

OUR VAN STARTED SHOWING HOLES IN THE PAINT IN 1993 (VERY SMALL ON THE HOOD). WE TRIED TO FIX THE PROBLEMS WITH THE TOUCH UP PAINT PROVIDED. THIS DID NOT WORK. THE PAINT STARTED BUBBLING UP AND "POPPING". EACH TIME IT DID THAT A HOLE WOULD APPEAR THAT GOT BIGGER AND BIGGER. WE LATER NOTICED THE ROOF DOING THE SAME THING. EVERY TIME WE WASHED THE VEHICLE (GENTLY) MORE PAINT CAME OFF. EVERY TIME WE BROUGHT THE CAR IN FOR SERVICING (AT DEALERS IN RICHARDSON, TX AND PLANO TX DEALERS WE MENTIONED TO THE SERVICE MANAGERS THE PROBLEM AND ASKED IF ANY OTHER VEHICLES WERE HAVING THE SAME PAINT PROBLEMS THEY INDICATED THEY HAD NEVER HEARD NOR SEEN ANY OTHER VEHICLES WITH THE SAME PROBLEMS. THEY ALWAYS INDICATED IT WAS OUR PROBLEM. WE ASKED HOW MUCH IT WOULD

CONTINUED ON BACK (REVERSE)

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.