

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

29-JAN-2000

 Od_or _____
 Rt_dt _____
 od_rt _____
 up_ltr _____

Reference No.

718035

 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) (Listed at front of windshield or driver's side)	Vehicle Make	Vehicle Model	Vehicle Year	Current Odometer Reading
1P4FH5438KX648552	PLYMOUTH TRUC	GRAND VOYAGE	1989	

Purchase Date 01-MAY-1989	Dealer's Name _____	Engine Size (CID/CC/L) <u>3.0L</u>	☐ 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 07300000	Part Name(s) POWER TRAIN:TRANSMISSION:AUTOMATIC	Location ☐ Left ☐ Right ☐ Front ☐ Rear	Failed Part(s) ☐ Original ☐ Replacement
No of Failures 3	Date(s) of Failure(s) <u>20-DEC-1999</u> Mileage at Failure(s) <u>170000</u> Vehicle Speed at Failure(s) <u>30</u>	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)

I HAVE HAD NUMEROUS PROBLEMS WITH THE TRANSMISSION IN MY VAN. I WAS TOLD TO CONTACT THIS ORGANIZATION FOR HELP. MY VEHICLE HAS A A604 ULTRADRIVE TRANSMISSION IN IT. I HAVE JUST RECENTLY FOUND OUT BY RESEARCH THAT THIS TRANSMISSION IS FAULTY. THE PROBLEM IS THE TRANSMISSION GETTING LOCKED INTO SECOND GEAR. FROM WHAT I HAVE RESEARCHED, CHRYSLER DEALERSHIPS SHOULD BE AWARE OF THIS PROBLEM, RESULTING IN CHRYSLER CORPORATION PAYING FOR THIS DEFECT. IN THE PAST YEARS THAT I HAVE OWNED THIS CAR, NO-ONE HAS EVER TOLD ME OF THIS PROBLEM. I HAVE REPLACED THE TRANSMISSION 3 TIMES, THE MOST RECENT ONLY LASTED 9,000 MILES. THE DEALERSHIP WHERE I HAVE BOUGHT, AND TAKEN MY VEHICLE FOR REPAIRS HAS NEGLECTED TO TELL ME OF THIS PROBLEM. I HAVE SPENT THOUSANDS OF

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.