

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

10-FEB-2000

 Od_or _____
 Rt_dt _____
 od_rt _____
 up_ltr _____

Reference No.

718566

 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) (located at front of windshield or driver's side) 1C4GT64L0WB582093	Vehicle Make CHRYSLER TRUC	Vehicle Model TOWN AND COUN	Vehicle Year 1998	Current Odometer Reading
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Purchase Date 01-JUN-1999	Dealer's Name _____	Engine Size (CID/CC/L) 3.8L	☐ 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 06320100 03250000 12420000	Part Name(s) ELECTRICAL SYSTEM:INSTRUMENT PANEL:CLUSTER MODULE BRAKES:HYDRAULIC:ANTI-SKID SYSTEM INTERIOR SYSTEMS:INSTRUMENT PANEL:GAUGE:INDICATOR	Location ☐ Left ☐ Right ☐ Front ☐ Rear	Failed Part(s) ☐ Original ☐ Replacement
No of Failures 9	Date(s) of Failure(s) 24-DEC-1999 Mileage at Failure(s) 61500 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)

THIS PROBLEM ONLY OCCURS IN COLDER WEATHER OF APPROXIMATELY 35 DEGREES, OR COLDER. UPON STARTING THE VEHICLE THE ENTIRE DASH (SPEEDOMETER, FUEL GAUGE, ODOMETER, ETC) WILL BE INOPERATIVE. WHILE IN VIRGINIA OVER THE HOLIDAYS THIS PROBLEM WAS OCCURRING EVERY DAY. ORIGINALLY, THIS HAPPENED ONLY WHEN STARTING THE VEHICLE. WHILE IN VIRGINIA OVER THE HOLIDAYS IT ALSO OCCURRED WHILE DRIVING ON THE INTERSTATE. AT THAT TIME, THE ENGINE CHECK LIGHT ALSO CAME ON, AND THE ANTI-LOCK BRAKE LIGHT CAME ON. THIS VEHICLE HAS BEEN AT THE DEALERSHIP, UNTIL YESTERDAY, SINCE DECEMBER 30, 1999, WHEN I RETURNED HOME TO BEAUFORT. THEY HAVE BEEN ABLE TO DUPLICATE THE PROBLEM AND ATTRIBUTE IT TO AN UNKNOWN VOLTAGE RISE (FROM 2.5 AMPS TO 3.0), BUT HAVE NOT BEEN ABLE TO CORRECT THE PROBLEM.

CONTINUED ON BACK (RELEAS)

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.