



U.S. Department
of Transportation

National 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-MAR-2000

Od_or _____
R_dt _____
od_rt _____
up_ltr _____

Reference No.

719948

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 on drivers side) 1C4GP64L2VB212640	Vehicle Make CHRYSLER TRUC	Vehicle Model TOWN AND COUN	Vehicle Year 1997	Current Odometer Reading
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Purchase Date 01-JAN-1997	Dealer's Name _____	Engine Size (CID/CC/L) 3.8	☐ 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 03220000	Part Name(s) BRAKES:HYDRAULIC:POWER ASSIST:VACUUM SYSTEM	Location ☐ Left ☐ Right ☐ Front ☐ Rear	Failed Part(s) ☐ Original ☐ Replacement
No of Failures 1	Date(s) of Failure(s) 25-MAR-1998 Mileage at Failure(s) 24000 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)

HAVING OWNED MANY CARS AND TRUCKS SINCE 1965 I FEEL THESE BRAKES ARE THE WORSE ONES I HAVE OWNED TO DATE AND FEEL THAT THEY WERE RESPONSIBLE FOR THE ACCIDENT. THE BRAKES REQUIRE TOO MUCH FOOT PRESSURE TO APPLY. I HAVE DRIVEN OTHER CHRYSLER VANS, AND FEEL IT IS THE 1996 AND ABOVE MODEL YEAR THAT HAVE THE GREATLY INCREASED FOOT PRESSURE REQUIREMENTS TO STOP. IT SEEMS LIKE THE VACUUM BOOSTER IS TOO SMALL. THE 1994 DODGE MINIVAN WE VANPOOL TO WORK IN HAS FAR BETTER BRAKES IN TERMS OF BRAKE POWER TO FOOT PRESSURE RESPONSE. I HAVE DRIVEN SEVERAL DIFFERENT ONES AT THE DEALERS AND IT SEEMS TO JUST BE THE LATE MODELS THAT ARE EFFECTED. IT REQUIRES TOO MUCH FOOT PRESSURE FOR A SMALL PERSON DURING A PANIC STOP. REGULAR BRAKING SEEMS TO BE OK, BUT I WOULD PREFER A

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.