

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

04-JUL-2000

 Od_or _____
 Rt_dt _____
 od_rt _____
 up_ltr _____

Reference No.

724897

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)	Vehicle Make	Vehicle Model	Vehicle Year	Current Odometer Reading
2B4GP45R9TR678679	DODGE TRUCK	CARAVAN	1996	

Purchase Date 01-APR-1996	Dealer's Name _____	Engine Size (CID/CC/L) _____	☐ 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 12110000 09530000	Part Name(s) INTERIOR SYSTEMS:PASSIVE RESTRAINT:AIR BAG COMMUNICATIONS:HORN ASSEMBLY:HORN	Location ☐ Left ☐ Right ☐ Frnt ☐ Rear	Failed Part(s) ☐ Original ☐ Replacement
No of Failures 2	Date(s) of Failure(s) <u>10-FEB-2000</u> Mileage at Failure(s) <u>36691</u> Vehicle Speed at Failure(s) _____	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)

ON 2/9/00 WE BROUGHT OUR 1996 DODGE CARAVAN TO CERRITOS DODGE TO FIND OUT WHY THE AIR BAG LIGHT STAYS ON. WE WERE TOLD THAT IT WAS DUE TO THE FAILURE OF THE "CLOCK SPING" PART IN THE STEERING COLUMN. IT WAS ALSO NOTED THAT THIS PART NEEDED TO BE REPLACED IN ORDER FOR THE AIRBAG SYSTEM TO OPERATE PROPERLY. I DID NOT HAVE IT FIXED AT THIS TIME BECAUSE I FELT THIS IS A SAFETY ISSUE THAT SHOULD BE COVERED BY CRYSLER AS A RECALL ISSUE. ALSO IT IS NOT COVERED BY OUR WARRANTY. THEN ON 6/29/00 I BROUGHT MY CARAVAN IN TO THE SAME DEALERSHIP BECAUSE MY HORN WAS NOT WORKING- ANOTHER SAFETY ISSUE- AND WAS TOLD IT WAS NOT WORKING DUE TO THE "CLOCK SPRING" PART. SO I WENT AHEAD AND HAD IT FIXED BECAUSE I FELT IT HAD TO BE A SAFETY ISSUE. I FEEL THAT THIS PART NEEDS TO BE BROUGHT UP AS

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.