

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

27-AUG-2000

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Reference No.

729298

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 vehicle or on driver's side)	Vehicle Make	Vehicle Model	Vehicle Year	Current Odometer Reading
	CHRYSLER TRUC	TOWN AND COUNTRY	1997	

Purchase Date 01-FEB-1997	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 ☐ Driverside Airbag ☐ Passengerside Airbag ☐ Motorbelt ☐ 2-Point Belt	Cruise Control ☒ Yes ☐ No	Drive Train ☒ Front ☐ Rear ☐ 4-Wheel	Vehicle Type ☐ Car ☐ Van ☐ Minivan ☐ Other	Body Style ☐ Sport Vlt ☐ Truck ☐ Motorcycle ☐ 2-Door ☐ 4-Door ☐ Stationwagon ☐ Pick Up Truck ☒ Other
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FAILED COMPONENT(S)/PART(S) INFORMATION

Component 01100000	Part Name(s) STEERING WHEEL AND COLUMN	Location ☐ Left ☐ Front ☐ Right ☐ Rear	Failed Part(s) ☐ Original ☐ Replacement
No. of Failures 20	Date(s) of Failure(s) 10-JUL-1998 Mileage at Failure(s) 10000 Vehicle Speed at Failure(s) 5	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	Number of Fatalities	Estimated Property Damage	Reported to Police ☐ Yes ☒ No
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NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)

EVERY TIME I DRIVE INTO A PUDDLE MY STEERING WHEEL LOCKS UP, IT TAKES ABOUT 2 MINUTES FOR THE CAR TO REGAIN ITS STEERING. I HAVE THREE CHILDREN AND THIS HAS HAPPEND DOZENS OF TIMES. I WENT TO CHRYSLER IN VERO BEACH, FLORIDA AND AT FIRST THEY TOLD ME THEY NEVER HEARD OF THIS HAPPENING TO ANYONE. THEY THEN TOLD ME THE BELT GOT WET AND REPLACED IT. THE NEXT DAY IT HAPPENED AGAIN ON THE HIGHWAY WHEN I WAS 1 1/2 HOURS FROM HOME AND THEY SAID BRING IT BACK WHICH I DID THAT DAY. WHEN I RETURNED TO NEW YORK WITH THE SAME PROBLEM THE DEALERSHIP IN LARCHMONT, NEW YORK SAID THEY NEVER HEARD OF THE PROBLEM AND COULD NOT FIX IT. THIS SUMMER I WAS IN VERO BEACH AND THEY SAID THEY HEARD OF THE PROBLEM BUT FIXED MY PROBLEM 2 YEARS AGO AND NOW THE CAR IS NOT

CONTINUE ON BACK IF NEEDED

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.