

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

 Od_or _____
 rt_dt _____
 od_rt _____
 up_ltr _____

Reference No.

729306

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.) <small>(located at bottom of windshield or driver's side)</small>	Vehicle Make	Vehicle Model	Vehicle Year	Current Odometer Reading
1B4GP44G9XB918544	DODGE TRUCK	GRAND CARAVA	1999	

Purchase Date 01-SEP-1999	Dealer's Name _____	Engine Size (CID/CCL) 3.3L	<input type="checkbox"/> Turbo <input type="checkbox"/> Diesel <input type="checkbox"/> Gas
<input checked="" type="checkbox"/> New <input type="checkbox"/> Used	City _____ State _____ Zip Code _____	No. Cylinders _____	<input type="checkbox"/> Fuel Injection <input checked="" type="checkbox"/>

Transmission Type	Antilock Brakes	Restraint System	Cruise Control	Drive Train	Vehicle Type	Body Style
<input type="checkbox"/> Manual <input type="checkbox"/> Automatic	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input checked="" type="checkbox"/> 3-Point Belt <input type="checkbox"/> Driver Side Airbag <input type="checkbox"/> Passenger Side Airbag <input type="checkbox"/> Inertial <input type="checkbox"/> 2-Point Belt	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input checked="" type="checkbox"/> Front <input type="checkbox"/> Rear <input type="checkbox"/> 4-Wheel	<input type="checkbox"/> Car <input type="checkbox"/> Van <input type="checkbox"/> Minivan <input type="checkbox"/> Other	<input type="checkbox"/> Sport Util Truck Motorcycle <input type="checkbox"/> 2-Door <input type="checkbox"/> 4-Door <input type="checkbox"/> Station Wagon <input type="checkbox"/> Pick Up Truck <input checked="" type="checkbox"/> Other

FAILED COMPONENT(S)/PART(S) INFORMATION

Component	Part Name(s)	Location	Failed Part(s)
06351000 07300000 11600000	FUEL; FUEL INJECTION; IDLE SPEED CONTROL UNIT POWER TRAIN; TRANSMISSION; AUTOMATIC AIR CONDITIONER	<input type="checkbox"/> Left <input type="checkbox"/> Front <input type="checkbox"/> Right <input type="checkbox"/> Rear	<input type="checkbox"/> Original <input type="checkbox"/> Replacement
No. of Failures 1	Date(s) of Failure(s) <u>05-AUG-2000</u> Mileage at Failure(s) <u>16000</u> Vehicle Speed at Failure(s) <u>35</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	Fire	Number of Persons Injured	Number of Fatalities	Estimated Property Damage	Reported to Police
<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	0	0		<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No

NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)

WE HAVE BEEN COMPLAINING THAT THERE IS SOMETHING WRONG WITH THE TRANSMISSON SINCE SEPTEMBER 1999. THE DEALER SAID THAT THE COMPUTER SHOWS IN SPEC. THE SPEED SENSOR WENT AND THE VAN COULD NOT SHIFT GEARS. REPLACED AND FAILED AGAIN TAKING OUT THE SPEEDOMETER. TOLD IT WAS JUST A LOSE WIRE THIS TIME. THE DEALER TOLD ME THAT ALL 1998-99 VEHICLES HAVE THE SAME REV OF SENSOR AND CHRYSLER WILL NOT REPLACE THEM UNTIL THE FAIL. AT THE SAME TIME THE AIRCONDITIONER FAILED -TOLD THAT THE CONDENSER FAILED DUE TO LEAVES ROTTING THE SYSTEM. A VACUUM HOSE FAILED AND ANOTHER ONE CAME LOSE. NOW THE TRANS SHUDDERS WHEN SHIFTING. TOLD THAT THE TRAN IS BUILT LIKE THIS AND MOST PEOPLE DON'T NOTICE IT. CHRYSLER IS AWARE OF THE PROBLEM BUT WON'T FIX IT. DEALER SUGGE

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.