

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

21-SEP-2000

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Reference No.

732142

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 driver's side)	Vehicle Make	Vehicle Model	Vehicle Year	Current Odometer Reading
2C3ED46F3RH140926	CHRYSLER	NEW YORKER	1994	

Purchase Date 01-OCT-1995	Dealer's Name _____	Engine Size (CID/CC/L) 3.5 24	☐ 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 ☐ Station wagon ☐ Pick Up Truck ☐ Other
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FAILED COMPONENT(S)/PART(S) INFORMATION

Component 12300000	Part Name(s) INTERIOR SYSTEMS:SEAT TRACK ANCHORS AND SEATS	Location ☐ Left ☐ Front ☐ Right ☐ Rear	Failed Part(s) ☐ Original ☐ Replacement
No. of Failures 1	Date(s) of Failure(s) 18-AUG-2000 Mileage at Failure(s) 133530 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 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 18 SEP 2000, TOOK MY CAR DOWN TO THE DEALER UPON RECEIPT OF RECALL # 883, "DRIVERS POWER SEAT". THE DRIVER'S SEAT DOES NOT GO BACK AND FORTH WITHOUT PIVOTING SIDEWAYS WITH THE SWITCH. THE BACK OF THE SEAT UPON LEANING BACK GOES TOWARDS THE REAR. UPON TAKING THE CAR TO THE DEALER FOR REPAIR, THEY STATED THE SEAT TRACK WAS NOT COVERED UNDER THE RECALL AND THEY WROTE THE PART UP FOR \$500.00 AND LABOR \$110.00. HOWEVER, THE RECALL NOTICE STATES IF THE SEAT ADJUSTER PIVOT BRACKETS AND SEAT TRACKS IS THE PROBLEM, THEN THE DEALER WILL REPAIR FREE OF CHARGE (PARTS AND LABOR). I AM VERY UPSET THAT I HAVE RECEIVED LESS THAN CUSTOMER SATISFACTION AND MYSELF AND FAMILY COULD BE IN DANGER WITH THE SEAT NOT BEING STABLE. DEALER NEEDS TO BE CONTACTED TO CORRECT.

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.