

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

15-OCT-2000

 Od_or _____
 Rt_dt _____
 od_rt _____
 up_ltr _____

Reference No.

734343

 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
1P4GK44R0NX321202	PLYMOUTH TRUC	GRAND VOYAGE	1992	

Purchase Date 01-FEB-2000	Dealer's Name _____	Engine Size (CID/CC/L) 3.3 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 01400000	Part Name(s) STEERING:GEAR:RACK AND PINION	Location ☐ Left ☐ Right ☐ Front ☐ Rear	Failed Part(s) ☐ Original ☐ Replacement
No of Failures 1	Date(s) of Failure(s) 29-SEP-2000 Mileage at Failure(s) 90000 Vehicle Speed at Failure(s) 20	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)

I WAS MAKING A SLOW 90 DEGREE TURN TO THE RIGHT ONTO A DRIVEWAY WHICH WAS APPROXIMATELY 12 " LOWER THAN THE ROAD I WAS ON. AS MY RIGHT WHEEL DROPPED OFF ONTO THE DRIVEWAY, WE HEARD A SHARP CRACKING NOISE. SHORTLY THEREAFTER, I NOTICED THAT THE STEERING WAS STIFF WHEN TURNING TO THE RIGHT. IT WAS THE NEXT DAY, SUNDAY, WHEN AS I TURNED TO THE RIGHT, WE LOST ALL OUR POWER STEERING FLUID WITH A GUSH AS THE POWER STEERING PUMP BLEW ITS FRONT MAINSEAL DUE TO OVERPRESSURING FROM THE BROKEN RACK AND PINION. THE RACK AND PINION MAINSHAFT WAS COMPLETELY SEVERED, IT ACTUALLY TORE OFF ITS WELDED BRACKET ON ONE SIDE AND THE HYDRAULIC CYLINDER WHICH WAS A COMPONENT OF THE SYSTEM, BOUND UP AND BLEW OUT BOTH SEALS. THE MECHANIC INDICATED THAT THIS LEAD TO

CONTINUED ON BACK (SEE)

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.



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**National Highway
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NATIONWIDE 1-800-424-9393
DC METRO AREA (202) 366-0123
INTERNET: <http://www.nhtsa.dot.gov>

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