Form Approved: OMB No. 2127-0042

U.S. Department of Transportation
National Highway Traffic Safety Administration

Auto Safety Hotline

Vehicle Owner's Questionnaire

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

FOR AGENCY USE ONLY 258	
Date Received 24-MAR-2001	Od_or ____ ____ rt_dt ____ ____ od_rt ____ ____ op_ltr ____ ____
	Reference No. 742957

[redacted]

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 bottom of windshield on driver's side)	Vehicle Make	Vehicle Model	Vehicle Year	Current Odometer Readin
1P4GP45R4TB332620	PLYMOUTH TRUC	VOYAGER	1996	

Purchase Dat		Engine Size	
01-JUN-1996 ☒ New ☐ Used	Dealer's Name_____ City_____ State_____ Zip Code_____	(CID/CC/L ____ No Cylinders _____	☐ Turbo ☐ Diesel ☐ Gas ☐ Fuel Injectio

Transmission Type	Antilock Brakes	Restraint System	Cruise Contro	Drive Trai	Vehicle Type	Body Style
☐ Manual ☐ Automatic	☒ Yes ☐ No	☐ 3-Point Belt ☐ Motorbelt ☐ Driverside Airbag ☐ 2-Point Bel ☐ Passengerside Airbag	☒ Yes ☐ No	☒ Front ☐ Rear ☐ 4-Wheel	☐ Car ☐ Sport Utl ☒ Van ☐ Truck ☐ Minivan ☐ Motorcycle ☐ Other_____	☐ 2-Door ☐ 4-Door ☐ Stationwagon ☐ Pick Up Truck ☐ Other_____

FAILED COMPONENT(S)/PART(S) INFORMATION

Component	Part Name(s	Location	Failed Part(s
12110000 10310000 09117000	INTERIOR SYSTEMS:PASSIVE RESTRAINT:AIR BAG VISUAL SYSTEMS:WINDSHIELD WIPER LIGHTING:SWITCH:MULTI-FUNCTION SWITCH:TURN SIGNAL	☐ Left ☐ Right ☐ Front ☐ Rear	☐ Original ☐ Replacement

No of Failure	Date(s) of Failure(s)	Failed Part(s)	NHTSA Previously
	16-MAR-2001 55803 Mileage at Failure(s)_____	☐ Yes ☐ No	☐ 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 Fatalitie	Estimated Property Damag	Reported to Polic
☐ Yes ☐ No	☐ Yes ☒ No				☐ Yes ☒ No

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

IN MARCH MY AIRBAG LIGHT STAYED ON AND THEN THE WINDSHIELD WIPERS FAILED TO WORK. I THEN A BURNING ODOR CAME OUT OF THE HEATING UNIT. I BROUGHT IT INTO A CHRYSLER DEALERSHIP TO GET FIXED. THIS IS THE WORK NEEDED TO REPAIR THE CAR. SWITCH MULTIFUNTION, CLOCKSPRING FOR AIRBAG. COMPLETE REPLACEMENT OF THE BCM DUE TO THE AIRBAG MALFUNTION AND WIPER MALFUNCTION., REPLACED THE MULTIFUNCTION SWITCH. BCM RECONTROLLER REPROGRAMING AND REPLACED CLOCK SPRING TO REPAIR AIR BAG LAMP COMING ON. THE FINAL COST WITH LABOR TOTALED $843.44 I CALLED CHRYSLER TO SEE IF THIS MALFUNCTION WOULD BE COVERED AND I WAS TOLD NO. THE SERVICE DEPARTMENT SAID IT IS RARE THAT THE SYSTEM FAILS IN A CAR WITH MY MILAGE. CHRYSLER WAS VERY NASTY ON THE PHONE AND SAID THEY WOULD NOT CONSIDER ANY RESP

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