



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

20-JUN-2001

Ord. or
rt. dt
pd. rt
up. ltr

Reference No.

747129

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) (Location at bottom of windshield and driver's side) 1C4GP54L6WB517439	Vehicle Make CHRYSLER TRUC	Vehicle Model TOWN AND COUN	Vehicle Year 1998	Current Odometer Reading
Purchase Date 01-DEC-1997	Dealer's Name _____		Engine Size (CID/CC/L) 3.8L	☐ 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 ☐ Motorbelt ☐ Driverside Airbag ☐ 2-Point Bel ☐ Passengerside Airbag	Cruise Control ☒ Yes ☐ No	Drive Train ☒ Front ☐ Rear ☐ 4-Wheel
Vehicle Type ☐ Car ☐ Sport Util ☐ Van ☐ Truck ☐ Minivan ☐ Motorcycle ☐ Other _____		Body Style ☐ 2-Door ☐ 4-Door ☐ Stationwagon ☐ Pick Up Truck ☒ Other _____		

FAILED COMPONENT(S)/PART(S) INFORMATION

Component 07300000 07450000	Part Name(s) POWER TRAIN:TRANSMISSION:AUTOMATIC POWER TRAIN:DRIVELINE:DIFFERENTIAL UNIT	Location ☐ Left ☐ Right ☐ Front ☐ Rear	Failed Part's ☐ Original ☐ Replacement
No of Failure 1	Date(s) of Failure(s) 31-MAR-2001 Mileage at Failure(s) 62000 Mileage at Failure(s) 0	Failed Part(s) ☐ Yes ☐ No	NHTSA Previously ☐ 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 Damag 0	Reported to Police ☐ Yes ☒ No
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NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)

WHEN WE TRIED TO BACK THE VEHICLE OUT OF OUR GARAGE, WE DISCOVERED THAT IT WOULD NOT ENGAGE REVERSE GEAR. WE PUSHED THE VEHICLE OUT OF THE GARAGE TO THE STREET AND FOUND THAT IT STILL HAD ALL FORWARD GEARS. WE TOOK THE VEHICLE TO TUTTLE-CLICK CHRYSLER IN IRVINE. WE WERE TOLD THAT A DIFFERENTIAL GEAR HAD FAILED. IT SEEMS TO US THAT THIS WOULD PREVENT THE VEHICLE FROM MOVING IN EITHER DIRECTION, SO A BROKEN DIFFERENTIAL GEAR PROBABLY WAS NOT THE REASON WE COULDN'T USE REVERSE GEAR. HOWEVER, WE STILL NEEDED REVERSE, SO THE DEALER REPLACED THE TRANSMISSION. WITHIN THE TWO WEEKS PRECEDING THE TRANSMISSION FAILURE, THE WINDSHIELD WIPERS BEGAN TO OPERATE SPONTANEOUSLY AND THE IGNITION LOCK BECAME VERY DIFFICULT TO OPERATE. DURING THE SAME VISIT THAT THE TRANSMISSIO

CONTINUE ON REVERSE

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.