



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

16-DEC-2001

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

Reference No.

755717

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 door)	Vehicle Make	Vehicle Model	Vehicle Year	Current Odometer Reading
1C4GP64L1WB514647	CHRYSLER TRUC	TOWN AND COUN	1998	

Purchase Date 01-OCT-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 09701000	Part Name(s) COMMUNICATIONS:ANTI-THEFT ALARM	Location ☐ Left ☐ Right ☐ Front ☐ Rear	Failed Part(s) ☐ Original ☐ Replacement
No of Failure 10	Date(s) of Failure(s) 20-JAN-2001 Mileage at Failure(s) 37650 Vehicle Speed 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	Number of Fatalities	Estimated Property Damag	Reported to Police ☐ Yes ☒ No
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NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)

ON THE DATE ABOVE I TRIED TO HAVE REPAIRS MADE TO KEEP THE ALARM SYSTEM FROM AUTO-ACTIVATING. IT DID SO REPEATEDLY IN DAYS PRIOR TO THE SERVICE DATE. AFTER REPLACING A HOOD SWITCH FOR \$123.28, THE PROBLEM HAPPENED AGAIN THE NEXT MORNING. HAVING NO FAITH IN THE FLORIDA DEALER WHO WAS FAR FROM MY HOME IN KANSAS, I REMOVED THE FUSE DISABLING MY HORN AND MAKING IT POSSIBLE TO NOT DISTURB MY NEIGHBORS WHILE THE ALARM CONTINUED TO FREQUENTLY GO ON. ONLY THE LIGHTS FLASHED. AFTER MY RETURN HOME A LOCAL DEALER TRIED TO REPAIR THE ALARM SYSTEM FINDING A DOOR SWITCH TO BE THE PROBLEM. WHEN I RETURNED LATER TO COMPLAIN THAT THE PROBLEM WAS STILL THERE AND I GOT ONGOING, UNEXPLAINABLE ALARM SOUNDS.

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.