



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 798

Date Received

22-JAN-2002

Od_or _____
rt_dt _____
pd_rt _____
rp_lr _____

Reference No.

8002529

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)		Vehicle Make	Vehicle Model	Vehicle Year	Current Odometer Reading
1C4GP54L2XB569980		CHRYSLER TRUC	TOWN AND COUN	1999	
Purchase Date	Dealer's Name _____		Engine Size (CID/CC/L _____)	☐ Turbo ☐ Diesel ☐ Gas ☐ Fuel Injection	
☒ New ☐ Used	City _____ State _____ Zip Code _____		No Cylinders _____		
Transmission Type	Antilock Brakes	Restraint System	Cruise Control	Drive Train	Vehicle Type
☐ Manual ☐ Automatic	☐ Yes ☐ No	☒ 3-Point Belt ☐ Driverside Airbag ☐ Passengerside Airbag ☐ Motorbelt ☐ 2-Point Bel	☒ Yes ☐ No	☐ Front ☐ Rear ☐ 4-Wheel	☐ Car ☒ Van ☐ Minivan ☐ Other _____
					Body Style
					☐ 2-Door ☐ 4-Door ☐ Stationwagon ☐ Pick Up Truck ☐ Other _____

FAILED COMPONENT(S)/PART(S) INFORMATION

Component 13450000 13561003	Part Name(s) STRUCTURE:DOOR ASSEMBLY:LATCHES AND LOCKS STRUCTURE:HATCHBACK LOCKS AND LATCHES	Location ☐ Left ☐ Right ☐ Front ☐ Rear	Failed Part(s) ☐ Original ☐ Replacement
No of Failure	Dates of Failure(s) 01-OCT-1999	Failed Part(s) ☐ Yes ☐ No	NHTSA Previously ☐ Yes ☐ No
	Mileage at Failure(s) 18878		
	Vehicle Speed at Failure(s)		

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)

SLIDING DOOR AND HATCH DOOR SHAKE LOOSELY. AT ONE POINT DOORS OPENED UP WHILE CONSUMER WAS DRIVING. CONTACTED DEALER, AND THE DEALER NOTED THAT THERE WAS A RATTLE AND MADE AN ADJUSTMENT, BUT PROBLEM STILL OCCURS.*AK

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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.

 U.S. Department of Transportation National 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 738 Date Received <u>MAR 11 2002</u> Dept. of <u>TRANSPORTATION</u> up. ltr. <u>12</u> Reference No. <u>8002029</u> Work Number _____ For _____	
		OWNER INFORMATION (Type or Print) [Redacted]			
Do you authorize NHTSA to provide a copy of report to the manufacturer of your vehicle? In the absence of _____ address to the vehicle's manufacturer. Signature of Owner _____ Date <u>02/20/02</u>					
VEHICLE INFORMATION					
Vehicle Ident. No. (VIN) (Located between or windshield on driver's side) 1C4GP54L2XB569980		Vehicle Make CHRYSLER TRUC		Vehicle Model TOWN AND COU	
Vehicle Year 1990		Current Odometer Reading _____			
Purchase Date _____ ☒ New ☐ Used		Dealer's Name _____ City _____ State _____ Zip Code _____		Engine Size (CID/CC/L) _____ No. Cylinders _____ ☐ Turbo ☐ Diesel ☐ Gas ☐ Fuel Injectio	
Transmission Type ☐ Manual ☐ Automatic		Antilock Brakes ☐ Yes ☐ No		Restraint System ☒ 3-Point Belt ☐ Motorbelt ☐ Driverside Airbag ☐ 2-Point Belt ☐ Passengerside Airbag	
Cruise Control ☒ Yes ☐ No		Drive Train ☐ Front ☐ Rear ☐ 4-Wheel		Vehicle Type ☒ Car ☐ Sport Utl ☐ Van ☐ Truck ☐ Motorcycle ☐ Minivan ☐ Pick Up ☐ Truck	
FAILED COMPONENT(S)/PART(S) INFORMATION					
Component 13450000 13561003		Part Name(s) STRUCTURE: DOOR ASSEMBLY: LATCHES AND LOCKS STRUCTURE: HATCHBACK LOCKS AND LATCHES		Location ☐ Left ☐ Right ☒ Original ☐ Front ☐ Rear ☐ Replacement	
No. of Failures <u>NUMEROUS</u>		Date(s) of Failure(s) <u>01-OCT-1999</u> Mileage at Failure(s) <u>18878</u> Vehicle Speed at Failure(s) _____		Failed Part(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 ☐ Yes ☐ No		Fire ☐ Yes ☐ No		Number of Persons Injured _____ Number of Fatalities _____ Estimated Property Damage _____ Reported to Police ☐ Yes ☐ No	
NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)					
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CONTINUE ON BACK IF NEEDED

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