



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 336

Date Received

13-FEB-2002

Od_or _____
rt_dt _____
pd_rt _____
rp_lr _____

Reference No.

8004002

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
1C4GP54L8VB223426		CHRYSLER	TOWN AND COUN	1997	
Purchase Date	Dealer's Name _____		Engine Size (CID/CC/L) 6 CYL	☐ 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
					☐ Sport Util ☐ Truck ☐ Motorcycle ☐ Other
					Body Style
					☐ 2-Door ☐ 4-Door ☐ Stationwagon ☐ Pick Up Truck ☐ Other

FAILED COMPONENT(S)/PART(S) INFORMATION

Component 11000000	Part Name(s) HEATER:DEFROSTER:DEFOGGER AND VENTILATION	Location ☐ Left ☐ Right ☐ Front ☐ Rear	Failed Part(s) ☐ Original ☐ Replacement
No of Failure 1	Dates of Failure(s) 26-JAN-2002	Failed Part(s) ☐ Yes ☐ No	NHTSA Previously ☐ Yes ☐ No
	Mileage at Failure(s) 100000		
	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)

THE HEATER CONTROL UNIT HAS MALFUNCTIONED. WHEN THE HEAT IS ON, COLD AIR COMES OUT OF THE VENTS ON THE PASSENGER SIDE OF THE VEHICLE ONLY, THE CAUSE OF THE PROBLEM IS UNKNOWN. NLM

COPIES OF THIS FORM ARE:

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 335

Date Received

02 MAR 20
13-FEB-2002
OFFICE
DEFECTS INVEST

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Reference No.

8004002

OWNER INFORMATION (Type or Print)

738734

Work Number

Home Number

Do you authorize NHTSA to provide a copy of report to the manufacturer of your vehicle?

In the absence of an

Signature of Owner

name and address to the vehicle manufacturer.

Date 3/6/02

VEHICLE INFORMATION

Vehicle Ident. No. (VIN) (Located at bottom of windshield on driver's side)

1C4GP54L8VB223426

Vehicle Make

CHRYSLER

Vehicle Model

TOWN AND COUN

Vehicle Year

1997

Current Odometer Reading

102,000

Purchase Date

approx Jan 02

Dealer's Name

Welzell Bros Inc

Engine Size

(CID/CC/L 6 CYL

☐ New ☒ Used

City

Minning Sun

State

La

Zip Code

52640

No Cylinders

☐ Turbo
☐ Diesel
☐ Gas
☐ Fuel Injection

Transmission Type

☐ Manual

☒ Automatic

Antilock Brakes

☒ Yes

☐ No

Restraint System

☐ 3-Point Belt

☒ Driverside Airbag

☒ Passengerside Airbag

☐ Motorbelt

☐ 2-Point Be

Cruise Control

☒ Yes

☐ No

Drive Train

☒ Front

☒ Rear

☐ 4-Wheel

Vehicle Type

☐ Car

☒ Van

☐ Minivan

☐ Other

☐ Sport Util

☐ Truck

☐ Motorcycle

Body Style

☐ 2-Door

☐ 4-Door

☐ Stationwagon

☐ Pick Up

☐ Truck

FAILED COMPONENT(S)/PART(S) INFORMATION

Component

11000000

Part Name(s)

HEATER:DEFROSTER:DEFOGGER AND VENTILATION

Location

☐ Left

☐ Front

☐ Right

☐ Rear

Failed Part(s)

☐ Original

☐ Replacement

No of Failures

1

Date(s) of Failure(s)

26-JAN-2002

Mileage at Failure(s)

100000

Vehicle Speed at Failure(s)

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 Damage

Reported to Police

☐ Yes

☐ No

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

THE HEATER CONTROL UNIT HAS MALFUNCTIONED. WHEN THE HEAT IS ON, COLD AIR COMES OUT OF THE VENTS ON THE PASSENGER SIDE OF THE VEHICLE ONLY, THE CAUSE OF THE PROBLEM IS UNKNOWN. NLM

(A) Dealer says need Heater control replaced which is 400.00.

CONTINUE ON BACK IF NEEDED

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**THE FOLLOWING PAGES ARE WITHHELD TO
PROTECT UNWARRANTED INVASION OF
PERSONAL PRIVACY PURSUANT TO
EXEMPTION 6 OF THE FREEDOM OF
INFORMATION ACT (FOIA), 5 U.S.C. 552(b)(6)**

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