



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

20-MAR-2002

Ord. or  
rt. dt  
pd. rt  
rp. ltr

Reference No.

8006020

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) <small>(Location at bottom of and/or above windshield)</small>	Vehicle Make	Vehicle Model	Vehicle Year	Current Odometer Reading		
1B4GP44L8YB520899	DODGE TRUCK	GRAND CARAVA	2000			
Purchase Date <input type="checkbox"/> New <input checked="" type="checkbox"/> Used	Dealer's Name City _____ State _____ Zip Code _____	Engine Size (CID/CC/L) _____ No. Cylinders _____	<input type="checkbox"/> Turbo <input type="checkbox"/> Diesel <input type="checkbox"/> Gas <input type="checkbox"/> Fuel Injectio			
Transmission Type <input type="checkbox"/> Manual <input type="checkbox"/> Automatic	Antilock Brakes <input type="checkbox"/> Yes <input type="checkbox"/> No	Restraint System <input checked="" type="checkbox"/> 3-Point Belt <input type="checkbox"/> Motorbelt <input type="checkbox"/> Driverside Airbag <input type="checkbox"/> 2-Point Bel <input type="checkbox"/> Passengerside Airbag	Cruise Control <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	Drive Train <input type="checkbox"/> Front <input type="checkbox"/> Rear <input type="checkbox"/> 4-Wheel	Vehicle Type <input type="checkbox"/> Car <input type="checkbox"/> Sport Util <input checked="" type="checkbox"/> Van <input type="checkbox"/> Truck <input type="checkbox"/> Minivan <input type="checkbox"/> Motorcycle <input type="checkbox"/> Other _____	Body Style <input type="checkbox"/> 2-Door <input type="checkbox"/> 4-Door <input type="checkbox"/> Stationwagon <input type="checkbox"/> Pick Up Truck <input type="checkbox"/> Other _____

### FAILED COMPONENT(S)/PART(S) INFORMATION

Component 02000000	Part Name(s) SUSPENSION	Location <input type="checkbox"/> Left <input type="checkbox"/> Right <input type="checkbox"/> Front <input type="checkbox"/> Rear	Failed Part's <input type="checkbox"/> Original <input type="checkbox"/> Replacement
No of Failure	Dates of Failure(s) 01-JAN-2001 Mileage at Failure(s) 51000 Vehicle Speed at Failure(s) _____	Failed Part(s) <input type="checkbox"/> Yes <input type="checkbox"/> No	NHTSA Previously <input type="checkbox"/> Yes <input type="checkbox"/> 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 <input type="checkbox"/> Yes <input type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input type="checkbox"/> No	Number of Persons Injured	Number of Fatalities	Estimated Property Damag	Reported to Polic <input type="checkbox"/> Yes <input type="checkbox"/> No
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### NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)

VEHICLE WOULD START TO PULL TO LEFT WHEN CONSUMER WAS DRIVING. CONTACTED DEALER, AND DEALER HAD REPLACED BRAKES AND TIRES, THINKING THAT WAS THE PROBLEM, BUT THE PROBLEM STILL EXISTED. \*AK

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.



# Vehicle Owner's Questionnaire (VOQ)

DOT Auto Safety Hotline

NATIONWIDE 1-888-DASH-2-DOT

1-888-327-4236

www.nhtsa.dot.gov/hotline

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

## OWNER INFORMATION (Type or Print)

744374

Reference No. 8006020

Date Received: 02 APR 30 2002  
Office: DEFECTS INVESTIGATION

FOR AGENCY USE ONLY 798

Do you authorize NHTSA to provide a copy of report to the manufacturer of your vehicle?  YES  NO  
In the absence of an authorized signature, provide your name and address to the vehicle manufacturer. Date: 02/11/02

## VEHICLE INFORMATION

Vehicle Identification No. (VIN) 1B4GP44L8YB520899  
Vehicle Make DODGE TRUCK  
Vehicle Model GRAND CARAVA  
Vehicle Year 2000  
Current Odometer Reading

Purchase Date:  New  Used  
Dealer's Name: \_\_\_\_\_  
City: \_\_\_\_\_ State: \_\_\_\_\_ Zip Code: \_\_\_\_\_  
Engine Size: \_\_\_\_\_ (CID/CCA) No Cylinders: \_\_\_\_\_  
Turbo  Diesel  Gas  Fuel Injector

Transmission Type:  Manual  Automatic  
Restraint System:  3-Point Belt  No  
Airbrake Brakes:  Motorbelt  2-Point Belt  Passenger-side Airbag  
Cruise Control:  Yes  No  
Drive Train:  Front  Rear  4-Wheel  
Vehicle Type:  Car  Van  Minivan  Other  
Body Style:  2-Door  4-Door  Stationwagon  Pick Up  Truck

Component 02000000  
Part Name(s) SUSPENSION  
Location:  Left  Right  
Failed Parts:  Original  Replacement

No of Failures: 3  
Dates of Failure(s): 01-JAN-2001  
Mileage at Failure(s): 51000  
Vehicle Speed at Failure(s): 60 MPH in 1st gear  
Failed Part(s):  Yes  No  
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)

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

VEHICLE WOULD START TO PULL TO LEFT WHEN CONSUMER WAS BRIVING CONTACTED DEALER, AND DEALER HAD REPLACED BRAKES AND TIRES, THINKING THAT WAS THE PROBLEM, BUT THE PROBLEM STILL EXISTED. **PAK**  
Approved by Speedy  
Stopped because pulling  
Began to pull again  
Went for reassignment  
Pak

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.

CONTINUE ON BACK IF NEEDED

Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies)

Purchased used through Budget Rental & Sales  
Hamilton Road Columbus, Ohio

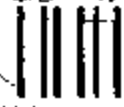
Said it was safety checked. Have had problem  
since beginning of lease agreement. Started to  
notice it on rainy weather braking (would skid)  
& pull wheels to left. Took in to CarCare Center  
- Replaced Brakes - Brakes worn over 50% - then worked  
for a while then started to pull to left - told it was  
tires TRBS - Replaced tires (Goodyear - in Col. Ohio)  
Tires replaced to Kigatta - tire that should have been  
Balance - pulling stopped began pulling to left again  
Took back to CarCare - thought it was ATTACH ADDITIONAL SHEETS IF NECESSARY  
tires. ~~then~~ received agreement. They said they can't do it.

U.S. Department  
of Transportation

National Highway  
Traffic Safety  
Administration

400 Seventh St., S.W.  
Washington, D.C. 20590

Official Business  
Penalty for Private Use \$300



NO POSTAGE  
NECESSARY  
IF MAILED  
IN THE  
UNITED STATES

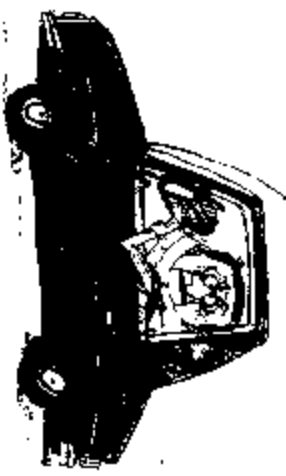
**BUSINESS REPLY MAIL**  
FIRST CLASS PERMIT NO 73173 WASHINGTON, D.C.

POSTAGE WILL BE PAID BY NATL. HWY. TRAFFIC SAFETY ADMIN.

U.S. Department of Transportation  
National Highway Traffic Safety Administration  
DOT Auto Safety Hotline, NSA-10.1  
400 7th Street, SW  
Washington, DC 20590



20290+0001



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National Highway Traffic Safety  
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<http://www.nhtsa.dot.gov/online>

DOT Auto Safety Hotline  
(DASH) 2 DOT

**1-888-DASH-2-DOT**  
**1-888-327-4236**

and dial toll free at

**DASH2DOT**

TO REPORT VEHICLE SAFETY DEFECTS  
COMPLETE THIS FORM  
OR

**DOT AUTO SAFETY HOTLINE**

**QUESTIONNAIRE**



**VEHICLE  
OWNER'S**