



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 1362

Date Received

28-MAY-2002

Od_or _____
rt_dt _____
od_rt _____
ip_lr _____

Reference No.

8010569

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 PLYMOUTH TRUC	Vehicle Model VOYAGER	Vehicle Year 1997	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 Injection
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 09002000	Part Name(s) LIGHTING:GENERAL OR UNKNOWN COMPONENT:HEAD LIGHTS	Location ☐ Left ☐ Right ☐ Front ☐ Rear	Failed Part(s) ☐ Original ☐ Replacement
No of Failure	Dates of Failure(s) _____ Mileage at Failure(s) _____ 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 Damag	Reported to Police ☐ Yes ☐ No
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NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)

WHILE DRIVING AT NIGHT HEADLIGHTS WILL ONLY SHINE 45-50 FEET OF VEHICLE. DEALER HAS ADJUSTED LIGHTS; HOWEVER, PROBLEM STILL OCCURS.*AK

COPIES OF REPORTS - FREE -

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.

DOT Auto Safety Hotline		FOR AGENCY USE ONLY 1362	
 U.S. Department of Transportation National Highway Traffic Safety Administration		Vehicle Owner's Questionnaire (VOQ) NATIONWIDE 1-888-DASH-2-DOT 1-888-327-4236 www.nhtsa.dot.gov/hotline	
OWNER INFORMATION (Type or Print) MCMURAY PA		Date Received 28-MAY-2002 DEFECTS INVESTIGATION	Od or rt dt od rt up_ltr Reference No. 8010569
Do you authorize NHTSA to provide a copy of report to the manufacturer of your vehicle? ☒ YES ☐ NO In the absence of provide your name and address to the vehicle manufacturer. Signature of Owner Date <u>6/13/02</u>		Work Num Home Num	
VEHICLE INFORMATION			
Vehicle Ident. No. (VIN) (Located at bottom of windshield on driver's side) 2P4FP25B1VR211941	Vehicle Mak PLYMOUTH	Vehicle Mode VOYAGER	Vehicle Year 1997
Current Odometer Reading 62,971		Purchase Date 1-13-97	
Dealer's Name <u>BROADWAY SALES & SERVICE, INC.</u> City <u>MEADES ROCKS</u> State <u>PA</u> Zip Code <u>15136</u>		Engine Siz (CID/CC) <u>2.4L</u> No Cylinders <u>4</u>	
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 Tra. ☒ Front ☐ Rear ☐ 4-Wheel		Vehicle Type ☒ Car ☐ Sport Ult ☐ Van ☐ Truck ☐ Minivan ☐ Motorcycle ☐ Other	
Body Style ☐ 2-Door ☒ 4-Door ☐ Stationwagon ☐ Pick Up ☐ Truck		Failed Component(s)/Part(s) INFORMATION	
Component 09002000	Part Name(s) LIGHTING: GENERAL OR UNKNOWN COMPONENT: HEAD LIGHTS	Location ☒ Left ☒ Right ☒ Front ☐ Rear	Failed Part(s) ☒ Original ☐ Replacement
No of Failures ONGOING	Date(s) of Failure(s) <u>START WHEN BOUGHT - CONTINUES TO DATE</u> Mileage at Failure(s) <u>51 TO PRESENT</u> Vehicle Speed at Failure(s) <u>N/A</u>	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 <u>NONE</u>	Number of Fatalities <u>NONE</u>
Estimated Property Damage <u>NONE</u>		Reported to Police ☐ Yes ☒ No	
NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)			
WHILE DRIVING AT NIGHT HEADLIGHTS WILL ONLY SHINE 45-50 FEET OF VEHICLE. DEALER HAS ADJUSTED LIGHTS; HOWEVER, PROBLEM STILL OCCURS.*AK AHEAD (ON LOW BEAMS) TOOK TO ANOTHER DEALER WHO CHECKED LIGHTS AND SAID THAT IS THE WAY IT IS DESIGNED. REPLACED BULBS WITH BRIGHTER ONES. LIGHT PATTERN DIDN'T CHANGE. PARKED NEXT TO 1989 VOYAGER AND LET HEADLIGHTS FROM BOTH SHINE ON WHITE WALL. STARTED WITH DISTANCE TO WALL ABOUT 20 FEET. BACKED BOTH UP TO ABOUT 80 FEET. 97 VOYAGER ONLY PUT ABOUT 15% OF LIGHT ON WALL COMPARED TO 89. AT 80 FEET TO WALL, LIGHT BAND ON WALL FROM 97 WAS ABOUT 1/2 FEET HIGH.			
CONTINUE ON BACK IF NEEDED			
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.			

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

LIGHT FROM 89 WAS MUCH LARGER AND BRIGHTER. THREE OF MY CHILDREN AGES 24 TO 28 YEARS OLD SAID THEY WOULDN'T DRIVE THE 97 AT NIGHT BECAUSE OF POOR HEADLIGHTS. ALL OF THIS EVALUATION WAS WITH NO LOAD IN VEHICLE OTHER THAN A DRIVER AND SOMETIMES ONE FRONT SEAT PASSENGER. NO PEOPLE WERE IN VAN WHEN DEALER CHECKED AND ADJUSTED IT. NOTE THAT RAISING THE AIM OF THE HEADLIGHTS ONLY MOVED THE NARROW BAND OF LIGHT HIGHER (THIS IS ALSO ILLEGAL IN MY STATE). NEW MODELS OF MOPAR MINIVANS HAVE A NEW HEADLIGHT DESIGN. I THINK ALL OF THESE VEHICLES WITH "BAD" HEADLIGHTS SHOULD BE RECALLED AND FIXED?

ATTACH ADDITIONAL SHEETS IF NECESSARY

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



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



**VEHICLE
OWNER'S
QUESTIONNAIRE**

DOT AUTO SAFETY HOTLINE

TO REPORT VEHICLE SAFETY DEFECTS
COMPLETE THIS FORM
OR

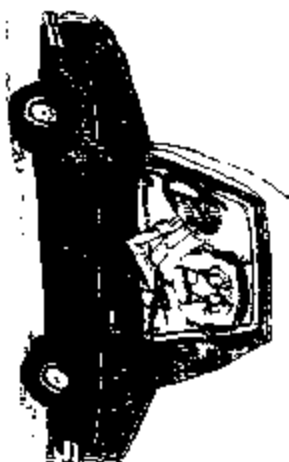
DASH2DOT

and dial toll free at

1-888-DASH-2-DOT

1-888-327-4236

DOT Auto Safety Hotline
(DASH) 2 DOT



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<http://www.nhtsa.dot.gov/online>