



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 1367

Date Received

15-OCT-2002

OFFICE OF
SAFETY INVESTIGATION

Od or

rt dt

od rt

up ltr

Reference No.

8020779

OWNER INFORMATION (Type or Print)

IRVINGTON

NY

Work Number

Home Number

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, please provide your name and address to the vehicle manufacturer.

Signature of Owner

Date 10/15/02

VEHICLE INFORMATION

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

2B8CP44G21R153734

Vehicle Make

DODGE TRUCK

Vehicle Model

CARAVAN

Vehicle Year

2001

Current Odometer Reading

PLEASE FILL IN

Purchase Date

Dealer's Name

White Plains Dodge

Engine Size

(CID/CC/L)

No Cylinders

☐ Turbo☐ Diesel☐ Gas☐ Fuel Injection☒ New ☐ Used

City

White Plains

State

NY

Zip Code

Transmission Type

☐ Manual☐ Automatic

Antilock Brakes

☐ Yes☐ No

Restraint System

☐ 3-Point Belt☐ Driveside Airbag☐ Passengerside Airbag☐ Motorbelt☐ 2-Point Belt

Cruise Control

☐ Yes☐ No

Drive Train

☐ Front☐ Rear☐ 4-Wheel

Vehicle Type

☐ Car☒ Van☐ Other☐ Sport Utl☐ Truck☐ Motorcycle

Body Style

☐ 2-Door☐ 4-Door☐ Stationwagon☐ Pick Up Truck☐ Other

FAILED COMPONENT(S)/PART(S) INFORMATION

Component

01000000

Part Name(s)

STEERING

Location

☒ Left☐ Front☐ Right☐ Rear

Failed Part(s)

☒ Original☐ Replacement

No of Failures

2

Date(s) of Failure(s)

15-OCT-2002

Mileage at Failure(s)

54000

Vehicle Speed at Failure(s)

Failed Part(s)

Available?

☒ 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

Almost

All 4 passengers

Estimated Property Damage

Reported to Police

☐ Yes ☒ No

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

CONSUMER STATES THAT WHILE DRIVING WAS UNABLE TO TURN LEFT THE STEERING WHEEL LOCKED UP. ALMOST CAUSING AN ACCIDENT. DEALER CONTACTED. MR

Part (steering pump) replaced by dealer - problem not solved - still unable to turn left until car is warm - Have app to bring it back
\$400 spent - in problem - bid it could be a damaged part

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 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)

I am very dissatisfied with the vehicle
I had window motors replaced x2 BRAKES done
3x and steering problems —

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

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

NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES



**VEHICLE
OWNER'S**

QUESTIONNAIRE

DOT AUTO SAFETY HOTLINE

TO REPORT VEHICLE SAFETY DEFECTS
COMPLETE THIS FORM
OR

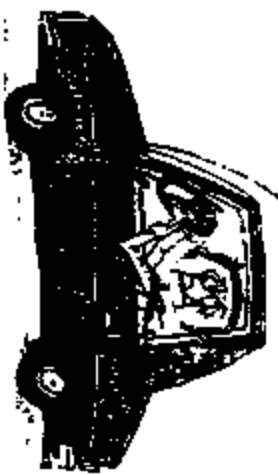
DASH2DOT

and dial toll free at

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DOT Auto Safety Hotline
(DASH) 2 DOT



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