

U.S. Department
of TransportationNational 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 241

Date Received

20-JAN-2000

 Od_or _____
 Rt_dt _____
 od_rt _____
 up_ltr _____

Reference No.

855172

 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) (located at front of windshield on drivers side) 2B6HB21YXNK110819	Vehicle Make DODGE TRUCK	Vehicle Model RAM	Vehicle Year 1992	Current Odometer Reading
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Purchase Date	Dealer's Name _____	Engine Size (CID/CC/L) _____	☐ Turbo
☐ New ☒ Used	City _____ State _____ Zip Code _____	No Cylinders _____	☐ Diesel
			☐ Gas
			☐ Fuel Injection

Transmission Type ☐ Manual ☐ Automatic	Antilock Brakes ☒ Yes ☐ No	Restraint System ☒ 3-Point Belt ☐ Motorbell ☐ Driverside Airbag ☐ 2-Point Belt ☐ Passengerside Airbag	Cruise Control ☐ Yes ☒ No	Drive Train ☐ Front ☐ Rear ☐ 4-Wheel	Vehicle Type ☐ Car ☐ Sport Ult ☐ Van ☐ Truck ☐ Minivan ☐ Motorcycle ☐ Other _____	Body Style ☐ 2-Door ☐ 4-Door ☐ Stationwagon ☐ Pick Up Truck ☐ Other _____
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FAILED COMPONENT(S)/PART(S) INFORMATION

Component 05100000	Part Name(s) ENGINE	Location ☐ Left ☐ Right ☐ Front ☐ Rear	Failed Part(s) ☐ Original ☐ Replacement
No of Failures 4	Date(s) of Failure(s) 02-DEC-1998 Mileage at Failure(s) 130000 Vehicle Speed at Failure(s) _____	Failed Part(s) Available? ☐ Yes ☐ No	NHTSA Previously Contacted? ☐ 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
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NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)

ONGOING PROBLEM WITH ENGINE STALLING WHILE TRAVELING AT ANY SPEED OF 20-55 MPH. VEHICLE BEEN IN/OUT OF DEALER SHOP ON FOUR OCCASIONS, AND PROBLEM STILL REOCCURRING. STALLING HAS ALMOST CAUSED A VEHICLE COLLISION. *AK

CONTINUED ON BACK (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.



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NOV 15 AM 9:11
20-JAN-2000
OFFICE
DEFECTS INVESTIGATION

Ord or
rt dt
od rt
up ltr

Reference No.

855172

OWNER INFORMATION (Type or Print)

[Redacted Owner Information]

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, provide your name and address to the vehicle manufacturer.

Signature of Owner

Date 2/3/00

VEHICLE INFORMATION

Vehicle Ident. No. (VIN) (Indicate location of windshield or other's side)	Vehicle Make	Vehicle Model	Vehicle Year	Current Odometer Reading
2B6HB21YXNK110819	DODGE TRUCK	RAM	1992	108,191

Purchase Date 9-8-1998	Dealer's Name D & B Auto Sales No 2	Engine Size (CID/CC/L)	☐ Turbo ☐ Diesel ☐ Gas ☒ Fuel Injection
☐ New ☒ Used	City Calhoun State Ga Zip Code 30701	No Cylinders 8	

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 ☒ Van ☐ Sport Ut ☐ Truck ☐ Minivan ☐ Motorcycle ☐ Other	Body Style ☐ 2-Door ☒ 4-Door ☐ Stationwagon ☐ Pick Up Truck ☐ Other Van
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FAILED COMPONENT(S)/PART(S) INFORMATION

Component 05100000	Part Name(s) ENGINE	Location ☐ Left ☒ Front ☐ Right ☐ Rear	Failed Part(s) ☐ Original ☐ Replacement ?
No of Failures 4	Date(s) of Failure(s) 02-DEC-1998 Mileage at Failure(s) 101,769 Vehicle Speed at Failure(s) 0 to 65 (No Pattern)	Failed Part(s) Available? ☐ Yes ☐ No	NHTSA Previously Contacted? ☐ 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
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CONTINUE ON BACK IF NEEDED

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over

Sir;

As reported to Chrysler Corp. Customer on two occasions I have carried my Van to Chrysler dealership here in Dalton Ga. two times to have work done but has never been fixed at a cost of over \$1200⁰⁰ each time I carried vehicle back after it stalled its still stalling. Dealership keep replacing parts but it still not fixed. Now they tell me it need a computer replaced at a cost of \$194⁰⁰ more dollars. Dealership will not stand behind work that have done to fixed my van. The last time I went to pick the van up dealership had to hand push out the shop it would not start. I feel like I am getting the runaround and some of the parts they replaced was not needed. Please look into this matter and see if you can help me get my van fixed. Bills enclosed.

-Thank you-

P.S. The van is a safety hazard and I have park it.

who authorizes the repair work hereafter and both to be done along with the early material and giving that you are not responsible for loss or damage to vehicle while in vehicle in case of fire, theft or any other cause beyond your control or for damage caused by unreliability of parts or delays in parts shipments by this supplier. I hereby grant you and/or your employees permission to operate the vehicle described on above, highways or elsewhere for the purpose of testing or inspection. An express mechanic's lien is hereby acknowledged on above vehicle.

CUSTOMER SIGNATURE

We guarantee our service work for 90 days or 1,000 miles, whichever comes first. For repair or replacement parts in normal service work, we warrant for 12 months or 10,000 miles, whichever comes first.

ALL PARTS ARE NEW EXCEPT AS NOTED

QTY	PART NO. AND DESCRIPTION	AMOUNT
1	53032652AB A/C COMPRESSOR	547.00
1	560283010 A/C CONDENSER	89.65
1	1U194169 TIGHTENING TOOL	8.00
1	53021051 A/C CLAMP	1.48
1	83525 TIGHTENING TOOL	12.95
2	32020 Clamps	2.52
1	5/8 Hilti Hose 1 Ft.	2.10
1	NPU Multi-Trace	14.33

P.O. NO.	SUBLET REPAIRS	TOTAL
GAS OIL GREASE (LBS) \$ GAS		
QTS. OIL		
LBS. GREASE		
AUTO. TRANS. FLUID		
TOTAL GAS, OIL & GREASE		

DATE	1-11-00	TERMS	
NAME	72	YEAR	
TYPE OR MODEL	108089	LICENSE NO.	
RECEIVED	AM	P.M.	
CUSTOMER CHECK NO.	AM	P.M.	
WRITTEN BY			

INSTR. NO.	3	INSTR. NO.	3
AMOUNT	1108.19	AMOUNT	1108.19
INSTR. NO.	3	INSTR. NO.	3
AMOUNT	1108.19	AMOUNT	1108.19

PRELIMINARY ESTIMATE	PAID	LABOR	TOTAL
PHONE ESTIMATE FOR AUTHORIZED			
THAT IS CALLED			
BY			

COURTESY
CHRYSLER / PLYMOUTH / DODGE, INC.
 2210 E. Walnut Ave.
 DALTON, GA 30720
 (708) 275-8022
30755

354
CHRYSLER
DODGE

DATE	1-11-00	TERMS	
NAME	72	YEAR	
TYPE OR MODEL	108089	LICENSE NO.	
RECEIVED	AM	P.M.	
CUSTOMER CHECK NO.	AM	P.M.	
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QTS. OIL		
LBS. GREASE		
AUTO. TRANS. FLUID		
TOTAL GAS, OIL & GREASE		

DISCLAIMER OF WARRANTIES
 The seller, COURTESY CHRYSLER, PLYMOUTH, DODGE, INC., hereby disclaims all warranties, express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and COURTESY CHRYSLER, PLYMOUTH, DODGE, INC., further disclaims any implied warranty of satisfaction or return for a refund. The buyer assumes the responsibility for the condition of the vehicle at the time of sale and for any damage to the vehicle or any loss of use thereof.

