

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 333

Date Received

04-FEB-2000

 Od_or _____
 Rt_dt _____
 od_rt _____
 up_ltr _____

Reference No.

856302

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) (Listed at front of windshield or drivers side)	Vehicle Make	Vehicle Model	Vehicle Year	Current Odometer Reading
2P4FP25BGWR782634	CHRYSLER TRUC	VOYAGER	1997	

Purchase Date	Dealer's Name _____	Engine Size (CID/CC/L) _____	☐ Turbo ☐ Diesel ☐ Gas ☐ Fuel Injection
☒ New ☐ Used	City _____ State _____ Zip Code _____	No Cylinders _____	

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 12110000	Part Name(s) INTERIOR SYSTEMS: PASSIVE RESTRAINT: AIR BAG	Location ☐ Left ☐ Right ☐ Front ☐ Rear	Failed Part(s) ☐ Original ☐ Replacement
No of Failures	Date(s) of Failure(s) 03-JAN-2000 Mileage at Failure(s) 23000 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)

DRIVING ON RURAL ROAD AND CHP OFFICER MADE AN ILLEGAL U TURN RIGHT IN FRONT OF THEM WITHOUT SIGNALING OR ACTIVATING EMERGENCY LIGHTS WHICH CAUSE THE CONSUMER TO STRIKE THE FRONT LEFT CORNER OF THE PANEL OF VEHICLE NEITHER AIRBAGS OR THE SEAT BELT DIDN'T RETRACT. TOOK THE VEHICLE TO THE DEALER. THEY FOUND A SHORT IN THE HEATER CONTROL MODULE. THE SHORT CAUSED COMPUTER FAILURE TO THE BODY CONTROL MODULE.

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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00 MAR 27 AM 17
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OFFICE
DEFECTS INVESTIGATION

Old or

Art. No. 17

Old or

Art. No. 17

Old or

Art. No. 17

Reference No.

856302

OWNER INFORMATION (Type or Print)

688654

Work Number

Home No.

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, NOT provide your name and address to the vehicle manufacturer.

Signature of Owner

Date 2/22/2000

VEHICLE INFORMATION

Vehicle Ident. No. (VIN) (Located at bottom of windshield on driver's side)	Vehicle Make	Vehicle Model	Vehicle Year	Current Odometer Reading
2P4FP25BGWR782634	CHRYSLER TRUC	VOYAGER	1997	24,000

Purchase Date 8-98	Dealer's Name Swift Dodge	Engine Size (CID/CC/L) 4	☐ Turbo ☐ Diesel ☒ Gas ☒ Fuel Injection
☒ New ☐ Used	City Davis State Ca Zip Code 95616	No Cylinders 4	

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

Component 12111200 12111300 12240000	Part Name(s) INTERIOR SYSTEMS: PASSENGER RESTRAINTS: AIR BAG: FRONTA INTERIOR SYSTEMS: PASSENGER RESTRAINTS: AIR BAG: FRONTA INTERIOR SYSTEMS: ACTIVE RESTRAINTS: BELT RETRACTORS	Location ☒ Left ☒ Front ☒ Right ☒ Rear	Failed Part(s) ☒ Original ☐ Replacement
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No of Failures 2	Date(s) of Failure(s) 03-JAN-2000 Mileage at Failure(s) 23000 Vehicle Speed at Failure(s) 45 mph	Failed Part(s) Available? ☐ Yes ☒ No	NHTSA Previously Contacted? ☒ Yes ☐ No
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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 2	Number of Fatalities 0	Estimated Property Damage 3600	Reported to Police ☐ Yes ☒ No
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NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)

WHILE DRIVING ON RURAL ROAD POLICE OFFICER MADE AN ILLEGAL U TURN RIGHT IN FRONT WITHOUT SIGNALING OR ACTIVATING EMERGENCY LIGHTS, CAUSING THE CONSUMER TO STRIKE THE FRONT LEFT CORNER OF THE PANEL ON VEHICLE. UPON IMPACT, NEITHER AIRBAG DEPLOYED. ALSO, SEAT BELT DIDN'T RETRACT. TOOK VEHICLE TO THE DEALER. THEY FOUND A SHORT IN THE HEATER CONTROL MODULE. THE SHORT CAUSED COMPUTER FAILURE TO THE BODY CONTROL MODULE. *AK

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.

Fold to show Return Address (no stamp needed) Fasten with tape or staple and mail

INFORMATION ON TIRE FAILURE(S) (IF APPLICABLE)

TIRE IDENTIFICATION NO.*

D O T

MANUFACTURER/TIRE NAME

SIZE

* The identification number consists of 7 to 10 letters and numerals following the letters DOT. It is usually located near the rim flange on the side opposite the whitewall or on either side of a blackwall tire.

NARRATIVE DESCRIPTION (CONTINUED)

Took vehicle to Elk Grove Chrysler Dealer and was told that the Heater control wiring harness had shorted out causing shorts to the Body control modules (sensors for Air bag on outside of car) and ATC - Air Temperature control. This short disabled Air bags when car was wrecked. As far as the rear seat belts the dealer said they were OK and couldn't tell me why my two son's ended up in the front seat when they were properly restrained in the rear bench behind drivers seat.

Also this vehicle is advertised with ABS Brakes in which it doesn't have.

U.S. Department
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National Highway
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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
Office of Defects Investigation, NSA-10.01
400 7th Street, SW
Washington, DC 20590

NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES

