

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 436

Date Received

08-MAR-2000

 Od_or _____
 Rt_dt _____
 Od_rt _____
 Up_ltr _____

Reference No.

858189

 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
1P4GP44R2TB121126	CHRYSLER TRUC	VOYAGER	1996	

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 05240000	Part Name(s) ENGINE COOLING SYSTEM:FAN	Location ☐ Left ☐ Right ☐ Frnt ☐ Rear	Failed Part(s) ☐ Original ☐ Replacement
No of Failures	Date(s) of Failure(s) 01-DEC-1999 Mileage at Failure(s) _____ 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)

CONSUMER RECEIVED RECALL FOR COOLING FAN. IT WAS TAKEN TO BE REPLACED. THEN 2 WEEKS LATER, ENGINE CHECK LIGHT CAME ON. DEALER WAS CALLED FOR 2ND APPOINTMENT. LAST WEEK, COOLING FAN CEASED AND BLEW THE 40 AMP FUSE & RELAY SWITCH. CONSUMER WASN'T HAVING PROBLEMS UNTIL FAN WAS REPLACED CONSUMER FOUND OUT FROM DEALER THAT THE RELAY SWITCH CAN CAUSE THE FAN TO BREAK. *AK

CONTINUED ON BACK (SEE)

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.

 U.S. Department of Transportation National Highway Traffic Safety Administration Vehicle Owners' Questionnaire (VOQ) DOT Auto Safety Hotline 1-888-DASH-2-DOOT 1-888-327-4236 www.nhtsa.dot.gov/hotline		FOR AGENCY USE ONLY Date Received: _____ Office: _____ Title: _____ Signature: _____ Reference No.: 858189	
OWNER INFORMATION (Type or Print) 595221		Home Number: _____ Work Number: _____	
Do you authorize NHTSA to provide a copy of report to the manufacturer of your vehicle? ☒ YES ☐ NO			
Signature of Owner: _____ Date: 4/12/02			
VEHICLE INFORMATION			
Vehicle Ident. No. (VIN) (located at bottom of windshield on driver's side) 1P4GP44R2TB121126	Vehicle Make CHRYSLER	Vehicle Model VOYAGER	Vehicle Year 1998
Purchase Date 7-24-95	Dealer's Name McKean Chrysler Plymouth	City/State/Zip Plymouth, PA 15234	Engine Size (CID/CC/L) 3.3
☒ New ☐ Used	Fuel Injection ☒ Turbo ☐ Gas ☐ Diesel	Drive Train ☒ Front ☐ Rear ☐ 4-Wheel	Vehicle Type ☒ Car ☐ Van ☐ Minivan ☐ Other
Transmission Type ☒ Automatic ☐ Manual	Restraint System ☒ 3-Point Belt ☐ 2-Point Belt ☐ Driver's Side Airbag ☐ Passenger's Side Airbag	Body Style ☒ 2-Door ☐ 4-Door ☐ Station Wagon ☐ Pick Up Truck ☐ Other	Failed Part(s) ☒ Original ☐ Replacement
FAILED COMPONENT(S)/PART(S) INFORMATION			
Component 08240000	Part Name(s) ENGINE COOLING SYSTEM/FAN	Location ☒ Left ☐ Right ☐ Front ☐ Rear	Failed Part(s) ☒ Original ☐ Replacement
No of Failures 01-DEC-1998 - Relay began 3-2-2000	Date(s) of Failure(s) 3-2-2000	Mileage at Failure(s) 51,852	Vehicle Speed at Failure(s) 0
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 0	Number of Fatalities 0
Reported to Police ☐ Yes ☒ No	Estimated Property Damage 0	Narrative Description of Failure(s), Incident(s), Injury(ies) CONSUMER RECEIVED RECALL FOR COOLING FAN. IT WAS TAKEN TO BE REPLACED. THEN 2 WEEKS LATER, ENGINE CHECK LIGHT CAME ON. DEALER WAS CALLED FOR 2ND APPOINTMENT. LAST WEEK COOLING FAN CEASED AND BLEW THE 40 AMP FUSE & RELAY SWITCH. CONSUMER WASN'T HAVING PROBLEMS UNTIL FAN WAS REPLACED. CONSUMER FOUND OUT FROM DEALER THAT THE RELAY SWITCH CAN CAUSE THE FAN TO BREAK. AK IF THE RELAY SWITCH HAS THE FAN TURNING ON MORE FREQUENTLY/MALFUNCTIONS THIS CAN MAKE THE MOTOR FREEZE/MALFUNCTION/OR BREAK. THE 2ND APPOINTMENT WAS 3-2-2000. FIRST RELAY REPAIRED 12-1-99. SECOND RELAY REPAIRED 3-2-2000. DEALER NOTIFIED IN FIRST RECALL REPORT.	
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RECEIVED