

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 137

Date Received

16-MAR-2000

 Od_or _____
 Rt_dt _____
 Od_rt _____
 Up_ltr _____

Reference No.

858697

 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 or driver's side)	Vehicle Make	Vehicle Model	Vehicle Year	Current Odometer Reading
1P4GH4437NX321787	PLYMOUTH TRUC	GRAND VOYAGE	1992	

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

Component 07300000	Part Name(s) POWER TRAIN:TRANSMISSION:AUTOMATIC	Location ☐ Left ☐ Front ☐ Right ☐ Rear	Failed Part(s) ☐ Original ☐ Replacement
No. of Failures 2	Date(s) of Failure(s) 01-DEC-1999 Mileage at Failure(s) 83000 Vehicle Speed at Failure(s) 0	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 0	Number of Fatalities 0	Estimated Property Damage	Reported to Police ☐ Yes ☒ No
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NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)

WHILE DRIVING TRANSMISSION SUDDENLY SHUTDOWN. THIS HAD BEEN THE SECOND TIME THAT TRANSMISSION HAD TO BE FIXED. *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.

 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 187 Date Received 00 JUN 20 PM 12:25 16-MAR-2000 OFFICE EFFECTS INVESTIGATION	
OWNER INFORMATION (Type or Print) [Redacted]				Reference No. 858697	
Do you authorize NHTSA to provide a copy of report to the manufacturer of your vehicle? In the absence of an authorization, NHTSA will not forward your report to the vehicle manufacturer. Signature of Owner <u>[Redacted]</u> ☒ YES ☐ NO				Date 6/9/00	
VEHICLE INFORMATION					
Vehicle Ident. No. (VIN) (Located at bottom of windshield on driver's side) 1P4GH4437NX321787		Vehicle Make PLYMOUTH TRUC		Vehicle Model GRAND VOYAGE	
		Vehicle Year 1992		Current Odometer Reading 97,702	
Purchase Date 9/92 ☒ New ☒ Used		Dealer's Name <u>Courtesy Chrysler Jeep</u> City <u>Brownsdon</u> State <u>FL</u> Zip Code <u>33510</u>		Engine Size (CID/CCIL) <u>3.0</u> No Cylinders <u>6</u> ☐ Turbo ☐ Diesel ☒ Gas ☒ Fuel Injection	
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 UR ☐ Minivan ☐ Truck ☐ Motorcycle ☐ Other		Body Style ☐ 2-Door ☐ 4-Door ☐ Stationwagon ☐ Pick Up Truck ☐ Other	
FAILED COMPONENT(S)/PART(S) INFORMATION					
Component 07300000		Part Name(s) POWER TRAIN:TRANSMISSION:AUTOMATIC		Location ☐ Left ☐ Right ☐ Front ☐ Rear	
				Failed Part(s) ☒ Original ☒ Replacement BOTH	
No of Failures 2		Date(s) of Failure(s) <u>01-DEC-1999</u> Mileage at Failure(s) <u>93000</u> Vehicle Speed at Failure(s) <u>0</u>		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 0	
				Number of Fatalities 0	
				Estimated Property Damage	
				Reported to Police ☐ Yes ☒ No	
NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)					
WHILE DRIVING TRANSMISSION SUDDENLY SHUTDOWN. THIS HAD BEEN THE SECOND TIME THAT TRANSMISSION HAD TO BE FIXED. *AK <i>the First Breakdown was at 53,000 miles and the 2nd at 93,000</i> <i>Both Breakdowns happened in traffic that could have caused an accident</i> <i>Both times I had to pay for repairs.</i> <i>When I contacted the Dealership they told me →</i>					
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)

That I was out of Lakewood. The second time the transmission failed they told me they would "Split the Cost." Their estimate for repair was Approx \$1800. I went to the repair facility that they use for Transmission repair: B+B Transmissions at 1211 N. Kings Ave Brandon FL 33510 Ph # 813-654-1098 for an estimate of \$900, depending on what they find. If I split the \$1800 with the Dealers Estimate - that would have been \$900 - the full cost at B+B. I then contacted the Dealership - they told me that they would have to use original parts - per Nick the Service Manager. Why do they even farm out repairs to B+B then charge me the full \$1800? When B+B would use the same original Equipment to repair my vehicle. I have purchased 2 vehicles from Countess Chrysler Jeep & like the people there although I feel this is not only a safety concern but also a "Keeping the Customer Happy" concern.

U.S. Department
of Transportation
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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.

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National Highway Traffic Safety Administration
Auto Safety Hotline, NEF-11 HL
400 7th Street, SW
Washington, DC 20590

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