

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 231

Date Received

22-MAY-2000

 Od_or _____
 Rt_dt _____
 Od_rt _____
 Up_ltr _____

Reference No.

862297

 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)	Vehicle Make DODGE TRUCK	Vehicle Model GRAND CARAVA	Vehicle Year 1991	Current Odometer Reading
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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 02780000	Part Name(s) TIRES:EMERGENCY SPARE TIRE	Location ☐ Left ☐ Right ☐ Front ☐ Rear	Failed Part(s) ☐ Original ☐ Replacement
No of Failures	Date(s) of Failure(s) _____ 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)

WHILE TRAVELING EMERGENCY SPARE TIRE STRAPS AND CLAMPS SEPARATED FROM TIRE, CAUSING TIRE TO ROLL ONTO HIGHWAY. PLEASE PROVIDE FURTHER INFORMATION. *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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CONTINUE ON BACK IF NEEDED

minivan - Over -
under unknown conditions the tire dropped off the
was severed. This means at some unknown time,
which assembly (carrier) to be missing. The cable
my husband found the spare tire and part of the
In 1st 1999 while having minivan serviced on a lift
TIRE TO ROLL ONTO HIGHWAY. PLEASE PROVIDE FURTHER INFORMATION. *AK
WHILE TRAVELING EMERGENCY SPARE TIRE STRAPS AND CLAMPS SEPARATED FROM TIRE, CAUSING

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

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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(Please describe in detail the incident(s), failure(s), crash(es), and injury(ies) on the back of this form)

APPLICATION INCIDENT INFORMATION

No of Failures	1	Date(s) of Failure(s)	between 8/99 and 12/99	Mileage at Failure(s)	107,000 - 110,000	Vehicle Speed at Failure(s)	60 mph	Failed Part(s)	Available? ☒ Yes ☐ No	Replaced? ☒ Yes ☐ No	Replaced by	Replaced by
		Tires: EMERGENCY SPARE TIRE		Location		Left ☐ Front ☐ Right ☐ Rear ☐ 4 Wheel ☐		Failed Part(s)		Original ☒ Replacement ☐		

FAILED COMPONENT(S)/PART(S) INFORMATION

Antilock Brakes	☒ Yes ☐ No	Restraint System	☒ 3-Point Belt ☐ Driver's Side Airbag ☐ Passenger's Side Airbag	Drive Train	☒ Front ☐ Rear ☐ 4 Wheel ☐	Vehicle Type	☒ Car ☐ Van ☐ Truck ☐ Motorcycle ☐ Other ☐	Body Style	☒ 2-Door ☐ 4-Door ☐ Station Wagon ☐ Pick Up Truck ☐ Other ☐
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Purchase Date	4-1991	Dealers Name	Dick Greenfield	City	Lawrence	State	MA	Zip Code	01848	Engine Size	1.6	Engine Type	☒ Gas ☐ Diesel ☐ Turbo	Fuel Injection	☐ No ☒ Yes
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Vehicle Identification No (VIN)	1B4GK44R2MX55267	Vehicle Make	DODGE TRUCK	Vehicle Model	GRAND CARAVA	Vehicle Year	1991	Current Odometer Reading	112,000
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VEHICLE INFORMATION

Signature of Owner		Date	6/19/00	Do you authorize NHTSA to provide a copy of report to the manufacturer of your vehicle?	☒ YES ☐ NO	In the absence of an authorized NHTSA agent, NHTSA will use the name and address to the vehicle manufacturer.
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Home Number		Work Number	
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OWNER INFORMATION (Type or Print)

U.S. Department of Transportation	NATIONAL HIGHWAY Traffic Safety Administration	www.nhtsa.dot.gov/hotline	1-888-327-4236	22-MAY-2000	OFFICE	8622297	Reference No.
Vehicle Owner's Questionnaire (VOQ)				FOR AGENCY USE ONLY 231			

Fold to show Return Address (no stamp needed) Fasten with tape or staple and mail												
INFORMATION ON TIRE FAILURE(S) (IF APPLICABLE)												
THE 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)												



SUBJECT:
Spare Tire Winch
Operation

NO: 22-02-95

GROUP: Wheels and Tires

EFFECTIVE DATE: Feb. 20, 1995

This Bulletin is Supplied as Technical Information Only and is not an Authorization for Repair. Reprint of this Material is not Authorized Unless Approved.

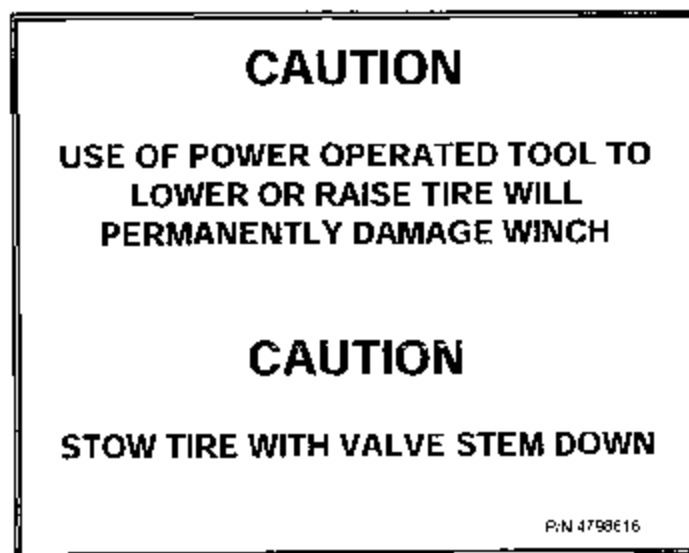
MODELS:

1991 - 1995 (AS) Town & Country/Caravan/Voyager
1992 - 1995 (ES) Chrysler Voyager (European Market)

DISCUSSION:

When lowering or raising the spare tire, **DO NOT** use any type of power tool to drive the winch. Use of a power tool may drive the winch too fast, and permanent damage to the spare tire winch assembly will result.

If spare tire winch assembly replacement becomes necessary, order package P/N 4798617. Be sure to apply the revised CAUTION decal to the under side of the carpet flap covering the spare tire winch drive.



NOTE: WHEN RASING THE SPARE TIRE, TIGHTEN THE WINCH UNTIL ITS CLUTCH SLIPS 3 OR 4 TIMES. THE WINCH CANNOT BE OVER TIGHTENED!

POLICY: Information Only