

 DOT Auto Safety Hotline U.S. Department of Transportation National Highway Traffic Safety Administration		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	
OWNER INFORMATION (Type or Print) 662824		Date Received 21-DEC-2000		Od_or _____ ri_di _____ od_rt _____ up_itr _____	
		Work Number _____ Home Number _____		Reference No. 876907	
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 bottom of windshield on driver's side) 1C4GP6494B343869		Vehicle Mak CHRYSLER		Vehicle Mode TOWN AND COUN	
Vehicle Year 1997		Current Odometer Readin _____			
Purchase Date _____ ☐ New ☒ Used		Dealer's Name _____ City _____ State _____ Zip Code _____		Engine Siz (CID/CC/L) _____ No Cylinders _____	
☐ Turbo ☐ Diesel ☐ Gas ☐ Fuel Injectio					
Transmission Type ☐ Manual ☐ Automatic		Antilock Brakes ☒ Yes ☐ No		Restraint System ☒ 3-Point Belt ☐ Driverside Airbag ☐ Passengerside Airbag ☐ Motorbelt ☐ 2-Point Bel	
Cruise Control ☐ Yes ☒ No		Drive Train ☐ Front ☐ Rear ☐ 4-Wheel		Vehicle Type ☒ Car ☐ Van ☐ Minivan ☐ Other	
Sport Util Truck ☐ Motorcycle		Body Style ☐ 2-Door ☐ 4-Door ☐ Stationwagon ☐ Pick Up ☐ Truck			
FAILED COMPONENT(S)/PART(S) INFORMATION					
Component 03273000 03250000		Part Name(s) BRAKES:HYDRAULIC:DISC:ROTOR:DISC HUB BRAKES:HYDRAULIC:ANTI-SKID SYSTEM		Location ☐ Left ☐ Right ☐ Front ☐ Rear	
Failed Part(s) ☐ Original ☐ Replacement					
No of Failures _____		Date(s) of Failure(s) 01-APR-2000 Mileage at Failure(s) 30000 Vehicle Speed at Failure(s) _____		Failed Part(s) ☐ Yes ☐ No	
NHTSA Previously ☐ 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 Fatalitie _____		Estimated Property Damag _____		Reported to Polic ☐ Yes ☒ No	
NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)					
VEHICLE EXPERIENCES A DELAYED STOPPING DISTANCE WHENEVER BRAKES ARE APPLIED. VEHICLE TAKEN TO AN INDEPENDENT SHOP, AND INFORMED CONSUMER THAT PROBLEM WAS DUE TO FRONT BRAKE ROTORS BEING RUSTED/CORRODED AND PITTED. DEALER / MANUFACTURER NOTIFIED, AND INFORMED CONSUMER THAT NOTHING WOULD BE DONE DUE TO VEHICLE BEING OUT OF ITS WARRANTY. FEEL FREE TO PROVIDE ANY FURTHER DETAILS ON THIS MATTER. *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.					



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

Feb 1, 2001

Form Approved: O.M.B. No. 2-27-0006

FOR AGENCY USE ONLY 241

Date Received

RECEIVED

21 DEC 2000

OFFICE
DEFECTS INVESTIGATION

Od or
rt dt
od rt
url tr

Reference No.

678907

Work Number

Home Number

OWNER INFORMATION (Type or Print)

662824

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, please print your name and address to the vehicle manufacturer.

Signature of Owner

Date 1/19/01

VEHICLE INFORMATION

Vehicle Ident. No. (VIN) (Located at bottom of windshield on driver's side)

1C4GP6494B343869

Vehicle Make

CHRYSLER

Vehicle Model

TOWN AND COUNTRY

Vehicle Year

1997

Current Odometer Reading

34,000

Purchase Date

1997

Dealer's Name

Hight Family Auto Center

Engine Size
(CID/CC/L)

3.8L

☐ Turbo
☐ Diesel
☐ Gas
☒ Fuel Injection

No Cylinders

6

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

☒ Van

☐ Minivan

☐ Other

☐ Sport Utl

☐ Truck

☐ Motorcycle

Body Style

☐ 2-Door

☒ 4-Door

☐ Stationwagon

☐ Pick Up Truck

☐ Other

FAILED COMPONENT(S)/PART(S) INFORMATION

Component

03273000
03250000

Part Name(s)

BRAKES:HYDRAULIC:DISC:ROTOR:DISC HUB
BRAKES:HYDRAULIC:ANTI-SKID SYSTEM

Location

☒ Left

☒ Front

☒ Right

☐ Rear

Failed Part(s)

☒ Original

☐ Replacement

No of Failures

1

Date(s) of Failure(s)

01-APR-2000

Mileage at Failure(s)

30000

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

NA

Number of Fatalities

Estimated Property Damage

Reported to Police

☐ Yes

☒ No

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

VEHICLE EXPERIENCES A DELAYED STOPPING DISTANCE WHENEVER BRAKES ARE APPLIED. VEHICLE TAKEN TO AN INDEPENDENT SHOP, AND INFORMED CONSUMER THAT PROBLEM WAS DUE TO FRONT BRAKE ROTORS, BEING RUSTED/CORRODED AND PITTED. DEALER/ MANUFACTURER NOTIFIED, AND INFORMED CONSUMER THAT NOTHING WOULD BE DONE DUE TO VEHICLE BEING OUT OF ITS WARRANTY. FEEL FREE TO PROVIDE ANY FURTHER DETAILS ON THIS MATTER. *AK Manufacturer and Dealer Acknowledge that locating pin failure/seizing causing Brake deterioration & failure would cover brake parts including pad and rotors.

CONTINUE ON BACK IF NEEDED

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