

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 156

Date Received

04-JAN-2001

Od_or

rt_dt

od_rt

up_itr

Reference No.

877402

Work Number

Home Number

OWNER INFORMATION (Type or Print)

864262

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 provide your name and address to the vehicle manufacturer.

☐ YES☐ NO

Signature of Owner

Date / /

VEHICLE INFORMATION

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

Vehicle Mak

Vehicle Mode

Vehicle Year

Current Odometer Reading

PLEASE FILL IN

CHRYSLER TRUC

TOWN AND COUN

1998

Purchase Date

Dealer's Name

Engine Siz

(CID/CC/L

☐ Turbo☐ Diesel☐ Gas☐ Fuel Injectio☒ New ☐ Used

City State Zip Code

No Cylinders

Transmission Type

Anti-lock Brakes

Restraint System

Cruise Control

Drive Train

Vehicle Type

Body Style

☐ Manual☐ Yes☐ 3-Point Belt☐ Motor-belt☐ Yes☐ Front☐ Sport Util☐ 2-Door☐ Automatic☒ No☐ Driverside Airbag☐ 2-Point Bel☒ No☐ Rear☐ Van☐ Truck☐ Stationwagon☐ Passengerside Airbag☐ 4-Wheel☐ Other☐ Motorcycle☐ Pick Up☐ Truck

FAILED COMPONENT(S)/PART(S) INFORMATION

Component

01340000

Part Name(s)

STEERING:POWER ASSIST:BELT

Location

☐ Left☐ Front☐ Right☐ Rear

Failed Part(s)

☐ Original☐ Replacement

No of Failures

Date(s) of Failure(s) 01-MAY-2000

Mileage at Failure(s) 32

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 Fatalities

Estimated Property Damage

Reported to Police

☐ Yes ☒ No

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

WHILE DRIVING IN A HEAVY DOWNPOUR RAIN OR OVER PUDDLES POWER STEERING BELT GETS
WET, AND CAUSES POWER STEERING TO BE INOPERATIVE, WHICH MAY RESULT IN A CRASH.
DEALER CANNOT SOLVE THE PROBLEM. PLEASE PROVIDE FURTHER INFORMATION.*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.

 DOT Auto Safety Hotline Vehicle Owner's Questionnaire (VOQ) U.S. Department of Transportation National Highway Traffic Safety Administration NATIONWIDE 1-888-DASH-2-DOT 1-888-327-4236 www.nhtsa.dot.gov/hotline		FOR AGENCY USE ONLY 156	
		Date Received <u>04 JAN 2001</u> Office Defects Investigation Reference No. <u>877402</u> Work Number _____ Home Number <u>same as work</u>	
OWNER INFORMATION (Type or Print) <u>664262</u>			
Do you authorize NHTSA to provide a copy of report to the manufacturer of your vehicle? In the absence of an authorized signature, this questionnaire is void. ☒ YES ☐ NO Signature of Owner _____ Date <u>1/3/01</u>			
VEHICLE INFORMATION			
Vehicle Ident. No. (VIN) (Located at bottom of windshield on driver's side) <u>1C4GP54L2W3522038</u> PLEASE FILL IN		Vehicle Make <u>CHRYSLER</u>	Vehicle Model <u>TOWN AND COUNTRY</u>
Vehicle Year <u>1998</u>		Current Odometer Reading <u>43,580</u>	
Purchase Date <u>Aug 97</u> ☒ New ☐ Used	Dealer's Name <u>Automotive Fleet Sales</u> City <u>Roseville</u> State <u>CA</u> Zip Code <u>95678</u>		Engine Size (CID/CC/L) <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 ☐ Sport Ut ☐ 2-Door ☐ Van ☐ Truck ☒ 4-Door ☐ Minivan ☐ Motorcycle ☐ Stationwagon ☐ Other ☐ Pick Up Truck ☐ Other		
FAILED COMPONENT(S)/PART(S) INFORMATION			
Component <u>01340900</u>	Part Name(s) <u>STEERING:POWER ASSIST:BELT</u>	Location ☐ Left ☐ Right ☐ Front ☐ Rear	Failed Part(s) ☐ Original ☐ Replacement
No of Failures <u>3</u>	Date(s) of Failure(s) <u>01-MAY-2000</u> Mileage at Failure(s) <u>32</u> 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	
NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)			
WHILE DRIVING IN A HEAVY DOWNPOUR RAIN OR OVER PUDDLES POWER STEERING BELT GETS WET, AND CAUSES POWER STEERING TO BE INOPERATIVE, WHICH MAY RESULT IN A CRASH. DEALER CANNOT SOLVE THE PROBLEM. PLEASE PROVIDE FURTHER INFORMATION.*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)

If you occur standing water in the road the power steering goes out for 20-30 seconds. Has happened 3 times. Had Belts inspected the were tight and in good condition

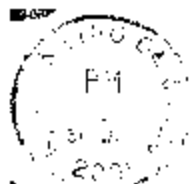
U.S.G.P.O. 7502-623-887/0000

U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

400 Seventh St., S.W.
Washington, D.C. 20590

Official Business
Penalty for Private Use \$300



NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES

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
Information Management Staff NSA-10.01
400 7th Street, SW
Washington, DC 20590

