



U.S. Department
of Transportation
**National Highway
Traffic Safety
Administration**

Auto Safety Hotline

Vehicle Owner's Questionnaire

NATIONWIDE 1-800-424-9393
DC METRO AREA (202) 366-0123
INTERNET: <http://www.nhtsa.dot.gov>

FOR AGENCY USE ONLY 241

Date Received

28-MAR-2001

Od_or _____
rt_dt _____
pd_rt _____
rp_lr _____

Reference No.

884505

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) (Location at bottom of windshield and driver's side) 2B4FP25B1TR794929	Vehicle Make DODGE TRUCK	Vehicle Model CARAVAN	Vehicle Year 1996	Current Odometer Reading
Purchase Date ☐ New ☒ Used	Dealer's Name _____ City _____ State _____ Zip Code _____		Engine Size (CID/CC/L) _____ No Cylinders _____	☐ Turbo ☐ Diesel ☐ Gas ☐ Fuel Injection
Transmission Type ☐ Manual ☐ Automatic	Antilock Brakes ☒ Yes ☐ No	Restraint System ☒ 3-Point Belt ☐ Motorbelt ☐ Driverside Airbag ☐ 2-Point Bel ☐ Passengerside Airbag	Cruise Control ☐ Yes ☒ No	Drive Train ☐ Front ☐ Rear ☐ 4-Wheel
Vehicle Type ☐ Car ☐ Sport Util ☒ Van ☐ Truck ☐ Minivan ☐ Motorcycle ☐ Other _____		Body Style ☐ 2-Door ☐ 4-Door ☐ Stationwagon ☐ Pick Up Truck ☐ Other _____		

FAILED COMPONENT(S)/PART(S) INFORMATION

Component 12110000 09500000	Part Name(s) INTERIOR SYSTEMS:PASSIVE RESTRAINT:AIR BAG COMMUNICATIONS:HORN ASSEMBLY	Location ☐ Left ☐ Right ☐ Front ☐ Rear	Failed Part(s) ☐ Original ☐ Replacement
No of Failure	Date(s) of Failure(s) 14-MAR-2001 Failure(s) 80000 Mileage 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 Damag	Reported to Police ☐ Yes ☒ No
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NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)

EA 01 007; AIR BAG CLOCK SPRING: AIR BAG LIGHT STAYED ON, AND HORN ASSEMBLY DID NOT OPERATE. DEALER WAS NOTIFIED. FEEL FREE TO PROVIDE ANY FURTHER DETAILS ON THIS MATTER .
***AK**

COPIES OF THIS FORM ARE:

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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Date Received

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Od_or _____
rt_dt _____
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Reference No.

884505

Do you authorize NHTSA to provide a copy of report to the manufacturer of your vehicle? ☐ YES ☐ NO
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Signature of Owner _____ Date ____/____/____

VEHICLE INFORMATION

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Purchase Date ☐ New ☒ Used	Dealer's Name _____ City _____ State _____ Zip Code _____		Engine Size (CID/CC/L) _____ No Cylinders _____	☐ Turbo ☐ Diesel ☐ Gas ☐ Fuel Injection
Transmission Type ☐ Manual ☐ Automatic	Antilock Brakes ☒ Yes ☐ No	Restraint System ☒ 3-Point Belt ☐ Motorbelt ☐ Driverside Airbag ☐ 2-Point Bel ☐ Passengerside Airbag	Cruise Control ☐ Yes ☒ No	Drive Train ☐ Front ☐ Rear ☐ 4-Wheel
Vehicle Type ☐ Car ☐ Sport Util ☒ Van ☐ Truck ☐ Minivan ☐ Motorcycle ☐ Other _____		Body Style ☐ 2-Door ☐ 4-Door ☐ Stationwagon ☐ Pick Up Truck ☐ Other _____		

FAILED COMPONENT(S)/PART(S) INFORMATION

Component 12110000 09500000	Part Name(s) INTERIOR SYSTEMS:PASSIVE RESTRAINT:AIR BAG COMMUNICATIONS:HORN ASSEMBLY	Location ☐ Left ☐ Right ☐ Front ☐ Rear	Failed Part(s) ☐ Original ☐ Replacement
No of Failure	Date(s) of Failure(s) 14-MAR-2001 Failure(s) 80000 Mileage 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 Damag	Reported to Police ☐ Yes ☒ No
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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 241

Date Received

01 APR 12
28-MAR-2001
 Od or
rt dt
bd fr
up_ltr

Reference No.

884505

OWNER INFORMATION (Type or Print)

683406

Work Number

Home No.

 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.

Signature of Owner

☒ YES ☐ NO
 vehicle manufacturer.

Date 4/2/01

VEHICLE INFORMATION

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

Vehicle Make

Vehicle Model

Vehicle Year

Current Odometer Reading

DODGE TRUCK

CARAVAN

1996

81,000

Purchase Date

7/97

Dealer's Name Tate Used Auto Mall

Engine Size
(CID/CC/L)
☐ Turbo
☐ Diesel
☒ Gas
☐ Fuel Injection

☐ New ☒ Used

City Glen Burnie State MD Zip Code 21061

No Cylinders 4

Transmission Type

Antilock Brakes

Restraint System

Cruise Control

Drive Train

Vehicle Type

Body Style

☐ Manual

☒ Yes

☒ 3-Point Belt

☐ Motorbelt

☐ Yes

☐ Front

☒ Car

☐ Sport Ult

☒ 2-Door

☒ Automatic

☐ No

☐ Driverside Airbag

☐ 2-Point Belt

☒ No

☐ Rear

☐ Minivan

☐ Motorcycle

☐ Stationwagon

☐ Other

☐ Other

☒ Passengerside Airbag

☐ 4-Wheel

☐ Other

☐ Other

☐ Other

FAILED COMPONENT(S)/PART(S) INFORMATION

Component

12110008
09500008

Part Name(s)

INTERIOR SYSTEMS: PASSIVE RESTRAINT: AIR BAG
COMMUNICATIONS: HORN ASSEMBLY

Location

☒ Left ☒ Right
☒ Front ☐ Rear

Failed Part(s)

☒ Original
☐ Replacement

No of Failures

Date(s) of Failure(s) 14-MAR-2001

Mileage at Failure(s) 80000

Vehicle Speed at Failure(s) 50

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

Fire

Number of Persons Injured

Number of Fatalities

Estimated Property Damage

Reported to Police

☐ Yes ☒ No

☐ Yes ☒ No

- 0 -

- 0 -

☐ Yes ☒ No

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

① EA 01 007; AIR BAG CLOCK SPRING: AIR BAG LIGHT STAYED ON, AND HORN ASSEMBLY DID NOT OPERATE. DEALER WAS NOTIFIED. FEEL FREE TO PROVIDE ANY FURTHER DETAILS ON THIS MATTER. *AK Dealer said cost would be approximately 200-300 to repair. We advised we felt this should be taken care of by Chrysler. Dealer said no. This seems to be very dangerous and so many complaints scare me.

CONTINUE ON BACK IF NEEDED

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NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES



SOUTHERN
MD 20
PM

BUSINESS REPLY MAIL
FIRST CLASS PERMIT NO. 73173 WASHINGTON, D.C.

POSTAGE WILL BE PAID BY MAIL HWY TRAFFIC SAFETY ADMIN.

5319

U.S. Department of Transportation
National Highway Traffic Safety Administration
Information Management Staff NSA-10.01
400 7th Street, SW
Washington, DC 20590

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

④ I think the other problems are more dangerous and much more costly, however our windshield wipers do come on by themselves when not turned on. (Sometimes when turning) We thought we were having more problems (such as, sliding off road, etc.) but it was just a coincidence.

③ Two nights ago, prior to my call to you, (March 31, 2001) the service engine soon light came on. Could imagine why and on April 2 (2 days later) Van's temperature gauge went up and van completely locked up. My husband was driving on the highway and did all he could to get to safety. Van is being looked at after being towed. I read about this on your site just the other day. Others are having same problem. Can't imagine what this will cost.

② We just last week had the headgasket replaced and the timing chain due to horrendous oil loss. Started gradually and then increased to the point of losing approx 2 quarts in a day or 2. Had local mechanic do it and changed oil to complete. He said he was almost sure he had heard of a recall on this what several other 96 cars had. Had it in for some work.

Fold to show Return Address (no stamp needed). Fasten with tape or staples and mail

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)									