



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 336

Date Received

16-AUG-2001

Od_or _____
rt_dt _____
pd_rt _____
rp_lr _____

Reference No.

894521

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) 1C4GP64LOVB426946	Vehicle Make CHRYSLER TRUC	Vehicle Model TOWN AND COUN	Vehicle Year 1997	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 05200000 12424000	Part Name(s) ENGINE COOLING SYSTEM INTERIOR SYSTEMS:INSTRUMENT PANEL:GAUGE:INDICATOR:TE	Location ☐ Left ☐ Right ☐ Front ☐ Rear	Failed Part(s) ☐ Original ☐ Replacement
No of Failure 0	Date(s) of Failure(s) 16-AUG-1999 Failure(s) 98900 Mileage at Failure(s) 0	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 0	Number of Fatalities 0	Estimated Property Damag 0	Reported to Police ☐ Yes ☒ No
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NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)

WHILE DRIVING HEARD A STRANGE NOISE, AND TEMPERATURE GAUGE WENT TO HOT, AND LOST ALL POWER. CONSUMER MANAGED TO GET TO SIDE OF ROAD. CONSUMER FELT THAT ON HIGHWAY THERE MAY HAVE BEEN AN ACCIDENT. DEALER HAS PUT TWO BELTS ON VEHICLE, AND PROBLEM STILL REMAINED. PLEASE PROVIDE ANY FURTHER INFORMATION.*AK

COPIES OF REPORTS - FREE -

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

NAT:ONWIDE 1-888-DASH-2-DOT
1-888-327-4236
www.nhtsa.dot.gov/hotline

OWNER INFORMATION (Type or Print)

708230

894521

Reference No.

FOR AGENCY USE ONLY 335

Date Received

01 SEP - 6 AM '97

16-AUG-2001

OFFICE

up. It

DEFECTS INVESTIGATION

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.

Date 8/30/01

VEHICLE INFORMATION

Vehicle Identification Number (VIN) (Recorded on Form 101)

1C4GP64LOVB426946

CHRYSLER TRUC

TOWN AND COU

1997

Vehicle Year

Current Odometer Reading

Purchase Date Feb 98

☐ New ☒ Used

Dealer's Name

City

State

Zip Code

Engine Size (cid/cc)

6

☐ Turbo

☐ Diesel

☐ Gas

☒ Fuel Injection

Transmission Type

☒ Automatic

☐ Manual

Restraint System

☐ 3-Point Belt

☐ Driver's Side Airbag

☐ Passenger's Side Airbag

Cruise Control

☐ Yes

☒ No

Drive Train

☐ Front

☐ Rear

☐ 4-Wheel

Vehicle Type

☒ Car

☐ Van

☐ Minivan

☐ Other

Body Style

☐ 2-Door

☐ 4-Door

☐ Station Wagon

☐ Truck

FAILED COMPONENT(S)/PART(S) INFORMATION

Component

05200000

12424000

Part Name(s)

ENGINE COOLING SYSTEM

INTERIOR SYSTEMS: INSTRUMENT PANEL: GAUGE: INDICATOR: 1

Location

☐ Left

☐ Right

Failed Part(s)

☐ Original

☐ Replacement

No of Failures

4

Date(s) of Failure(s)

16-AUG-1999

Mileage at Failure(s)

98900

Vehicle Speed at Failure(s)

35 MPH

APPLICATION INCIDENT INFORMATION

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

☐ Yes ☒ No

Crash

☐ Yes ☒ No

Fire

Number of Persons Injured

0

Number of Fatalities

0

Estimated Property Damage

Reported to Police

☐ Yes ☒ No

Reported to Police

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

WHILE DRIVING HEARD A STRANGE NOISE, AND TEMPERATURE GAUGE WENT TO HOT, AND ON HIGHWAY THERE MAY HAVE BEEN AN ACCIDENT. DEALER HAS PUT BELTS ON ~~four~~ REPAIRED 3 TIMES Brownsville Auto Group Repaired once Donnie Hatcher - Brownsville

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.

CONTINUE ON BACK IF NEEDED

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

INFORMATION ON TIRE FAILURE(S) (IF APPLICABLE)

TIRE IDENTIFICATION NO.*

O 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)

We had one belt go within the first year or so--New car warrenty still in effect--Some Time in 99--New Belt put on.
2nd Belt went on 2-18-00
3rd Belt went on 6-4-01
4th Belt went on 8-16-01 Each Time we lost brakes could hardly steer and heat gage went to The Top!

This Van was purchased Feb-98 with less Than 5000 mi. We were given warrenty as New car as it was a Demo. Each Time we were lucky not to have been on The inter-state or going over 35 to 40 mph. And each Time we were Told we were very lucky we weren't going 65-70 mph. becaus we would have had a big problem. Twice The Belt Tensioner was replaced. We were also Told by a mechanics That this year & model Van was Noted for Thowing & breaking belts! It is very scary To Think This is probably going to happen again

★ U.S.G.P.O.: 1992-623-887 / 80096

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

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

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