



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 §20

Date Received

28-AUG-2001

Od_or _____
rt_dt _____
pd_rt _____
rp_lr _____

Reference No.

895312

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) (Locate at bottom of windshield or driver's side)	Vehicle Make	Vehicle Model	Vehicle Year	Current Odometer Reading
1C4GP64L0VB343968	CHRYSLER TRUC	TOWN AND COUN	1997	

Purchase Date	Dealer's Name	Engine Size (CID/CC/L)	☐ Turbo ☐ Diesel ☐ Gas ☐ Fuel Injectio
☐ New ☒ Used	City _____ State _____ Zip Code _____	No Cylinders _____	

Transmission Type	Antilock Brakes	Restraint System	Cruise Control	Drive Train	Vehicle Type	Body Style
☐ Manual ☐ Automatic	☒ Yes ☐ No	☐ 3-Point Belt ☐ Motorbelt ☐ Driverside Airbag ☐ 2-Point Bel ☐ Passengerside Airbag	☒ Yes ☐ No	☐ Front ☐ Rear ☐ 4-Wheel	☐ Car ☐ Sport Ult ☒ Van ☐ Truck ☐ Minivan ☐ Motorcycle ☐ Other _____	☐ 2-Door ☐ 4-Door ☐ Stationwagon ☐ Pick Up Truck ☐ Other _____

FAILED COMPONENT(S)/PART(S) INFORMATION

Component 15300000 09530000 12110000	Part Name(s) EQUIPMENT:SPEED CONTROL COMMUNICATIONS:HORN ASSEMBLY:HORN INTERIOR SYSTEMS:PASSIVE RESTRAINT:AIR BAG	Location ☐ Left ☐ Right ☐ Front ☐ Rear	Failed Part(s) ☐ Original ☐ Replacement
No of Failure	Date(s) of Failure(s) 01-JUL-2001 Failure(s) 58000 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 C	Number of Fatalities 0	Estimated Property Damag	Reported to Police ☐ Yes ☒ No
--	---	--------------------------------	---------------------------	--------------------------	---

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

WHILE DRIVING WITH CRUISE CONTROL ACTIVATED COULD NOT DISENGAGE THAT SYSTEM BY THE STEERING COLUMN, AND HAD TO APPLY BRAKES TO STOP VEHICLE. ALSO, HORN HAS FAILED TO FUNCTION. DEALERSHIP HAS EXAMINED VEHICLE, AND DETERMINED THAT CLOCK SPRING WAS THE COMPONENT THAT NEEDED TO BE REPLACED. PLEASE PROVIDE ANY ADDITIONAL INFORMATION/ATTACHMENTS.*AK

COPIES OF REPORTS - SEE PAGE 2

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

FOR AGENCY USE ONLY 920

Date Received

Od_or
rt_dt
od_rt
up_ltr

Reference No.

895312

Work Number

Home Number UNKNOWN

OWNER INFORMATION (Type or Print)

711500

Do you authorize NHTSA to provide a copy of report to the manufacturer of your vehicle?

In the absence of a

name and address to the vehicle manufacturer.

Signature of Owner

YES ☒ NO ☐

Date 9/15/01

VEHICLE INFORMATION

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

Vehicle Make

Vehicle Model

Vehicle Year

Current Odometer Reading

1C4GP64L0VB343968

CHRYSLER TRUC

TOWN AND COU

1997

59781

Purchase Date

Dealer's Name

Engine Siz

(CID/CC/L 3.8L

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

City

State

Zip Code

No Cylinders 6

Transmission Type

Antilock Brakes

Restraint System

Cruise Control

Drive Tra.

Vehicle Type

Body Style

☐ Manua☒ Yes☐ 3-Point Belt☐ Motorbelt☒ Yes☒ Front☐ Sport Ult☐ 2-Door☒ Automatic☐ No☒ Driverside Airbag☐ 2-Point Bel☐ No☐ Rear☐ Minivan☐ Motorcycle☐ Stationwagon☒ Passengerside Airbag☐ 4-Wheel☐ Other☐ Pick Up☐ Truck

FAILED COMPONENT(S)/PART(S) INFORMATION

Component

15300000

09530000

12110000

Part Name(s)

EQUIPMENT:SPEED CONTROL

COMMUNICATIONS:HORN ASSEMBLY:HORN

INTERIOR SYSTEMS:PASSIVE RESTRAINT:AIR BAG

Location

☐ Left☐ Right☐ Front☐ Rear

Failed Part(s)

☐ Original☐ Replacemen

No of Failures

Date(s) of Failure(s) 01-JUL-2001

Mileage at Failure(s) 58000

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

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)

WHILE DRIVING WITH CRUISE CONTROL ACTIVATED COULD NOT DISENGAGE THAT SYSTEM BY THE STEERING COLUMN, AND HAD TO APPLY BRAKES TO STOP VEHICLE. ALSO, HORN HAS FAILED TO FUNCTION. DEALERSHIP HAS EXAMINED VEHICLE, AND DETERMINED THAT CLOCK SPRING WAS THE COMPONENT THAT NEEDED TO BE REPLACED. PLEASE PROVIDE ANY ADDITIONAL INFORMATION/ATTACHMENTS.*AK

to disengage the cruise control.

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.