



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

DOT Auto Safety Hotline
Vehicle Owner's Questionnaire
To Report Vehicle Safety Defects
1-888-DASH-2-DOT
(1-888-327-4236)
INTERNET: www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 1368

Date Received

Repository ☐

01 FEB 25 AM 4:51
02-JAN-2003

Reference No.
10001794

OFFICE

DEFECTS INVESTIGATION

OWNER INFORMATION (Type or Print)

Name

Address

City

MYRTLE BEACH

State SC

Zip Code

Daytime Telephone Number

E-mail Address

Evening Telephone Number

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle? ☐ YES ☒ NO
In the absence of an authorization, NHTSA WILL NOT provide your name or address to the vehicle manufacturer.
Signature of Owner _____ Date 1/1/03

VEHICLE INFORMATION

17 digit vehicle identification number located at bottom of windshield on driver's side

PLEASE PROVIDE 1C4GP6421VB343719

Make

CHRYSLER

Model

TOWN AND COUNTRY

Model Year

1997

Date Purchased

7/31/97

Dealer's Name and Telephone Number

Myrtle Beach Chrysler-Jeep

Engine:

No: Cylinders

6

Fuel Type:

GAS

Original Owner

☒

Dealer's City

Myrtle Beach

State

SC

Zip Code

29577

Transmission Type

☒ Antilock Brakes

Powertrain

☐ Cruise Control

Vehicle Component Code

103000 POWER TRAIN: AUTOMATIC TRANSMISSION

Multiple Failure:

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)

22-DEC-2002

Failure Mileage

Failure Speed

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make

Tire Model (Name or Number)

Tire Size (Example P215/65R15)

DOT No. (Example: DOTM15ABC036)

☐ Original Equipment

☐ Prior Repair

Failure Location:

Tire Component Code

Tire Failure Type

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make:

Date Manufactured:

Model No./Name:

Seat Type:

Installation System:

Child Seat Component Code:

Failed Part:

APPLICABLE INCIDENT INFORMATION

(Please describe in detail the incident(s), failure(s), condition, and injury(ies).)

Crash

☐ Yes ☒ No

Fire

☐ Yes ☒ No

Number of Persons Injured

Number of Deaths

Reported to Police

N

Narrative Description of Incident(s), Crash(es), and Injury(ies).

Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure;

i.e., parts repaired or replaced (and if old part is available).

CONSUMER STATED THAT WHILE DRIVING AT ANY SPEED AND WITHOUT WARNING THE TRANSMISSION WILL START TO MAKE A WINDING NOISE CAUSING A DISTRACTION TO THE CONSUMER. DEALER NOTIFIED. TS

(UNWINDING)

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice.

ATTACH ADDITIONAL SHEETS IF NECESSARY

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.

Wednesday before thanksgiving of last year the transmission went out on my van for the second time. I had it towed to Myrtle Beach Chrysler to have it repaired. Since I have a extended warranty through Allstate insurance, my wife and I ask Todd Lawson of Myrtle Beach Chrysler if it would not be better to have a new transmission put instead of rebuilding the old transmission. We were assured that we would be better off with a new transmission because it came with a 3 year 36,000 mile warranty. But we would have to pay the difference between what it would cost to rebuild the old transmission and the new one. We were told that it would be \$400.00 plus the \$50.00 deductible. I told Myrtle Beach Chrysler that I wanted the new transmission put in and that I would pay the difference of \$450.00. My wife and I were getting ready to go on a cruise so I gave Todd Lawson the phone number of a friend of my and if he had questions to call him. Todd Lawson called him and ask him what I wanted my friend told him to put the new transmission like I had told him I wanted. Some how I wound up paying \$602.72 for a remanufactured transmission that whines and sometimes jerks and sometimes you can feel it drop out of gear and back in again. I went to Myrtle Beach Chrysler and talked to Todd Johnson about the whine in the transmission and how it jerked and he said that the whine was normal and that they couldn't find anything wrong with the transmission. Todd Johnson told me that I was better off with a remanufactured transmission and not to worry about it. He would not or could not explain why they put in a rebuilt transmission. The only thing he would say was that I was better off with a rebuilt transmission since a new was covered for 12 months or 12,000 miles I told him that was not what I was told and he just brushed it off. My cruise control quit working and I was told I needed a new switch, the day they put it in they also told me that there was a recall on the clock spring so they replaced it also. That evening I got a recall notice from Chrysler about the clock spring, that one of the things that could go wrong was that the cruise control could quit working. So I feel like I was ripped off paying for a switch that I probably didn't need. Enclosed is a copy of the work I've had done.

Thank you



DAIMLERCHRYSLER

SAFETY RECALL TO REPLACE YOUR MINIVAN'S CLOCKSPRING IF NECESSARY

Dear DaimlerChrysler Minivan Owner:

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

DaimlerChrysler Corporation has determined that a defect, which relates to motor vehicle safety, exists in some **1996 through 1998 model year Dodge Caravan/Grand Caravan, Plymouth Voyager/Grand Voyager and Chrysler Town & Country minivans.**

The problem is...

The clockspring assembly that connects the steering wheel mounted electrical components to the electrical system on your minivan (identified on the enclosed form) may lose the electrical connection to those components. **~~This could cause the driver's airbag, horn and/or speed control system (if equipped) to be inoperative.~~** An inoperative driver's airbag will not deploy and can result in increased injury to the driver in a frontal crash.

What you must do to ensure your safety and what DaimlerChrysler and your dealer will do...

You can detect a failed airbag clockspring by checking the AIRBAG warning light on your minivan's instrument panel. The AIRBAG warning light normally illuminates for a few seconds after you start your minivan, and then goes out if the airbag system is functioning properly.

- **A failed clockspring will cause the AIRBAG warning light to either remain on** (beyond the normal few seconds after you start your minivan), **or illuminate intermittently while you are driving.** **If this occurs, contact your dealer immediately to have the airbag system inspected.** If your dealer determines that the clockspring has failed, it will be replaced without charge to you (diagnosis, parts and labor).
- **If your minivan currently has 70,000 miles or LESS,** contact your dealer to have the clockspring assembly replaced without charge to you (diagnosis, parts and labor), even if it appears to be functioning properly.

When contacting your dealer, ask to have a clockspring held for your minivan or to order one before your appointment. **Bring the enclosed form with you to your dealer.** It identifies the required service to the dealer. The work will take less than one hour to complete. However, additional time may be necessary, depending on how dealer appointments are scheduled and processed.

***Buckle up
for Safety***

(Over)

**THE ATTACHMENTS TO THIS
DOCUMENT HAVE BEEN REMOVED
TO PROTECT UNWARRANTED
INVASION OF PERSONAL PRIVACY
PURSUANT TO EXEMPTION 6 OF
THE FREEDOM OF INFORMATION
ACT (FOIA), 5 U.S.C. 552(b)(6).**