



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 1375

Date Received

28 MAR 28 FEB 2003 39

Repository

Reference No.
10006861

OWNER INFORMATION (Type or Print)

Name

Address

City WOOSTER

State OH

Zip Code

Daytime Telephone Number

E-mail Address

Evening Telephone Number

None

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

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side
1C4GJ25BK1B158420

Make
CHRYSLER

Model
VOYAGER

Model Year
2001

Date Purchased
01-FEB-01

Dealer's Name and Telephone Number
Ned Adams (330) 262-1010

Engine: 2-4L DOHC
No: Cylinders 4

Fuel Type:

Regular

Original Owner

Dealer's City
Wooster

State
OH

Zip Code
44691

Transmission Type
AUTOMATIC

Antilock Brakes
 Cruise Control

Powertrain

Vehicle Component Code

061000 ENGINE AND ENGINE COOLING:ENGINE

Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)
02-FEB-2001

Failure Mileage
0

Failure Speed

Vehicle chugs, stalls; loses power primarily on highway driving

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: DOTM19ABC036)

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), crash(es), 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).

THE VEHICLE STALLED. *J6

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

ATTACH ADDITIONAL SHEETS IF NECESSARY

Under the Privacy Act of 1976 (Public Law 94-579) 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.

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

This vehicle is very unpredictable and therefore very unsafe. It stalls sporadically, chugs and loses power. The frightening scenario is when I am on a highway and I suddenly lose power with vehicles suddenly upon me and traffic trying to get around me. It is especially unnerving when a semi is behind me. It is also difficult to attain proper speed to merge onto a highway from an entrance ramp. The fact that the performance is so inconsistent and unpredictable prohibits me from making safe driving adjustments. I can be at 65 mph one minute + down to 45 the next.

ATTACH ADDITIONAL SHEETS IF NECESSARY

US Department of Transportation

National Highway Traffic Safety Administration

400 Seventh St., S.W. Washington, D.C. 20580

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 Office of Defects Investigation, NVS-216 400 7th Street, SW Washington, DC 20590



VEHICLE OWNER'S QUESTIONNAIRE

DOT AUTO SAFETY HOTLINE

TO REPORT VEHICLE SAFETY DEFECTS COMPLETE THIS FORM OR

DASH2DOT

and dial toll free at

1-888-DASH-2-DOT

1-888-327-4236

DOT Auto Safety Hotline (DASH) 2 DOT



US Department of Transportation National Highway Traffic Safety Administration http://www.nhtsa.dot.gov/odds

Description of the problems:

The vehicle often loses power and acceleration, particularly during highway driving. It sporadically chugs and frequently stalls during in-town driving. It has lost such significant power suddenly that it is a safety hazard on the open highway where semi-trucks and speeding traffic can suddenly be upon you quickly. It is not uncommon when approaching an incline, to go from 70 miles an hour quickly down to 60, 50, then 45 while semis and other traffic scramble to pass my lagging vehicle. Under these conditions, it is very unnerving. When approaching a highway from an entrance ramp, it is often very difficult to attain the proper speed necessary to safely blend into the normal traffic pattern. I often must violate the speed limit to get to a high speed to get a "running start" to hope to make it before the acceleration declines too much. One day I called the dealership from my cell phone to inform them that I was so upset that I was moving at 10 MPH, down from 70 MPH, and had a truck behind me on State Rte. 83.

The problems are significantly worse during certain weather conditions. Rainy, damp days often bring stalling. Hot weather, with use of the air conditioning is the worst for loss of power. If the windshield wipers, and any other power, such as heat or air are needed, the problem is compounded.

The original stalling began a few weeks after purchase. I called it to the attention of Scott Knight, the salesperson from whom we bought the mini-van. It always seemed to start right up after the stall, so I wasn't terribly concerned in the beginning. By the time the vehicle had less than 4,000 miles on it, I was so disgusted with its lack of performance and problems, that I approached the sales manager, Steve Patterson and reminded him of how many times I had called and stopped in complaining of the situation. I came right out and asked what it would take for me to get rid of this lemon and get a new vehicle. He did some figuring and triumphantly announced this "great deal" he was proposing, which was that for an additional \$7000, I could trade in my mini-van. I was very upset and insulted. I told him and several others on many occasions that I have a fear that someone is going to get killed in this vehicle before they do anything about this van.

The vehicle was in time after time, and a co-pilot was put on twice. Information was gathered and they tried to repair the problem from that data. Things seemed to get better and then it started again. The service manager at Ned Adams, by the name of Anthony Woodward, acknowledged that there was a problem, but they couldn't figure it out. One day, I drove to the dealership, and asked Anthony to go with me for a ride and I indicated that I wasn't letting him out of the car until he could "feel" what I was trying to explain. After about a 15 minute drive, the car started to act up, and he indicated that he could indeed "feel" it, but had no idea if it was transmission, engine or what. When we got back to the dealership, we spoke with some the service people and Anthony tried to explain what he had experienced. They were all perplexed at what it could be. The dealership was at a loss to fix the reoccurring problems. They were no longer able to take the vehicle in for repair, since they had "nothing" to repair. It was suggested that I try to work directly with Chrysler Customer Service, which I tried to no avail.

Finally, in August of 2002, I tried once more to get to the bottom of the issue. I was to drive to Pittsburgh the following week, and I was quite worried about my safety in that vehicle. When I arrived for a scheduled appointment, I found out that the Ned Adams Dealership had been sold the previous day to Mike Pallotta. I was told by the service manager at Pallotta, that they wouldn't even bother looking at it, as they could no longer do anything to help me. I called Chrysler and they gave me approval to go to Underwood Dodge for service, and that manager also refused to touch the vehicle. When I called Chrysler on at least 2 occasions after that, their stock answer was "the vehicle is performing as designed". If this is so, then obviously, there is a major flaw in the engineering of the product, and Chrysler is unwilling to admit to it. Many people have ridden in the vehicle and can attest to the fact that its performance is not that of a normal vehicle. My husband and a few other men who have ridden in this vehicle suspect that the problem is with the torque converter.

I spoke with Anthony Woodward on January 6, 2003, at his new place of employment. He remembered me, and the problems with the vehicle. He clearly remembered the ride we took together, to try to identify the problems. I told him that there are not many service reports compared to the many times I was in to complain. He admitted that if they did not do a formal repair, then they didn't write up a formal report. He did say that he always made notes for the file on each occasion. These notes seemed to have vanished with the change of hands at the dealership. Anthony has no way of getting that information, but indicated that he would be willing to verify the complaints to an arbitrator, as he is familiar with the process.

Jan. 24, 2003 Trip to North Collins, New York, total of 223 miles.

Weather: overcast, damp, 15 degrees.

Heater was on low, and periodically, I put the radio on to catch the driving conditions and weather report.

Driving log: (I was with my husband; I drove, and he made the notes, as I dictated the numbers on the odometer and speedometer during the trip. There are no details for the return trip, as I was not feeling well, and slept most of the way home.)

1. On State Rte. 83 North, leaving Wooster, at 9.6 miles into the trip, chugging began.
2. At 11.2 miles, coming down the entrance ramp onto I-71 North, lost power and could not get above 50 MPH to merge.
3. At 18.9 miles, going 70 MPH, as I was losing power, I put my foot to the floor for maximum acceleration to go up a moderate incline, speed decreased to 40 MPH.
4. After cresting the incline, the vehicle had difficulty resuming speed and would not exceed 58 MPH in a 65 MPH zone on a straight road. This continued for 1.6 miles.
5. While attempting to change lanes at 26.7 miles, the vehicle lost power from 65 down to 50. I needed to exit from I-71 onto the ramp of I-271, and nearly missed that exit opportunity as traffic sped around me.
6. At 31.4 miles, approaching a slight incline, I went from 70 down to 52, with a semi on my back and my foot to the floor trying to accelerate.

Stopped for a visit to my mom (47 miles into the trip) and the car was turned off for an hour and a half.

Other than for some mild chugging, the trip went smoothly from there until:

7. Sudden loss of power on straight road on the NY Thruway from 70 down to 60. The mileage was at 202.9. We were unable to resume speed, holding at 60, with semi trucks behind us, and finally passing us.
8. At 207 miles, we had another drop of 8 more MPH, down to 52.
9. At 211.3 miles, the vehicle got up to 68, but could go no higher.
10. At 211.8, it dropped again, this time to 63 MPH.
11. We got off the NY Thruway, and the rest of the trip was on smaller routes. It did stall at the traffic light as we were turning onto 249, but it turned over as soon as we turned the key in the ignition.