



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

2003 JUL -09 APR 2003 30

Repository

Reference No.  
10015502

**OWNER INFORMATION (Type or Print)**

Name [Redacted]

Address [Redacted]

City PHOENIX

State AZ

Zip Code [Redacted]

Daytime Telephone Number [Redacted]

E-mail Address

Evening Telephone Number [Redacted]

Do you authorize NHTSA to print this information on the manufacturer of your vehicle?  YES  NO  
In the absence of an authorized signature, please print your name and address to the vehicle manufacturer.  
Signature of Owner [Redacted] Date 6/20/03

**VEHICLE INFORMATION**

[Redacted]		Make CHRYSLER	Model IMPERIAL	Model Year 1990
Date Purchased 12/89	Dealer's Name and Telephone Number MOORE CHRYSLER		Engine: No. Cylinders 6	Fuel Type: GAS
Original Owner <input checked="" type="checkbox"/>	Dealer's City PHOENIX AZ	State AZ	Zip Code	
Transmission Type	<input checked="" type="checkbox"/> Antilock Brakes <input type="checkbox"/> Cruise Control	Powertrain	Vehicle Component Code 030000 SERVICE BRAKES, HYDRAULIC	
Multiple Failure:				

**FAILED COMPONENT(S)/PART(S) INFORMATION**

Incident Date(s) 03-APR-2003	Failure Mileage 102,228	Failure Speed 10 MPH	ANTILOCK BRAKE SYSTEM MALFUNCTION (SEE ATTACHED NARRATIVE)
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**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)	<input type="checkbox"/> Original Equipment <input type="checkbox"/> 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 <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Number of Persons Injured	Number of Deaths	Reported to Police N
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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).

WHEN THE BRAKES WERE APPLIED THE PEDAL WOULD GO TO THE FLOOR WHICH CAUSED THE VEHICLE TO HAVE EXTENDED STOPPING DISTANCE. THE DEALER WAS NOTIFIED. \*NLM

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.

[REDACTED]  
Phoenix, Arizona  
[REDACTED]

June 25, 2003

### **NARRATIVE OF CHRYSLER IMPERIAL ANTI-LOCK BRAKE MALFUNCTION**

In April 2003, I experienced a complete anti-lock braking system malfunction of my 1990 Chrysler Imperial automobile.

After braking for a stop light, I slowly began accelerating through a residential neighborhood. I noticed that the brake light came on. Since no vehicles were in the vicinity, I decided to check the brakes. I was driving approximately 15 mph at the time. I touched the brakes to see if the automobile would stop. The brake peddle only moved slightly forward and was very difficult to push. Even at the very slow speed I was traveling, the automobile did not stop for several feet.

I immediately had the automobile towed for service. The automobile was sent to Lou Grubb Chrysler at 1645 West Bell Road, Phoenix, Arizona, 85023, for service.

During this time, I learned that there was a recall regarding the Chrysler "Bendax" antilock braking system (recall number 685 enclosed herewith). I was informed by Lou Grubb that my automobile, one of the first 1990's manufactured by Chrysler, had a "Bosch" braking system that was not covered by the recall. Lou Grubb then replaced the braking system at a cost to me of \$2,421.81 (see the enclosed invoice). Lou Grubb informed me that my automobile was not covered by the recall.

After review of the recall information, I noticed that the problems exhibited by my automobile's braking system were the exact same as the recalled braking system. I called Chrysler customer service and spoke to a Mr. Damos. I explained to him my automobile's problems and the similarity with the recalled braking system. Mr. Damos was extremely rude and said "that the brakes are my problem". He refused to offer any assistance through Chrysler.

It is my understanding that there were only a few Chrysler Imperials manufactured with the Bosch braking system. Consequently, I do not know if there will be a great number of reported malfunctions.

I am submitting this report in hopes that: 1) I will be compensated by Chrysler for the repairs and 2) that DOT investigates to see if a recall is warranted so that other drivers do not experience the braking problem that could cause a tremendous safety hazard.

[REDACTED]

## Antilock Brakes / Traction Control Systems: By Symptom

### Owner Letter

#### SAFETY RECALL TO TEST AND REPAIR YOUR VEHICLE'S ANTILOCK BRAKE SYSTEM

Dear Chrysler Vehicle Owner:

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

Chrysler Corporation has determined that a problem which relates to motor vehicle safety exists in some 1991 through 1993 Dodge Caravan/Grand Caravan, Plymouth Voyager/Grand Voyager and Chrysler Town and Country; late-1990 through 1993 Dodge Dynasty, Chrysler New Yorker, Salon, Fifth Avenue and Imperial; and 1991 and 1992 Dodge Monaco and Eagle Premier vehicles equipped with an antilock brake system (ABS).

The problem is...

The ABS hydraulic control unit on your vehicle (identified on the enclosed form), may experience excessive brake actuator piston seal wear and/or pump-motor deterioration. If this occurs, the ABS function may be lost and reduced power assist may be experienced during braking. This may result in increased stopping distance that could result in an accident.

What you should do...

Owners of vehicles that experience any of the following symptoms should contact their dealers immediately to schedule a service appointment:

- ^ Either the Brake System Warning Light or the Antilock Warning Light remains illuminated more than two minutes after starting the vehicle; or if either light comes on at any other time during vehicle operation;
- ^ A substantial increase in brake pedal force is needed to stop the vehicle; or
- ^ Any other ABS malfunction occurs.

Please bring the enclosed Owner Notification Form with you to your dealer. It explains the required service to the dealer.

If your ABS brake system is operating properly and none of the above symptoms are present, no action is necessary at this time. However, if any of these symptoms appear in the future, contact your dealer for a free repair. Keep this letter with your vehicle's other owner information in case you notice any of these conditions in the future.

What Chrysler will do...

Chrysler will test your vehicle's ABS for excessive piston and your dealer seal wear and possible pump-motor deterioration. If problems with these components are found at any time during the entire life of your vehicle, Chrysler will replace these components free of charge. The test will take about one hour to complete. Another one to two hours may be required if components must be replaced. However, additional time may be necessary depending on how dealer appointments are scheduled and processed.

Extended Warranty...

In addition to this recall action, the warranty period on other ABS components in your vehicle is being extended to 10 years or 100,000 miles, whichever occurs first. This means that if any of these other ABS components fail within 10 years or 100,000 miles, your dealer will correct the problem free of charge. This extended warranty is limited to the same conditions defined in the original warranty and does not include any base brake system components (calipers, pad/shoe linings, etc.). Further, Chrysler will reimburse owners for any previous ABS component expenses incurred within the limits of the extended warranty. Just send the original receipt to:

Chrysler Corporation - Recall # 685 Reimbursement

P.O. Box 27-8004  
Autumn Hills, MI 48321-8004

If you need help...

If you have any questions about whether your ABS system is operating properly, contact your dealer.

If you have trouble getting your vehicle repaired, please call the Chrysler Customer Center, toll free, at 1-800-853-1403. A representative will assist you in getting your vehicle repaired. If your dealer fails or is unable to remedy this defect without charge and within a reasonable time, you may submit a written complaint to the Administrator, National Highway Traffic Safety Administration, 400 Seventh Street, S.W., Washington, D.C. 20590, or call the Toll Free Auto Safety Hotline at 1-800-424-9393. (Washington, D.C. area residents may call 366-0123.)

We're sorry for any inconvenience, but we are sincerely concerned about your safety. Thanks for your attention to this important matter.

**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).**