



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

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

FOR AGENCY USE ONLY 100079

Date Received: 2003 AUG 22 AM 9:36  
Repository:   
Reference No.: 10027068

**OWNER INFORMATION (Type or Print)**  
Name: \_\_\_\_\_  
Address: \_\_\_\_\_  
City: DOVER State: NJ Zip Code: \_\_\_\_\_

Daytime Telephone Number: \_\_\_\_\_  
Evening Telephone Number: \_\_\_\_\_  
Email Address: \_\_\_\_\_

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: 8/1/03

**VEHICLE INFORMATION**

Make: CHRYSLER Model: CONCORDE Model Year: 1996  
Date Purchased: 2-12-96 Dealer's Name and Telephone Number: Roxbury Chrysler 473 584-6010  
Original Owner:  Dealer's City: Succasunna NJ State: NJ Zip Code: 07876  
Engine: No. Cylinders: \_\_\_\_\_ Fuel Type: \_\_\_\_\_  
Transmission Type: \_\_\_\_\_  
 Antilock Brakes Powertrain: \_\_\_\_\_  
 Cruise Control  
Vehicle Component Code: 863000-ENGINE AND ENGINE COOLING EXHAUST SYSTEM  
Multiple Failures: 1

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

Incident Date(s): 11-JUL-2003  
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: DOTM15ABC1234)  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), and injury(s).)

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).

DEALER HAS REPLACED THE OXYGEN SENSOR SEVEN TIMES SINCE BRAND NEW. \*AK  
or other car service agency

And it now needs to be replaced again which will be nine times. Chrysler will not pay for it and I want them to. This problem began only one month after I purchased the car (and) and has been an ongoing problem.

2x Dealers were replaced on March 1996, May 1997, July 1997, Dec. 1997, May 1999, July 1999, Aug 2000, June 2000, and now since Nov. 2002. I've tried to get assistance by making Chrysler aware of this vehicle and fix it again at no cost to me. I think they should correct the underlying problem causing this malfunction or continue to pay for service necessary. See attached documents.

Include, if available: Police/Police Department Report, Photos, and Repair Invoice. ATTACH ADDITIONAL SHEETS IF NECESSARY.

The Privacy Act of 1974 (Public Law 93-502) This information is requested pursuant to authority vested in the National Highway Traffic Safety Administration 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 be held appropriate action to correct a safety defect. If the NHTSA proceeds with administrative enforcement or litigation against a manufacturer, your response or statistical summary thereof, may be used in support of the agency's action.

November 24, 2002

Mr. Dieter Zetsche, CEO  
Chrysler Corporation  
P.O. Box 21-8004  
Auburn Hills, MI 48321

Dear Mr. Zetsche,

My family and I have always valued Chrysler cars. We thought Chryslers were well-built and reliable vehicles. We believed Chrysler would stand by their workmanship.

That is why I was very disappointed with the way I was treated by Chrysler's Customer Relations recently.

Starting only one month after purchasing a brand new 1996 Concorde, I have consistently had an oxygen sensor problem with this car. I have needed to replace the oxygen sensors a total of eight times. Below is a list of the dates oxygen sensors were replaced.

March 1996

May 1997

July 1997

Dec. 1997

May 1999

July 1999

April 2000

June 2000

And now Nov. 2002

Documentation is attached.

Each time, until now, Chrysler has upheld their reputation and stood by their vehicle.

In May of 1999 [File #5829390] Chrysler's Customer Service provided assistance to correct the problem since the warranty had recently run out and the problem still continued. But the problem still recurred.

In June of 2000, Roxbury Chrysler's Service Department in Succasunna, NJ, where I purchased the car, replaced the power control module and program to see if that was the underlying problem and why I have had so many problems with these oxygen sensors. The problem still recurred.

On Saturday, Nov. 16, 2002 my check engine light came on. My mechanic found that the upstream oxygen sensor needed replacement once again.

I called Joe Moretti at Roxbury Chrysler and he said it wasn't under warranty so his hands were tied.

I then called Chrysler's Customer Relations and spoke with Casey Hill. He denied any assistance with this problem (Case #10671349) even after stating it appeared the history of the replacement of oxygen sensors in my car seemed excessive.

Mr. Hill also said that if not corrected it could lead to my car stalling out or using extra fuel to operate, and ultimately could cause my car to catch on fire!

How would you like to hear that your life and the lives of your passengers were at risk? Then to hear that Chrysler was not standing by their vehicles?

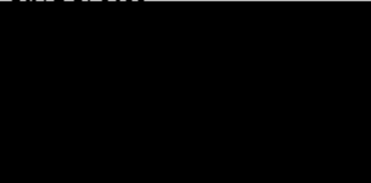
I am extremely upset about this. I believe it is clear that there is some kind of defect in the car, which causes this continual problem, and I'd like it corrected.

I'm asking Chrysler to pay for this 9th oxygen sensor replacement (replacing both upstream sensors since my mechanic says when one goes, shortly down the road the other one will). I also want you to correct whatever it is that is causing this continual problem.

I would like my faith in the Chrysler Corporation to be restored. Problems occur in life but it is important to stand by them and correct them and I hope you will.

Thank you for your prompt attention.

Sincerely,



Dover, NJ



# DAIMLERCHRYSLER

December 5, 2002

DaimlerChrysler  
Motors Company LLC

[REDACTED]  
Dover, NJ [REDACTED]

Reference # 10707815

Dear [REDACTED]

We have received your letter to Dieter Zetsche and fully appreciate the concerns you have raised.

After thoroughly reviewing your request and our files on this matter, we respectfully concur with the decision rendered by our Senior Staff.

We appreciate your taking the time to write to DaimlerChrysler Motors Corporation. We are sorry we cannot provide a more favorable reply.

Sincerely,

*Dennis E. Orr*  
Dennis E. Orr  
Senior Staff

*[Faint, illegible text]*



**MICHIGAN DEPARTMENT OF ATTORNEY GENERAL**  
Jennifer M. Granholm, Attorney General

**CONSUMER COMPLAINT/INQUIRY FORM**

Please be aware of the following:

- Complaints and inquiries become public records when they are submitted to the Attorney General's office, and under the Michigan Freedom of Information Act, copies may be subject to disclosure to anyone who asks for them.
- A copy of the complaint may be sent to the business against whom the complaint is issued. An accurate company Fax number will expedite processing.
- A copy of the complaint may be sent to other governmental agencies.
- Please be particularly cautious with information containing your Social Security number, credit card account numbers, etc. for security purposes. If you believe it is necessary to submit such information, you should mail that information and the corresponding complaint.

**Consumer Information**

Your Last Name: [REDACTED] First Name: [REDACTED]  
Your Street Address: [REDACTED] City: Dover  
Your State: NJ Zip Code: [REDACTED]  
Your County: Morris  
Your Home Phone: [REDACTED] Work Phone: \_\_\_\_\_  
Fax Number: \_\_\_\_\_ E-mail Address: [REDACTED]

**Primary Company or Person Your Complaint is About**

Company Name: DaimlerChrysler Motor Company LLC  
Street Address: P.O. Box 21-8004 City: Auburn Hills  
State: MI Zip Code: 48321-8004  
County: \_\_\_\_\_ Phone: (800) 992-1997  
Fax Number: \_\_\_\_\_ E-mail Address: \_\_\_\_\_  
Web Site Address: \_\_\_\_\_

Secondary Company or Person Your Complaint Is About

Company Name: \_\_\_\_\_  
Street Address: \_\_\_\_\_ City: \_\_\_\_\_  
State: \_\_\_\_\_ Zip Code: \_\_\_\_\_  
Phone: \_\_\_\_\_  
Fax Number: \_\_\_\_\_ E-mail Address: \_\_\_\_\_  
Web Site Address: \_\_\_\_\_

Complaint Information

Approximate Monetary Value: \$ 300.00 for upstream oxygen sensor replacements plus whatever it costs to permanently correct this recurring problem  
Did You Sign A Contract?: Yes  No   
Where Did You Sign This Contract: \_\_\_\_\_  
Is A Court Action Pending?: Yes  No   
Do You Have An Attorney Representing You On This Matter?: Yes  No

Motor Vehicle Warranty Complaint Information

If your complaint involves motor vehicle manufacturer warranties or non-dealer service contracts, please fill out this section. Most other auto-related complaints, including dealer complaints and complaints concerning automotive repairs and repair facilities, must be filed with the Department of State's Bureau of Automotive Regulation:  
1-800-292-4204.

Vehicle Make, Model and Year: Chrysler Concorde 1996  
VIN No.: 2C3HD56T5TH204528

Complaint Detail/Inquiry Information

Describe your problem, what attempts you have made to correct it, and how you would like to have the problem resolved. Use additional sheets if necessary.

Starting only one month after purchasing a brand new 1996 Concorde, I have consistently had an oxygen sensor problem with this car. I have needed to replace oxygen sensors a total of eight times.

Below is a list of the dates oxygen sensors were replaced.

March 1996

July 1999

May 1997

April 2000

July 1997

June 2000

Dec. 1997

And now Nov. 2002

May 1999

Documentation is attached.

Each time, until now, Chrysler has upheld their reputation and stood by their vehicle.

In May of 1999 (File # 5829390) Chrysler's Customer Service provided assistance to correct this problem since the warranty had recently run out and the problem still continued. But the problem still occurred.

In June of 2000, Rockbury's Chrysler's Service Department in Secaucus, NJ where I purchased the car, replaced the power control module and program to see if that was the underlying problem and why I have had so many problems with oxygen sensors. The problem still occurred.

On Sat, Nov 16, 2002 my check engine light came on. My mechanic found that the upstream oxygen sensor needed replacement once again.

I called Joe Moretti at Rockbury Chrysler and he said it wasn't under warranty so his hands were tied.

I then called Chrysler's Customer Relations and spoke with Casey Hill. He denied any assistance with this problem (Case # 10671349) even after stating it appeared the history of the replacement of oxygen sensors in my car seemed excessive. Mr. Hill also said that if not corrected it could lead to my car stalling out or using extra fuel to operate, and ultimately could cause my car to catch on fire.

On Nov. 24 2002, I sent a letter to Mr. Dieter Zetsche CEO of DaimlerChrysler informing him of all of this and asking him to reconsider. I said that I believed

that it is clear that there is some kind of defect in this car, which causes this continual problem and that I wanted it corrected. I asked Chrysler to pay for this 9<sup>th</sup> oxygen sensor replacement (replacing both upstream oxygen sensors since my mechanic told me that when one goes shortly down the road the other one will). I also asked Chrysler to correct whatever it is that is causing this continual problem.

I received a response from Dennis E. Orr, Senior Staff, on Dec. 5, 2002, denying any assistance in resolving this problem.

I then contacted your office for assistance in getting Chrysler to resolve this matter.

I would like to have the problem resolved by Chrysler paying for this 9<sup>th</sup> oxygen sensor replacement (replacing both upstream oxygen sensors) and correcting whatever it is that is causing this continual problem.

Thank you for your time and assistance in this matter. Please contact me if you require further information. All documentation is attached.

Respectfully submitted,



# DAIMLERCHRYSLER

January 8, 2003

DaimlerChrysler Corporation  
Dept. of Attorney General  
Consumer Protection Division

JAN 14 2003

RECEIVED

Ms. Lee Dennis  
Consumer Complaint Division  
PO Box 30213  
Lansing, MI 48909

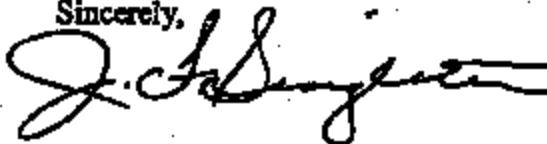
Owner: [REDACTED]  
Refer to: 200226788

Dear Ms. Dennis:

This will acknowledge your correspondence regarding the subject owner complaint. Please be advised that [REDACTED] contacted our Customer Assistance Center December 5, 2002 for assistance and at that time she was advised there would be no assistance due to the vehicle being beyond the limits of the new car warranty. At that time the vehicle had in the excess of 100,000 miles. Due to the age and mileage on the vehicle, we must also deny assistance and we have closed our file.

Thank you for writing and allowing us to explain the situation.

Sincerely,



J.F. Singleton  
Customer Relations Manager

STATE OF MICHIGAN  
DEPARTMENT OF ATTORNEY GENERAL



MIKE COX  
ATTORNEY GENERAL

January 23, 2003

P.O. BOX 30213  
LANSING, MICHIGAN 48909

Refer to AG No.: 200226788  
Web No.:

[REDACTED]  
DOVER NJ [REDACTED]

Dear Consumer:

Re: Daimler Chrysler

Enclosed is a copy of the response our office received concerning your complaint. If you have additional information and/or documentation that is inconsistent with the information submitted by the business, please submit this information, in writing, immediately. We are closing your file at this time.

Our position is not a reflection as to the validity of your complaint. If your complaint has not been resolved to your satisfaction, you may wish to consider filing a private civil action and we suggest you consult with a private attorney. If the value of your claim is \$3000.00 or less, you may also consider filing an action on your own behalf in Small Claims Court. Copies of various Michigan consumer laws are available on our web site at [www.michigan.gov/ag](http://www.michigan.gov/ag).

Your complaint will be retained for future reference. Our consumer complaint files are open to the public and are used to respond to consumer inquiries as well as to monitor unfair or deceptive business practices.

Sincerely yours,

MIKE COX  
ATTORNEY GENERAL

Consumer Protection Division  
(517) 373-1140  
(517) 241-3771 - Fax

Enc.  
909



I have sent you numerous pages of documentation about the oxygen sensor problem I have consistently experienced with my 1996 Chrysler Concorde beginning only one month after I purchased this car brand new. Nine times I have had to replace oxygen sensors! They are expensive and that is ridiculous! I have not even mentioned the inconvenience of being without my vehicle during each repair and needing to impose on others for transportation each time.

I ask you, how many times have you replaced an oxygen sensor in your own car? When I ask people this question most don't even know what an oxygen sensor is because they have never had to deal with this problem and after purchasing a brand new car I have had to deal with this 9 times. Obviously the underlying problem was never corrected the first time.

Please do not close this file. Please review the documentation I sent you. It is not inconsistent with Daimler Chrysler's recent response that I contacted them and they denied assistance to me. However, they should not have denied assistance to me. They should have repaired this vehicle correctly the first time while it was under the new car warranty or continue to pay for this problem.

Daimler Chrysler should stand by their vehicles and their reputation. There is obviously something wrong with this car for these oxygen sensors to continually burn out and it should have been corrected properly the first time Chrysler serviced the vehicle for this problem. If there is a permanent defect in the car that can't be repaired then Chrysler should continue to repair the vehicle at no cost to me or recall the car and provide me with a new car.

Consumers like myself need your organization's protection with matters like this. I am restating my request that Daimler Chrysler pay for this recent oxygen sensor problem and properly correct the underlying problem so that this does not recur. Thank you.

Sincerely,

A solid black rectangular redaction box covering the signature area.

STATE OF MICHIGAN  
DEPARTMENT OF ATTORNEY GENERAL



MIKE COX  
ATTORNEY GENERAL

February 19, 2003

P.O. BOX 30213  
LANSING, MICHIGAN 48909

Refer to AG No.: 200226788  
Web No.:

[REDACTED]  
DOVER NJ [REDACTED]

Dear Consumer:

Re: Daimler Chrysler

Our office has received and reviewed the information submitted by you regarding your complaint against the above named firm. While we can certainly appreciate your position in this matter, Michigan law does not apply to the issues raised in your complaint.

Michigan's lemon law covers vehicles purchased in Michigan or vehicles purchased by a Michigan resident. If you have not yet contacted and/or received a reply from the manufacturer's zone office in your area, you may wish to contact the Consumer Protection Division of your State Attorney General's Office for further assistance. You may also choose to consult with a private attorney regarding applicable law in your state.

We do thank you, however, for taking the time to write to our office. The information submitted will be retained on file for future reference and informational purposes.

Sincerely yours,

MIKE COX  
ATTORNEY GENERAL

Consumer Protection Division  
(517) 373-1140  
(517) 241-3771 - Fax

April 8, 2003

Division of Consumer Affairs  
P.O. Box 45025  
Newark, NJ 07101

To Whom It May Concern:

Starting only one month after purchasing a brand new 1996 Concorde in February of 1996, I have consistently had an oxygen sensor problem with this car. I have needed to replace the oxygen sensors a total of eight times. Below is a list of the dates oxygen sensors were replaced.

March 1996

May 1997

July 1997

Dec. 1997

May 1999

July 1999

April 2000

June 2000

And now Nov. 2002

Documentation is attached.

Each time, until now, Chrysler has upheld their reputation and stood by their vehicle.

In May of 1999 (File #5829390) Chrysler's Customer Service provided assistance to correct the problem since the warranty had recently run out and the problem still continued. But the problem still recurred.

In June of 2000, Roxbury Chrysler's Service Department in Succasunna, NJ, where I purchased the car, replaced the power control module and program to see if that was the underlying problem and why I have had so many problems with these oxygen sensors. The problem still recurred.

On Saturday, Nov. 16, 2002 my check engine light came on. My mechanic found that the upstream oxygen sensor needed replacement once again.

I called Joe Moretti at Roxbury Chrysler in New Jersey and he said it wasn't under warranty so his hands were tied.

I then called Chrysler's Customer Relations and spoke with Casey Hill. He denied any assistance with this problem (Case #10671349) even after stating it appeared the history of the replacement of oxygen sensors in my car seemed

excessive.

Mr. Hill also said that if not corrected it could lead to my car stalling out or using extra fuel to operate, and ultimately could cause my car to catch on fire!

How would you like to hear that your life and the lives of your passengers were at risk? Then to hear that Chrysler was not standing by their vehicles?

I am extremely upset about this. I believe it is clear that there is some kind of defect in the car, which causes this continual problem, and I'd like it corrected.

I've asked Chrysler to pay for this 9th oxygen sensor replacement (replacing both upstream sensors since my mechanic says when one goes, shortly down the road the other one will). I also wanted Chrysler to correct whatever it is that is causing this continual problem.

Chrysler denied assistance to correct this problem.

I have contacted the State of Michigan's Department of the Attorney General; Consumer Protection Division and they were not able to help me. They referred me back to New Jersey's Consumer Protection Division of the State Attorney General's Office.

I am asking for your assistance in this matter. I would like Chrysler to pay for the correction of this oxygen sensor problem.

Thank you for your prompt attention.

Sincerely,

[REDACTED]  
[REDACTED]  
Dover, NJ  
[REDACTED]



**State of New Jersey**

DEPARTMENT OF LAW AND PUBLIC SAFETY  
DIVISION OF CONSUMER AFFAIRS  
CONSUMER SERVICE CENTER  
124 HALSEY STREET, 3RD FLOOR, NEWARK NJ

JAMES E. MCGREEVEY  
Governor

PETER C. HARVEY  
Acting Attorney General  
RENI ERDOS  
Director

April 24, 2003

Mailing Address:  
P.O. Box 45025  
Newark, NJ 07101  
(973) 504-6200

[Redacted]  
Dover, NJ [Redacted]

Re.: Daimler Chrysler Motors Co. LLC  
File No: 0307991

Dear [Redacted]

Thank you for contacting the New Jersey Division of Consumer Affairs. Because the allegations you made in your letter are not within the Division's jurisdiction, we are referring this matter to:

Department of Transportation  
400 7th Street, SW, Room 5232  
Washington, DC 20590

All future correspondence, including inquiries and copies of additional documents, should be addressed to them.

Sincerely,

Patricia D. Pate  
Supervisor  
Consumer Service Center

PDP:ch  
CSC11B.frm

Customer Relations  
Chrysler Corporation New York Zone  
108 Route 303  
Tappan, NY 10983

May 8, 1999

To Whom It May Concern:

I am writing to you with a concern about my 1996 Chrysler Concorde which I purchased brand new from Roxbury Chrysler Plymouth Dealership in Succasunna, New Jersey. I have always followed the manual's guidelines and faithfully had my car serviced and maintained there while it was under warranty. During this time my oxygen sensor was replaced four times as you can see by the attached bills.

Recently my warranty ran out and I had my oil changed for the first time at another service area. The mechanic also checked why the "Check Engine" light was on and found the Oxygen Sensor once again needed replacing. He said that even after replacing it, it didn't read correctly and would probably burn out again soon.

I happened to mention to him that this happened several times before and Roxbury Chrysler always replaced the sensor. He said that obviously the problem wasn't corrected if the downstream sensor continued to burn out. He knew that this sensor had previously been replaced because it was tie-strapped up. I told him not to check further but that I would contact Chrysler about this.

I am very upset that this problem was not properly corrected while under warranty. I believe you should correct it now at no cost to me and reimburse me for the sensor I just had replaced on 5/6/99 for \$122.50.

I am also having another serious problem with the car. On 4/20/98 Roxbury Chrysler replaced the left front window regulator assembly. Now, the window occasionally gets stuck in the down position and I can't get it to go up. My personal safety has been at risk since three times it has been when I was asking directions in New York City and I had to drive around in fear until it would go up. I can't believe this part and service lasted only one year. I thought you made parts and serviced them to last longer than that.

As I mentioned above, I think Chrysler should reimburse me for the 5th sensor change. I also think you should pay to properly fix whatever is causing the sensors to continually burn out as well as correcting the problem with the window. I believe you stand by your cars and hope you will do the right thing.

Thank you for your prompt attention.

Sincerely,



**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).**