



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 100145

Date Received: 2003 JUL 15 PM 2:04
Reference No.: 10029704
Repository

OWNER INFORMATION (Type or Print)

Name: [Redacted]
Address: [Redacted]
City: HIGHLAND SPRINGS State: VA Zip Code: [Redacted]

Daytime Telephone Number: [Redacted]
Evening Telephone Number: [Redacted]
E-mail Address: [Redacted]

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle? YES NO
In the absence of an address to the vehicle manufacturer. YES
Signature of Owner: [Redacted] Date: 7/13/03

VEHICLE INFORMATION

Vehicle Identification Number: 1G3XY56R7LD750085
Make: CHRYSLER Model: IMPERIAL Model Year: 1990
Date Purchased: 12/29/94 Dealer's Name and Telephone Number: Kaledler Motor Co. 222-3558
Original Owner: [Redacted] Dealer's City: Richmond, VA State: VA Zip Code: 23075 Engine: V6 Fuel Type: Gasoline
Transmission Type: [Redacted] Antilock Brakes Powertrain: [Redacted] Cruise Control
Vehicle Component Code: 030000 SERVICE BRAKES, HYDRAULIC Multiple Failure: 2

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s): 03-JUL-2003 Failure Mileage: 462000 Failure Speed: 104 mph
Backing out drive way, my wife was driving the breaks failed. She went over a large hole in it took a tractor to pull her out.

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make: [Redacted] Tire Model (Name or Number): [Redacted] Tire Size (Example: P215/65R15): [Redacted]
DOT No. (Example: DOTM1A9ABC136): [Redacted] Original Equipment Prior Repair Failure Location: [Redacted]
Tire Component Code: [Redacted] Tire Failure Type: [Redacted]

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make: [Redacted] Date Manufactured: [Redacted] Model No./Name: [Redacted]
Seat Type: [Redacted] Installation System: [Redacted]
Child Seat Component Code: [Redacted] Failed Part: [Redacted]

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: [Redacted] Number of Deaths: [Redacted] 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 (e.g., parts repaired or replaced (and if old part is available)).

WHILE DRIVING BRAKES FAILED. DEALER STATES RECALL DOES NOT PERTAIN TO THE VEHICLE. *AK
I spent \$800.00 on the antilock breaks 2 years ago and now they have gone bad again, the dealer said the pump would cost \$2000.00 twenty two hundred for a new one my car is not covered in the cell book (Chrysler told me over phone)

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.

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

I am sending a copy of bills I spent on the
brakes 2 years ago and copy of foto I got
off internet.

I don't understand why my car is not covered
on the recall

I still have the car but I had to buy my wife
another car until I get this fixed?

The pump that's bad on my car is a BOSCH 0265 410 016

Note when the pump doesn't work the pedal is so hard
to push a woman can not stop car

ATTACH ADDITIONAL SHEETS IF NECESSARY

US Department
of Transportation

National Highway
Traffic Safety
Administration

400 Seventh St., S.W.
Washington, D.C. 20590

Official Business
Penalty for Private Use \$300



NO POSTAGE
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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
Washington, DC 20590

Terry

04/16/96 - 12:27 AM ET - Click reload often for latest version

Chrysler sets recall for ABS flaw

Chrysler soon will recall 350,000 1990-93 vehicles for potentially faulty anti-lock brake systems (ABS).

The recall begins late this spring after dealers get diagnostic gear that can predict which systems will fail.

The recall should end an investigation by the National Highway Traffic Safety Administration into more than 1,300 complaints about the Chrysler ABS. That's an extraordinary number. NHTSA typically gets dozens of complaints or fewer.

"Chrysler finally is doing what we asked it to a year ago," says Center for Auto Safety's Clarence Ditlow.

Potentially faulty parts are a hydraulic pump and a seal. If they fail, the brakes still work, but there is no anti-lock pumping action to prevent skids.

Chrysler will replace problem ABS parts free, extend ABS warranties to 100,000 miles or reimburse owners who've paid for repairs.

Involved: 275,000 1991-93 Plymouth, Dodge and Chrysler minivans; 67,000 1990-93 Chrysler New Yorkers, Chrysler Imperials and Dodge Dynasties; 4,000 '91-92 Eagle Premier and Dodge Monaco sedans; 4,000 exports.

By Jayne O'Donnell and James R. Bealey, USA TODAY

Haynes 800-9532

From the Weekly Automotive Report:

fact

Chrysler is recalling 321,000 minivans and mid-sized and large cars due to potential anti-lock brake system failures.

Bobard

The vehicles affected include 1990-93 Chrysler Imperial, New Yorker and Dodge Dynasty models; 1991-92 Dodge Monacos and Eagle Premiers; and 1991-93 Chrysler Town & Country, Dodge Caravan, Grand Caravan, Plymouth Voyager and Grand Voyager minivans. Dealers will test the ABS components and replace worn parts if needed.

Date: Wed, 15 May 1996 18:27:00 -0600
From: [REDACTED]
To: [REDACTED]
Subject: CC Reimbursements for Anti-Lock Repair

1 800 992 1997

Hello [REDACTED]

VIA 103X Y56R # D750095

Have you received any mail from anyone who has actually received reimbursements for the anti-lock brake work that they paid for out of their pockets. I spoke with CC last week and they stated that they did not have the Recall letters out to the individuals, but that individuals could send in their original receipts and that CC would reimburse them. However, the

1 800 583 1403

1 800 853 1403

person I spoke to indicated that CC would only reimburse for the Anti-lock pump motor and that she was not sure about the Hydraulic Assembly. In my case they replaced both parts because the service manager stated that in order to get the warranty and to properly repair the system that both sub systems (anti-lock pump motor and hydraulic assembly) would have to be replaced. Also I am a little concerned about sending them my original receipt.

Also do you know anyone who has actually received a recall letter, if so it would be good to put a copy of the letter on the net?

Charlene I think you have done a super job in being the honcho for this effort and not giving up when so many of us were willing to give up easily.

I am glad I found that flyer on my van. If I am reimbursed, I will gladly donate a portion of it to CAS. If you ask me to donate to NHTSA, I think I would have to think twice. LOOKING FORWARD TO HEARING FROM YOU.

Thanks Again,
 [REDACTED]

P.S. I have not seen any press coverage concerning CC's recall like I have for Ford's recall. Have you?

From: [REDACTED]

Newsgroups: rec.autos.makers.chrysler

Subject: Re: ABS Recall real?

Date: 31 May 1996 04:39:21 GMT

Organization: George Mason University, Fairfax, Virginia, USA

[REDACTED] wrote:

: Just called the US auto safety # published in the NY Times in an
 : article on brakes (800-424-9999). I was told that within three weeks or
 : so I would be informed by Chrysler of a recall on '91-'93 Voyager ABS
 : brake systems. Anyone have confirming evidence of this potentially good
 : news?
 : --

- This is what CC says, but note the irony of its position re: the Class Action Lawsuit on the ABS matter (see my recent post). I am still unclear why they consider such a suit "frivolous" when indeed their is a known problem as indicated by both a NHTSA engineering analysis (via

VIN COM proof

**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).**