



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 252

Date Received: 2003 DEC -2 AM 11:38 Repository ☐

22-AUG-2003

Reference No.
10034432

OWNER INFORMATION (Type or Print)

Name: [REDACTED]
Address: [REDACTED]
City: LIVERPOOL State: NY Zip Code: [REDACTED]

Daytime Telephone Number: [REDACTED] E-mail Address: [REDACTED]
Evening Telephone Number: [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 authorization, NHTSA WILL NOT provide your name or address to the vehicle manufacturer.

Signature of Owner: [REDACTED] Date: 1/1

VEHICLE INFORMATION

17-digit Vehicle Identification Number located at bottom of windshield on driver's side: **4B3AU42Y3VE037749**
Make: DODGE Model: AVENGER Model Year: 1997
Date Purchased: [REDACTED] Dealer's Name and Telephone Number: [REDACTED] Engine: [REDACTED] Fuel Type: Gasoline
Original Owner: ☒ Dealer's City: [REDACTED] State: [REDACTED] Zip Code: [REDACTED] No. Cylinders: 4
Transmission Type: ☒ Manual ☐ Automatic ☐ Antilock Brakes ☐ Cruise Control Powertrain: [REDACTED] Vehicle Component Code: 036100 SERVICE BRAKES, HYDRAULIC; ANTILOCK CONTROL UNIT/M
Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s): 22-AUG-2003
Failure Mileage: 82,000 Failure Speed: 10-35
Feb - March 03

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: DOTM159ABC036): [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: 0 Number of Deaths: 0 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).

ABS BRAKE SYSTEM FAILED DUE TO THE PUMP MOTOR, CAUSING LOSS OF BRAKING POWER - IN ONE OR MORE OF THE
COLLISION OF THE

WHEELS TO LOCKUP PUTTING CAR INTO A SPINOUT WHEN ON SNOW OR ICE. This problem is undetectable on dry or wet pavement and occurred multiple times on ice & snow during Feb-March 2003. Spinout only occurred once (other times car pulled hard to the right or left) probably due to releasing brake quickly. Normal failure of the ABS system is supposed to result in the ABS system reverting back to a normal braking system which did not occur in this case. The brakes locked up.

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)

prematurely. On 2/15/03 Dodge diagnosed the ABS system and found a faulty Hydraulic Control Unit. However, car was not repaired because Dodge stated the part cost was \$1,200.00 without labor. On 2/6/03 ABS was repaired (by Dodge) due to approaching winter as car is unsafe on ice & snow. Repair invoice for \$240.30 is attached. Note: Old part is available.

For Additional information see letter dated Nov. 10, 2003 to Chrysler's Motor Customer Center with attached invoices.

ATTACH ADDITIONAL SHEETS IF NECESSARY

U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

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

Official Business
Penalty for Private Use \$300



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U.S. Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NVS-216
400 7th Street, SW
Washington, DC 20590

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**VEHICLE
OWNER'S
QUESTIONNAIRE**

DOT AUTO SAFETY HOTLINE

TO REPORT VEHICLE SAFETY DEFECTS
COMPLETE THIS FORM

OR

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and dial ton free at

1-888-DASH-2-DOT

1-888-327-4236

DOT Auto Safety Hotline
(DASH) 2 DOT



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Administration
<http://www.nhtsa.gov>

P.O. Box 21-8004
Auburn Hills, MI 48321-8004

We are the original owners of a 1997 Dodge Avenger (Vehicle ID# 4B3AJU42Y3VE037749) and a 1999 Dodge Durango. We have been very pleased with their performance and style; however, the ABS trouble light came on for the 1997 Dodge Avenger back in early February 2003.

1. On multiple occasions one or more of the 1997 Avenger wheels locked up prematurely when the brakes were applied on ice or snow. This resulting in a violent pulling of the car to the right or left and some times stalled the 5-speed engine. On one occasion at approximately 25 mph an accident was narrowly missed when the premature lockup on snow resulted in a spinout of the vehicle.
2. We took the Avenger to Roger Burdick Dodge on 2/15/2003 and they could not "duplicate" the lockup problem. However, they did find a faulty ABS hydraulic control unit. We were verbally told that the price of the ABS hydraulic control unit was \$1200.00 without labor. Looking at the invoice/repair order (copy attached) it is no wonder that Roger Burdick Dodge could not "duplicate" the above problem as the miles in and out are the same at 82,041 (i.e. car was never test driven).
3. Due to the high cost of the part I decided to try and locate an after market part before repairing the car. During this search I discovered two things 1st the part is a dealer only part and 2nd the Dodge Service Advisor was not certain if the "ABS hydraulic control unit" for the 1997 Dodge was the Hydraulic Control Module, the Hydraulic Modulator Valve or the Hydraulic Pump Unit. Therefore, I delayed replacing the \$1,200.00 part fearing that Roger Burdick Dodge did not know what was wrong and I wanted to get a second opinion.
4. Before I was able to get a second opinion I noticed that as long as the car was not on ice or snow the ABS system acted normally and with spring weather approaching put off repairing the Avenger until fall/winter came.
5. On 8/11/03 I took the Avenger to Sam Dell Dodge to diagnose the ABS system (copy attached). They found a "hard fault code for the ABS pump". A visual inspection of pump found a "circuit board corroded" and the pump was replaced. However, it was difficult to obtain the correct part to repair the vehicle. At one point I was told that the wrong part had been ordered and that the part was dropped and damaged and the part needed to be reordered. The Avenger was off the road for almost a month to repair the ABS system and was not finished until 9/5/03. You will note that I was given a small discount \$100.00 on the repair cost due to the inconvenience that this caused.

Therefore, we believe the problem with the 1997 Dodge Avenger ABS system is a safety hazard and represents a defective design and are requesting that Chrysler/Dodge refund the full cost of the repair.

We are requesting Chrysler refund \$348.28 for the cost of this repair and initiate a recall for this vehicle before someone is killed or injured.

LIVERPOOL, NY

**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).**