



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

Repository ☐

2003 SEP 23 AM 12:53
26-AUG-2003

Reference No.
10037640

OWNER INFORMATION (Type or Print)

Name

Address

City NOBLESVILLE

State IN

Zip Code

Daytime Telephone Number

E-mail Address

Evening Telephone Number

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle? ☐ YES ☒ NO
In the absence of an authorized signature, your name or address to the vehicle manufacturer.

Signature of Owner Date 9/18/03

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side
1C4GP64L5B398996

Make
CHRYSLER

Model
TOWN AND COUNTRY

Model Year
1997

Date Purchased
MAY 1997

Dealer's Name and Telephone Number
TOM O'BRIEN Chrysler Jeep

Engine:
No. Cylinders

Fuel Type:

Original Owner
☒

Dealer's City
Indianapolis

State
IN

Zip Code
46240

Transmission Type

☒ Antilock Brakes

Powertrain

☐ Cruise Control

Vehicle Component Code

103000 POWER TRAIN: AUTOMATIC TRANSMISSION

Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)

34-AUG-2003
24 AUG 2003

Failure Mileage

86,000

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: DOTM19ABCD196)

☐ 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(es).)

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(es).

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 VEHICLE IS IN PARK AND THE KEY IS NOT IN THE IGNITION CONSUMER CAN STILL SHIFT THE GEARS TO REVERSE. DEALER HAS BEEN NOTIFIED. *AK

A crash occurred.

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]
Noblesville, IN
Home Phone [REDACTED]

September 08, 2003

DCCAC
Daimler Chrysler Motors Corporation
PO Box 21-8004
Auburn Hills, MI 48321

To Chrysler,

We own a 1997 Town and Country Minivan. It was purchased new at the Tom O'Brien dealership in Indianapolis. A member of the O'Brien family delivered it to our home close to Mother's Day in May of 1997. I arrived home from a trip (I was expecting our second child) and it was waiting for me in the garage as a surprise from my husband. We have really enjoyed driving the van and have always felt safe in it with our 3 children. We have said many times that we will definitely replace this vehicle, when the time comes, with another Town and Country model. Until now.

In the evening of August 24th, my husband went out to the minivan to repair the rearview mirror adhesive and put the mirror back on the window. It had fallen off (we assume due to the heat) a few days earlier (for the second time in a year). He opened both front doors (due to the heat) and sat in the front passenger seat to do the repair. Our 4-year-old daughter followed him outside and saw the driver's front door wide open and jumped in the vehicle. Seconds later she moved the gear shift down and in reverse. Our second vehicle was adjacent but several feet behind the van. The driver's side door was severely pushed forward and in seconds \$3000 in damages were done to the van door. (The front end of our second vehicle was damaged and there is also a problem pending with the gear shift.)

There were no keys anywhere in the vehicle at the time this occurred.

On Monday morning the 25th, I called State Farm, Goeke (a Chrysler dealership), Chrysler Customer Care and the NHTSA.

When I spoke to the service rep at the Chrysler Customer Care center 800-992-1997 and explained what had happened with the gear shift, she put me on hold to talk to an engineer. Her probable cause, according to the engineer, was that the keys had to have been in the ignition when this mishap occurred. Translation: My husband and I were lying.

The tow truck picked up the car early Monday, August 25th. I called the Customer Care line again on Tuesday the 26th, again asking that someone from Chrysler look into this safety issue with the gear shift. Again nothing happened. On Wednesday August 27th, the Service Manager from Goeke physically went into our vehicle and was able to "freely move the gear shift anywhere he wanted to WITHOUT ANY KEYS IN THE IGNITION". He called Chrysler and asked that a case file be opened up on this vehicle.

I called Customer Care again on Friday the 29th to see if someone was coming out to look at my van because the dealer would not begin working on the damages until the rep from Chrysler looked at it. Brent (the Customer Care rep) called our dealership to tell them to repair the collision damages only. He then told me it takes 5 to 10 working days to get a representative out to look at the vehicle. It had only been 2 days since the case had been opened. (It would have been 5 days if the Chrysler rep I originally spoke to on Monday had opened a case file for us instead of assuming that we were liars.)

On Tuesday, September 2nd, no rep. On Wednesday, September 3rd, no rep. On Thursday, September 4th the repairs to the door were finished. Still no rep.

On Friday, September 5th, I called Chrysler Customer Care once again to find out when the rep would be looking at our vehicle. I was told by Sue (5 of 7 individuals I have spoke to in your customer service area have been some of the rudest and unpleasant individuals I have ever had to deal with - Sue tops the list) that she did not have any information that anyone from Chrysler was even coming out to look at my vehicle. She then put me on endless hold for 18 minutes until I finally hung up. She had no intention of ever coming back on the line to me. Check your phone records - I will have mine when my next cellular bill arrives. I then proceeded to call back and was fortunate enough to speak to Lynne. She knew the name of the attorney assigned to our case and gave me her phone # and name. I called Pam McDonald at 248-512-6475.

This attorney informed me that the file had arrived on Tuesday, September 2nd, but was not yet entered into the computer system and until it was nothing would be done with it. She also told me several times that we were one of over 100 cases that were sitting on her desk. I stated that had my daughter been a fatality, things would be moving much faster. She stated that "not necessarily, the morgue would require quite a bit of paperwork and that alone would take slot of time". WHAT?

We at this point have been without our vehicle for 15 days. Friends have lent us their extra car. We've overextended their generosity. We will be having our 4th child on Friday, September 12th. We now feel that Chrysler would be ever so happy to have us just say "screw this whole thing and fix all the problems" to our dealership.

It has never been an issue of money. We have a \$100 deductible. This, from the minute it happened, has been an issue of safety and "what if". What if our daughter fell between the two vehicles, what if our sons had not been in the house watching the Little League World Series, what if one of the 24 children on our cul-de-sac had been behind the minivan and our other vehicle was not parked in the driveway to stop the van, what if.....

We will be replacing our second vehicle in 3 to 4 months and our minivan within the next 2 years. Our main concern when purchasing a car is safety. We now believe that the Chrysler Corporation is not committed to responding to safety concerns of its customers. Will either of our future car purchases involve buying a Chrysler product?

TELL US WHY WE SHOULD BUY YOUR PRODUCT AGAIN.

Sincerely,



CC: State Farm Auto Insurance
NHTSA
WRTV- Channel Six
Tom O'Brien Chrysler Dealership