



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 100181

Date Received

2003 DEC -9  
15-SEP-2003

Repository

7511-52  
Reference No.  
10038956

OWNER INFORMATION (Type or Print)

Name

Address

City

JOPLIN

State MO

Zip Code

Daytime Telephone Number

E-mail Address

Evening Telephone Number

Do you authorize NHTSA to release this report to the manufacturer of your vehicle?  YES  NO  
In the absence of your signature, provide your name or address to the vehicle manufacturer.  
Signature of *[Redacted]* Date 25/11/2003

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side  
1B7GL23Y8T5538137

Make  
DODGE

Model  
DAKOTA

Model Year  
1996

Date Purchased  
July 1996

Dealer's Name and Telephone Number  
Vauvert Motors, Davis, CA (Bankrupt)

Engine:  
No. Cylinders  
V-8

Fuel Type:

Original Owner

Dealer's City  
Davis, CA

State  
CA

Zip Code  
95606

Transmission Type  
AUTOMATIC

Antilock Brakes  
 Cruise Control

Powertrain

Vehicle Component Code  
06000 ENGINE AND ENGINE COOLING

Multiple Failure: 1 Numerous times reattached

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)

Failure Mileage

Failure Speed

See attached

several

all

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make

Tire Model (Name or Number)

Tire Size (Example P215/65R16)

DOT No. (Example: DOTMALSABC086)

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(ies).)

Crash

Fire

Number of Persons Injured

Number of Deaths

Reported to Police

Yes  No

Yes  No

H

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).

ENGINE STALLS WHILE DRIVING AT HIGHWAY SPEEDS. DEALER CANNOT DETERMINE THE CAUSE OF THE PROBLEM. \*AK

all speeds and

See attached invoices involving engine stall, electrical components, batteries, paint problems + wheel defect with respect to numerous tire balancing problems + front end vibrations. See also my narrative attached + notes to myself.

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.

Subject vehicle gave us problems on the date that we purchased it. We didn't even get it off of the lot when we noticed that the fuel-sensing device that detects the gas tank level was not operational. The dealership had to replace the same device twice within the first few months.

The vehicle experienced what we thought was improper tire balancing. The vehicle wobbled back and forth/vibrated. We had the vehicle in and out of tire shops to "balance" tires. We did not learn until recently after taking our vehicle to a Neosho, Missouri dealership that our particular wheels may be the wheels that Dodge discovered were flawed at the time of manufacture. However, when I contacted the Chrysler Corporation, I was told that the defective wheels were manufactured and used only on the 1995 trucks, not ours in 1996.

The truck experienced a complete failure in the overdrive transmission. The failure was due to a "flat bearing". The overdrive was supposedly completely overhauled at the time under warranty.

Then, the truck began experiencing electrical failure and left my husband stranded in the desert north of Sparks, Nevada. According to the service shop, it was a "bad battery". Every year since, we have had to replace the battery because the vehicle stalls and won't start until the battery is replaced. We argued with dealerships and Chrysler Corp that there was a more serious problem that was causing a voltage problem and the batteries to be drained or damaged, ultimately causing the vehicle to stall and not start. Not one dealership, however, seemed to be able to re-create the problem while the vehicle was connected to their "sophisticated" diagnostic equipment.

The check engine light came on just several miles outside of Joplin, Missouri (where we were moving to from California at the time in 1999). The vehicle had once again stalled and had to be towed to the Continental Auto Mall in Joplin, Missouri. Again, the dealership told us it was a "bad battery". By this time, we were told that the battery was not covered under our extended warranty and that we would have to pay for a new battery, diagnostics and labor. We argued with the service manager and insisted that he contact Chrysler to find out once and for all what the real problem was with this vehicle. Chrysler did not charge us for the service, and the dealership agreed to replace and pay for the battery. Approximately a year or so later, the vehicle stalled and would not start even after trying to jump the battery. By this time, the vehicle was out of extended warranty.

I made several attempts to find an adequate dealership to fix the electrical problems. Several Chrysler Customer Service reps made promises to find a dealership in Springfield, MO to fix problems. They promised to contact me with date for repair. No one ever called me back or made any attempt in writing to remedy as August 2001. I sent a letter to Chrysler Corp—no response to date. I filed my first complaint with DOT Auto Safety Hotline in September 2001—still no response from anyone with regard to electrical problem and stalling hazards. Continued with intermittent stalls that ended without incident until July 2002.

In July 2002 we experienced more stalling problems and we had to put another battery in the vehicle (Interstate battery receipt enclosed). This battery is supposed to be one of the best. This year 2003 (almost one year later to the date of last battery) the vehicle began stalling once again. This time, however, the vehicle stalled at all speeds, but restarted when we put the vehicle into neutral and turned the key. We took the vehicle to a private mechanic (Ozark Automotive invoice attached). According to Ozark, the vehicle did stall and restart on one occurrence. The tech told us that he checked the fuel line, pump and fuel pressure and all checked out okay, but that he did not have the equipment that Chrysler has to check for electrical and check engine light malfunctions. Again, we contacted a Chrysler dealership in Miami, Oklahoma (invoice attached, no charge). We took the vehicle there, and they had the vehicle for several days, but were unable to re-create the

problem or diagnose the problem. The day after we picked up the vehicle, it stalled several times (twice in the middle of an intersection and once while entering heavy traffic from a parking lot). The vehicle has not stalled since however.

I would like to give you some more "history" on our vehicle. Please refer to attached VOQ report dated September 2001. At some point during the many "crises" with this truck, a service tech noticed that the VIN plate that is supposed to be embedded into the driver's side door was missing. The tech and service manager asked us if the truck had been wrecked. The truck has never been wrecked while in our possession, and was not purchased as a wrecked vehicle when purchased it new at the dealership in Davis, California (bankrupted soon after our purchase). We contacted Chrysler to investigate why a VIN plate would be missing from the date of purchase. They could not explain why, but agreed to document this finding as another "problem" with the vehicle. Approximately a year or so ago, we noticed that the paint is falling off of the vehicle on the roof and around the window on the passenger side of the cab. We did some research and discovered that Chrysler has been experiencing this problem (paint delaminating) for sometime, and we found numerous very unhappy consumers on "Peelingpaint.com". Several consumers have had to take Chrysler to small claims court to get them to repaint their vehicles free of charge due to this defect in Chrysler's painting technique. We contacted Chrysler, and they disputed our claim, but agreed to have a local Chrysler dealership look at our vehicle. The dealer sent us to a local auto body shop in Joplin. The auto body shop told us that Chrysler was having this problem on several of its vehicle models. This is also when we discovered the defect with the wheels that Chrysler now denies they had with our model. Chrysler has offered to pay 50% to repaint the vehicle if we want to have the vehicle repainted. We cannot afford to do this. Chrysler suggested we take the vehicle to Ozark, Missouri where they manufacture and paint Chrysler products. We declined because we cannot afford to have their defect repaired—it shouldn't be our responsibility! When I spoke with the Neosho, Missouri dealership about the defect with the wheels breaking down, the dealership confirmed that there was a problem in 1995, but Chrysler is telling me it's not our wheels. When I asked how our wheels on our vehicle could be "bent" in such a manner, the dealer was as perplexed as we were.

I would also like to point out that while living in California, we were told by a reliable source (he was a partner in a Dodge dealership with his father not too far from Davis, CA) that it was reported that Dodge/Chrysler dealerships around CA had been caught taking "replacement parts" off of new vehicles to supplement the wait time for the ordering of new parts, and that this was a "common practice" among fraudulent dealerships at the time our vehicle was purchased. When the new parts finally came in for the other vehicle, the "replacement" vehicle would receive the "new part". I can't help but think that we purchased one of these "replacement" vehicles. In other words, our vehicle may have received the used wheels of a 1995 vehicle that may or may not have been defective at the time and no telling how many other non-original parts. I cannot help but think that our vehicle was somehow damaged/wrecked while in the possession of the dealership or in shipping (or another vehicle was wrecked and the original door on our vehicle was used for the damaged vehicle) and the driver's side door on our vehicle had to be replaced and cab repainted (it's a silver color which is very difficult to match if a non-manufactured door had to be used), explaining why there's no VIN plate where one is required by law on our vehicle and why the paint is now peeling off. I cannot help but think that the Davis, CA dealership committed fraud by selling us what we thought was a "new" vehicle when it was really "salvaged" or one of their "replacement" vehicles. We did think it was odd, now that we look back at the time of purchase, that there were two trucks (a red 1996 Dakota and ours) sitting way back at the end of the dealer's lot that didn't look like they had ever been washed and were segregated from the other vehicles on the lot. When we purchased the vehicle, we asked for dealer prep and a full tank of gas. That's when we discovered the defective fuel gauge.

Page 2 of 3

VIN 1B7GL23Y8T5539137

I am so frustrated with Dodge/Chrysler products, but I'm angrier that Dodge/Chrysler does not stand behind its products, allowing known defects that create safety hazards go undetected for recall purposes. I cannot help but think what could have happened when our vehicle stalled one evening during heavy traffic while pulling our trailer across four lanes of traffic; or what could have happened when the vehicle stalled while we were driving 70 mph down the highway; or what could have happened to my husband when the vehicle left him stranded in the middle of the desert on a desolate road north of Sparks, Nevada! We cannot trust this vehicle and are very reluctant to tow our trailer or drive it long distances. Will this vehicle have to cause a serious accident before Dodge/Chrysler admits there is a serious problem with our vehicle? We cannot sell this vehicle to another unsuspecting victim because we have integrity. We could trade it in, but we won't get any value out of it when we have to tell the dealership that the vehicle has a stalling hazard no one (not even Dodge/Chrysler) seems to be able to identify or repair!

A Chrysler Corp. customer service rep did contact us shortly after we took the vehicle to the Miami, OK dealership for the recent stalling problem to see if we were happy with our service. We told the rep that Miami was very nice to us, but that we were very unhappy with Dodge/Chrysler because no one has been able to determine the source of the problem and fix it. I explained that I sent the Miami service manager a document that I had uncovered on the internet which may explain the recurring stalling problems Dodge/Chrysler models are experiencing and how to fix it. The website is supposedly the creation of a Dodge/Chrysler service tech who has run across this recurring problem. The Miami service manager promised he would review the document and speak with some of Chrysler's best electrical techs and call me back with his findings, but that hasn't occurred. The only call we have received from the Miami dealership is about a newer model truck that came onto their lot, and to see if we were interested in the purchase of a newer model truck. Of course, we are not. We will certainly never again own another Dodge/Chrysler product.

Any assistance you can provide us is very appreciated.

[Redacted]

25 November 2003

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[Redacted]

VIN 1B7GL23Y8TS539137

1188

7419

KEY CODES

1996

MAKE &amp; YEAR

DAKOTA

MODEL

9-14-95

DATE PERFORMED

64

TECHNICIAN NUMBER

VEHICLE IDENTIFICATION NUMBER

MILEAGE (MILES) 0-999

CUSTOMER NAME

1B79L23Y8T3539197

8

3098917

PERFORM THE INSPECTION AND ADJUSTMENTS AS LISTED BELOW

NOTE: Refer To The New Vehicle Preparation Manual For Proper Preparation Procedures. Refer To The Appropriate Service Manual For Specifications And Service Procedures. Conditions Which Can Be Corrected By The Minor Adjustments Specified Below Are Considered Part Of Normal New Vehicle Preparation. Items That Require Correction Beyond The Minor Adjustments Specified Are Eligible For Warranty Reimbursement.

### A. UNDER HOOD

1. Hood Latch/Safety Catch (Adjust As Required)
  - Check For Proper Operation
2. Fluid Levels (Check For Proper Level And Top Off As Required)
  - Engine Oil
  - Automatic Transmission
  - Clutch Master Cylinder
  - Brake Master Cylinder
  - Power Steering
  - Windshield Washer
  - Rear Washer
  - Cooling System
3. Lines/Hoses (Check Clearance From Moving And Hot Objects; Reroute And Tighten As Required)
  - Brake Lines
  - Fuel Lines
  - Power Steering Hoses
  - Vacuum Hoses
  - Coolant Hoses
  - Clutch Lines
  - Refrigerant Lines
4. Battery (Check State Of Charge)
  - Inspect Battery Terminals When Easily Visible (Recharge To Assure "Green Dot"; Use Voltmeter When Indicator Is Not Visible (N/A, 12.4V))
5. Wiring (Check Routing And Connections; Reroute And Connect As Required)
  - Starter, Generator, A/C Clutch And Ignition, Secondary Wires Installed Correctly
  - Connect Ignition Off Draw (I.O.D.), Or Install Fuse On Applicable Vehicles
  - Other

### B. UNDER VEHICLE

1. Visually Inspect For Leaks Abnormalities, Proper Keying, Locking, Clearance & Routing
  - Engine
  - Oil Cooler
  - Cooling System
  - Transmission
  - Driveshaft Boots
  - Differential
  - Transmission Cooler
  - Brake System
  - Fuel System
  - Exhaust System
  - Steering And Suspension

### 2. Tire Pressures (Adjust To Specifications)

- Check All Tire Pressures, Including Spare Tire

### 3. Tie-Down Brackets

- Remove Where Applicable

### C. BODY - EXTERIOR

#### 1. Operation Of Doors & Latches (Adjust Stiffness & Latches As Required)

- All Exterior Door Locks Work Easily With All Keys
- All Doors Open/Close Easily (With All Windows Up)
- Keyless Entry System Works Properly (Both Transmitters)
- Security Alarm Works Properly
- Deck Lid/Liftgate/Liftgate Operates Easily

#### 2. Fit & Finish (Visually Inspect; Touch Up As Required)

- Remove Protective Coatings/Covers
- Free From Paint Chips, Scratches, Scuffs, Runs, Dirt Or Corrosion
- Paint Colors Match On All Panels
- Moldings/Strips Are Aligned Properly
- Moldings/Strips Are All Broken And Securely Fastened
- Door Panels Have Even Gaps And Fit Well With Adjacent Panels
- Deck Lid/Liftgate/Liftgate Has Even Gaps And Fits Well With Adjacent Panels
- Hood Panel Has Even Gaps And Fits Well With Adjacent Panels
- Body Free From Dents And Dings
- Other

#### 3. Body Sealing (Visually Inspect)

- Door And Window Seals
- Windshield
- Backlight
- Deck Lid/Liftgate/Liftgate
- Sunroof/Convertible Top
- Check For Water Leaks During Normal Recommended Wash
- Other

#### 4. Convertible Top (Cycle Top)

- Check And Adjust Alignment Pins As Required

### D. BODY - INTERIOR

1. Windman, Doors & Latches (Check Operation)

- All Power Windows Operate Correctly
- All Power/Manual Door Locks Operate Correctly
- All Doors Open/Close Easily
- Remote Deck Lid/Liftgate/Liftgate Release (If Equipped)
- Glove Box Door Open/Close Easily
- Console Door Open/Close Easily
- Sunroof Open/Close Easily
- Other

#### 2. Seats (Check Operation)

- Manual/Power Seat Adjustments Work Properly For All Seats
- Security Latched In Track

#### 5. Seat And Shoulder Belts, Retractors And Head Restraints (Check Operation)

- Check All Seat And Shoulder Belts, Including Retractors, For Proper Latching And Ease Of Operation

#### 6. Check All Head Restraints For Ease Of Operation

- Light Dimmer (Check Operation)
- Check All Interior Lights And Switches (Visually Inspect Only)
- Check All Exterior Lights And Switches (Visually Inspect Only)

#### 7. Check All Exterior Lights And Switches (Visually Inspect Only)

- Check Ignition Switch For Proper Operation

#### 8. Tie-Die (Visually Inspect)

- Remove Interior Molds
- Tie-Die (Visually Inspect)
- Glove Box Door And Interior Moldings Have Even Gaps
- Door Panel Material Is Clean, Free From Wrinkles And Installed Correctly
- Seat Material Is Clean, Secure And Free Of Wrinkles
- Carpet Is Clean, Secure And Free Of Wrinkles
- Other

#### 9. Chassis

- Calibrate & Set Valves

#### 7. "Shipped Loose"

- Install Any Items

### E. ROAD TEST

1. Neutral Safety Switch
  - Check For Proper Operation

### 3. Gauges/Warning Lights

- Check Operation Of All Gauges
- Check Operation Of All Warning Lights

#### 4. Horn (Check Operation)

- Check For Proper Sound Quality

#### 5. Turn & Emergency Signals (Check Operation)

- Ease Of Operation And Proper Cancelling

#### 6. Mirrors (Check Operation)

- Check Day/Night Function (If Equipped)
- Ease Of Adjustment (Power Or Manual)

#### 7. Windshield Wipers & Washers (Check Operation)

- Check Washer Pattern (Adjust As Necessary)
- Check Intermittant Wipe Feature
- Check For Proper Wiping Pattern

#### 8. Heater/Air Conditioner (Check Operation)

- Heater/Blower Works Properly
- Defrost/Defog Works Properly
- Check For Proper Operation After Drive
- A/C Cools Properly
- Fan Operation Is Quiet

#### 9. Clock (Check Operation)

- Good Alarm Function
- Power Window Works Properly
- Good Signal Quality
- Displays Correct Time

#### 10. Trip Computer/Maintenance Reminder (Check Operation)

- Check That All Modes Operate

#### 11. Speed Control (Check Operation)

- Check On/Off Switch
- Check "Set" Operation
- Check "Resume"
- Check "Accel/Decel"
- Check Brake Release

#### 12. Service Brakes (Check Operation)

- Vehicle Stops In A Straight Line (No Pulling To One Side)
- Quiet Operation - Free From Holes
- Free From Shudder Or Vibration
- Check Brake Warning Light

#### 13. Parking Brake (Check Operation)

- Easy To Operate
- Free From Drag

### 14. Engine Performance

- Starts Promptly
- Free From Stalling
- Runs Smoothly And At Proper Speed
- Free From Stumbling Or Hesitation
- Produces Sufficient Power
- Free From Unusual Noises
- Operates Within Proper Temperature Range
- Stops When Key Is Shut Off

### 15. Transmission/Transfer Case Performance

- Park Lock Holds Vehicle (Automatic)
- Shiftor (Manual) Or Shift Lever (Automatic) Operates Easily
- Shifts Smoothly (Automatic)
- Upshifts And Downshifts Properly (Automatic)
- Proper Synchronization - Gears Do Not Grind (Manual)
- Clutch Operates Smoothly (Manual)
- Transfer Case Shifts Easily (4x4 Vehicles)

### 16. Steering & Handling

- Power Assist Works Properly - Steering Does Not Require Excessive Effort
- Steering Wheel Does Not Vibrate At Idle Or Road Speed
- Steering Wheel Centered When Driving Straight Ahead
- Steering Wheel Pull To One Side
- Vehicle Does Not Vibrate

### 17. Squeaks, Rattles And Wind Noise

- Instrument Panel, Glove Box, Seats, Steering Wheel And Column Are Free From Squeaks And Rattles
- Windows And Doors Are Free From Squeaks, Rattles And Wind Noise
- Vehicle Exterior Free From Squeaks, Rattles And Noise, Front And Rear
- Interior Panels Free From Squeaks And Rattles

### 18. Other

- Fuel Tank (Use Specified Grade)

### F. DELIVERY STORAGE

- Always Unplug I.O.D.



**Chrysler Corporation  
Customer Sales Satisfaction  
CAR CHECK SHEET (INCLUDING MINIVAN)**



CUSTOMER NAME: [REDACTED]

VIN: \_\_\_\_\_ SALESPERSON: [Signature]

DEALER: Van Wert Motors DELIVERY DATE: 7/27/98

**PRE-DELIVERY**

- VEHICLE IS EQUIPPED AS AGREED UPON IN THE CONTRACT OF SALE
- ALL PAPERWORK HAS BEEN SIGNED AND REVIEWED IN DETAIL
  - CONTRACT OF SALE
  - REGISTRATION MATERIALS - (OPTIONAL)
  - ROADSIDE ASSISTANCE WALLET CARD COMPLETED WITH VIN NUMBER (1995 Model Year Only)
- VEHICLE HAS BEEN INSPECTED
- VEHICLE GAS TANK FULL
- VEHICLE IS READY FOR DELIVERY

**DELIVERY**

- DEMONSTRATE WITH THE CUSTOMER'S CONSENT THE OPERATION AND FEATURES OF THE VEHICLE
  - INSTRUMENT PANEL & CLUSTER
  - MULTIFUNCTION CONTROL LEVER  
*(Turn Signals, Speed Control, etc.)*
  - RADIO/CLOCK OPERATION
  - INSTALLATION & REMOVAL OF KEYS
  - HOOD OPERATION
  - SEATS, SAFETY BELTS, MIRRORS & AIR BAGS
  - ACCESSORY OPERATION  
*(Floor Debraster, Tilt Steering, etc.)*
  - JACK & TIRE CHANGING *(Process & Tools)*
  - REQUIRED MAINTENANCE & SCHEDULES
- DELIVER VEHICLE IN A COURTEOUS MANNER
- OFFERED THE ROAD READY PREP CHECKLIST (Form Number: 84-320-4740 Rev. 11/92)
- INFORMED CUSTOMER OF SERVICE DEPARTMENT OPERATIONS
- REVIEW "TIPS" BROCHURE
- REVIEW ROADSIDE ASSISTANCE PROGRAM BROCHURE (1995 Model Year Only)
- DISCUSSED THE IMPORTANCE OF THE SSI SURVEY QUESTIONNAIRE AND TIMING OF ITS RETURN

**NOTICE TO DEALER & CUSTOMER: YOU MUST ALSO COMPLETE THE "CUSTOMER WARRANTY & STATE ARBITRATION/DISCLOSURE CHECK SHEET"**

**DEALERSHIP REPRESENTATIVE**

All of the above items checked  have been thoroughly reviewed with the customer.

[Signature]  
Dealer Representative

**CUSTOMER ACKNOWLEDGMENT**

I acknowledge that the above checked  items have been thoroughly reviewed with me.

[Signature]  
Customer

**FRAME and BODY of JOPLIN, INC.**

910 Joplin Street  
Joplin, Missouri 64801  
417-781-4433 • 800-750-4432  
Fax: 417-781-8214

July 31, 2001

[REDACTED]  
Joplin, MO [REDACTED]

Dear [REDACTED]

In reference to our estimate of repair for your 1998 Dodge Dakota Pick-up, dated 7-31-01, CD Log #16387-1, upon further inspection and noting signs of paint delamination, the only repairs that we could guarantee and recommend is complete paint stripping and refinishing. Our above referenced estimate outlines and details the operations and costs of those repairs.

If you have any questions or need additional information, please call me at 417-781-4433. Thank you.

Sincerely,

David Bowman

Full Name: Chrysler Customer Service  
Company: Chrysler/Dodge  
Business: (800) 992-1997  
Categories: Personal

File Numbers: 8905755 (Paint & Electrical) and 9047884 (Stalling).

08/29/01: Mr. Larry Johnson (zone rep) in KC called to say that he was only willing to make a "goodwill adjustment" of 50/50 on spot-painting. He did not mention the electrical problem. After a lengthy discussion about my dissatisfaction with Chrysler and Mike Smith at Continental in Joplin. Mr. Johnson was steadfast that he was not authorized to do anymore for me. I asked to speak with his boss, and Mr. Johnson said that he was the boss. I asked him who he reported to, and he gave me the name of Mark Stanke, but refused to give me Mr. Stanke's phone number. I asked him what Chrysler planned to do about the electrical/battery drainage problem, and Mr. Johnson said that he was not aware of any such problem. Yet when I asked him if he had the truck's history, he said that when he spoke with Mike Smith at Continental, Mike told him it was a battery problem. Another lengthy discussion ensued, and I expressed my displeasure with Mike Smith and Chrysler's half-hearted attempt to remedy by essentially giving me the brush-off. Mr. Johnson said that he would contact the dealership in Springfield because it has a body shop. When I asked him to put his offer in writing, he refused, stating that he would "retract" his offer at this time. I asked him if his word was good, then why wasn't he willing to put it in writing, and he stated that he did not have to put the offer in writing. Again, I expressed my dissatisfaction, requesting to speak with his superior, and, again, he refused. I explained that when I purchased this truck for \$20,000 five years ago, I expected it to be reliable and free of manufacturer's defects. I said that I no longer had confidence in the truck to take me out of town. I stated that I have a 1987 Jeep Cherokee that we bought new which has 165,000 miles on it, and the truck was our sole source of transportation for long-distance travel. I asked him if he thought four batteries in five years was excessive, and he said that he thought that it was unusual that we've had to put 4 batteries in this truck in the past five years. However, he said it depended on the type of battery we bought. I brought it to his attention that three of the batteries were bought under warranty by Chrysler (two were Mo-pars and one was a Die-Hard that we purchased and Chrysler reimbursed us for; the third battery was the most recent and is an Interstate that Chrysler refused to reimburse us for). I told Mr. Johnson that we might as well go to Springfield to trade the truck off for a new Ford truck, but before I did that, I would put signs all over my truck that Chrysler did not stand behind their defective products or their warranty. I told Mr. Johnson that before this was all over, that I would take my dispute to the media and to court. Mr. Johnson said that he was not authorized to do any more for me, but assured me that the Springfield dealership would try to address my issues with regard to paint (50/50 deal only) and possible electrical problems. Mr. Tate is the Springfield Service Manager at Central Dodge, and his number is 417-862-9272.

Mr. Johnson called me back to say that the Springfield dealership was aware that I may be contacting them to bring in the truck for paint and electrical issues.

08/28/01 at 11:14: He spoke with the KC zone office (fixed ops mgr), and he is working with a district manager to find an adequate dealership that will work with us on the paint and electrical/stalling problems. As soon as the zone rep and district manager discuss and agree on a resolution, Toni or the district manager will contact me. Toni said that he had received an e-mail from the zone's fixed ops mgr, stating that he has "found the right person" for resolution and that a district manager is working to resolve the issues. Toni apologized that my calls have gone without response from a district manager sooner, but Toni assured me that a district manager is working on it. Toni said that he tried to call the district manager, but his phone line was busy.

08/28/01 at 11:05: I called Toni's direct line to see if he had spoken with a zone rep on Monday as he had promised. Toni will look up my file and call me back in about two minutes.

08/24/01: Toni Orlando's direct line is 248-944-7178. He will speak with the zone rep and call me on Monday morning. He suggested that the Zone Rep may want us to take the truck to the dealership in Carthage, MO if the Zone Rep is unable to work with Continental Auto Mall regarding our paint and electrical problems. Toni said that I could still contact the 800 number and enter his 7178 extension. He said there's a lot of information in the file, and he will need some time to sort through everything. I explained Mr. Smith's attitude with [redacted] (calling the customer service reps underpaid \$7.50/hr and will tell us anything). I explained that I'm not trying to pull anything over on Dodge, and that I would like to work amicably to get the truck painted to our satisfaction and the electrical problem addressed so that we can have enough confidence to take the truck on long-distance travels. Toni assured me that he would call me back on Monday after speaking with the rep. I told him to call me at work first at the 465-4362 number. He agreed.

Note: No contact made to us after this date with regard to electrical problems; recommendation was to take truck to Ozark for paint only at 50% of cost. No response from 6 Aug 2001 letter with regard to electrical problems (see attached).

Home: [Redacted] Joplin, [Redacted]

6 August 2001

Chrysler Corporation  
c/o Mr. Robert J. Eaton  
1000 Chrysler Drive  
Auburn Hills, MI 48326

RE: 1996 Dodge Dakota VIN 1B7GL

Dear Mr. Eaton:

Please provide us with the full name, at the Chrysler Corporation.

We intend to file a small claims lawsuit Missouri for judgement to have the vehicle completely stripped and repainted. is requested as a result of peeling/delaminating paint at an estimated cost of \$3,700. Vehicle's current mileage is approximately 43,000 miles; vehicle was purchased new in July 1996 in Davis, CA with approximately 106 miles. We have tried unsuccessfully with service managers from two local dealerships (one is a "five star") and with your customer service representatives to remedy our complaints to our satisfaction.

If you wish to check the history on this vehicle, you will find that we have had numerous problems (most of which are major). Two problems are safety issues related to the electrical system and four bent wheels (which we have been told over the last five years are the result of failed batteries, four in the past five years, and tire balancing/alignment). We have reported these safety issues to the NHTSA because the dealerships and factory representatives have not shown us their interest in quality/risk management or their interest in keeping us as satisfied/return consumers of Chrysler products.

Please provide the necessary information to us within ten (10) business days so that we may proceed with litigation.

Very begrudgingly yours,

[Redacted Signature]

**COPY**

Note: No response from Chrysler.

**PAINT DEMAND NOTICE**

1. Article Addressed to:  
Chrysler Corp.  
c/o Mr. Robert Eaton  
1000 Chrysler Drive  
Auburn Hills, MI 48326

2. Article Number (Transfer from service label) 7000 1670 0002 4816 3342  
PS Form 3811, March 2001  
Domestic Return Receipt  
Number 97-14-142

3. Service Type  
 Certified Mail  
 Registered  
 Insured Mail  
 Restricted Delivery (PS Form 3811)  Yes

4. Restricted Delivery? (PS Form 3811)  Yes

5. Signature  Agent  Addressee  
 6. In delivery address different from item 1?  Yes  No  
 If YES, enter delivery address below:  YES  NO

7. Received by (Print Name) [Redacted] 8. Date of Delivery [Redacted]

9. Return to (Print Name) [Redacted] 10. Date of Return [Redacted]

11. Return to (Address) [Redacted]

12. Return to (City, State, ZIP) [Redacted]

13. Return to (Country) [Redacted]

14. Return to (Post Office) [Redacted]

15. Return to (Post Office Box) [Redacted]

16. Return to (Post Office Box) [Redacted]

17. Return to (Post Office Box) [Redacted]

18. Return to (Post Office Box) [Redacted]

19. Return to (Post Office Box) [Redacted]

20. Return to (Post Office Box) [Redacted]

Posta  
Poste  
C.S.  
6661  
Jopli  
Joplin

[Redacted]

Joplin, Missouri

Home: [Redacted] & Work: [Redacted]

6 August 2001

Chrysler Corporation  
c/o Mr. Robert J. Eaton  
1000 Chrysler Drive  
Auburn Hills, MI 48326

RE: 1996 Dodge Dakota VIN 1B7GL23Y8TS539137

Dear Mr. Eaton:

Please provide us with the full name, address and phone number of the serving agent for the Chrysler Corporation.

We intend to file a small claims lawsuit against Chrysler Corporation in the State of Missouri for judgement to have the vehicle completely stripped and repainted. Remedy is requested as a result of peeling/delaminating paint at an estimated cost of \$3,700. Vehicle's current mileage is approximately 43,000 miles; vehicle was purchased new in July 1996 in Davis, CA with approximately 106 miles. We have tried unsuccessfully with service managers from two local dealerships (one is a "five star") and with your customer service representatives to remedy our complaints to our satisfaction.

If you wish to check the history on this vehicle, you will find that we have had numerous problems (most of which are major). Two problems are safety issues related to the electrical system and four bent wheels (which we have been told over the last five years are the result of failed batteries, four in the past five years, and tire balancing/alignment). We have reported these safety issues to the NHTSA because the dealerships and factory representatives have not shown us their interest in quality/risk management or their interest in keeping us as satisfied/return consumers of Chrysler products.

Please provide the necessary information to us within ten (10) business days so that we may proceed with litigation.


Very begrudgtagly yours,

[Redacted Signature]

**COPY**  
Note: No response from Chrysler.

400 7th St., SW Washington, DC 20590

Form Approved O.M.E. No. 2127-0028

 <p>U.S. Department of Transportation National Highway Traffic Safety Administration</p>		<p>DOT Auto Safety Hotline <b>Vehicle Owner's Questionnaire (VOQ)</b> NATIONWIDE 1-888-DASH-2-DOT 1-888-327-4236 www.nhtsa.dot.gov/hotline</p>		<p><b>FOR AGENCY USE ONLY 100</b></p>	
<p>OWNER INFORMATION (Type or Print)</p> <p><b>JOPLIN MO</b></p>		<p>Date Received <b>06-AUG-2001</b></p>		<p>Old or realt old, rt sp, ltr</p>	
<p>Do you authorize NHTSA to provide a copy of report to the manufacturer of your vehicle? In the absence of _____ write your name and address to the vehicle manufacturer.</p> <p>Signature of Owner _____ Date <b>09/07/01</b></p>		<p><b>YES</b> <input checked="" type="checkbox"/> <b>NO</b> <input type="checkbox"/></p>		<p>Reference No. <b>893510</b></p>	
<p><b>VEHICLE INFORMATION</b></p>					
<p>Vehicle Ident. No. (VIN) (located at bottom of windshield on driver's side) <b>1B7GL23Y8T8539137</b></p>		<p>Vehicle Make <b>DODGE TRUCK</b></p>	<p>Vehicle Model <b>DAKOTA SLT</b></p>	<p>Vehicle Year <b>1996</b></p>	<p>Current Odometer Reading <b>44,472</b></p>
<p>Purchase Date <b>July 27, 1996</b></p>	<p>Dealer's Name <b>Van Wert Motors, Inc.</b></p>		<p>Engine Size (CID/CC) <b>V-8</b></p>	<p>No. of Cylinders <b>8</b></p>	<p><input type="checkbox"/> Turbo <input type="checkbox"/> Diesel <input type="checkbox"/> Gas <input checked="" type="checkbox"/> Fuel Injection</p>
<p><input checked="" type="checkbox"/> New <input type="checkbox"/> Used</p>	<p>City <b>Davis</b> State <b>CA</b> Zip Code <b>95616</b></p>		<p>Transmission Type <input type="checkbox"/> Manual <input checked="" type="checkbox"/> Automatic</p>	<p>Antilock Brakes <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No</p>	<p>Restraint System <input checked="" type="checkbox"/> 3-Point Belt <input type="checkbox"/> Motorbelt <input type="checkbox"/> Driver-side Airbag <input type="checkbox"/> 2-Point Belt <input type="checkbox"/> Passenger-side Airbag</p>
<p>Cruise Control <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No</p>	<p>Drive Train <input checked="" type="checkbox"/> Front <input type="checkbox"/> Rear <input checked="" type="checkbox"/> 4-Wheel</p>	<p>Vehicle Type <input type="checkbox"/> Car <input type="checkbox"/> Sport UR <input type="checkbox"/> Van <input checked="" type="checkbox"/> Truck <input type="checkbox"/> Minivan <input type="checkbox"/> Motorcycle <input type="checkbox"/> Other</p>	<p>Body Style <input type="checkbox"/> 2-Door <input type="checkbox"/> 4-Door <input type="checkbox"/> Stationwagon <input checked="" type="checkbox"/> Pick Up Truck <input type="checkbox"/> Other</p>		
<p><b>FAILED COMPONENT(S)/PART(S) INFORMATION</b></p>					
<p>Component 1) 0610000</p>	<p>Part Name(s) <b>ENGINE</b></p>		<p>Location <input type="checkbox"/> Left <input type="checkbox"/> Right <input checked="" type="checkbox"/> Front <input type="checkbox"/> Rear</p>	<p>Failed Part(s) <input checked="" type="checkbox"/> Original <input type="checkbox"/> Replacement</p>	<p>2) Also <b>Wheels - all 4 are bent from Manufacturer</b></p>
<p>No. of Failures 1) 5 2) 4</p>	<p>Date(s) of Failure(s) <b>10/17/97; 07/99 eng. light; 07/99 battery; 07/01 engine</b></p>		<p>Mileage at Failure(s) <b>23000 11700 23000</b></p>	<p>Vehicle Speed at Failure(s) <b>20 times at speeds 5-70 mph</b></p>	<p>Failed Part(s) Available? <input type="checkbox"/> Yes <input type="checkbox"/> No</p>
<p>2) 07/97 numerous allegations; mechanic 07/99 found 4 rims bent.</p>	<p>NHTSA Previously Contacted? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No</p>				
<p><b>APPLICATION INCIDENT INFORMATION</b> (Please describe in detail the incident(s), failure(s), crash(es), and injury(ies) on the back of this form)</p>					
<p>Crash <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No</p>	<p>Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No</p>	<p>Number of Persons Injured <b>0</b></p>	<p>Number of Fatalities <b>0</b></p>	<p>Estimated Property Damage 1) <b>4 batteries in past 5 yrs.</b> 2) <b>2 sets of tires since purchase.</b></p>	<p>Reported to Police <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No</p>
<p><b>NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)</b></p>					
<p>1) <b>5 TIMES WITHIN THE LAST 6 YEAR VEHICLE WILL SPUTTER AND WILL DIE, CHECK ENGINE LIGHT WILL ALSO COME ON AT THE SAME TIME AND 4 TIMES VEHICLE WAS TOWED TO DEALER WHO KEEPS TELLING CONSUMER BATTERY NEEDS TO BE REPLACED. THE 4TH TIME DEALER CLAIMS THROTTLE HOUSING NEEDED TO BE CLEANED BUT 2 MONTHS LATER DEFECT HAS REOCCURED. The 5th Time, Dealer claims vehicle needed new battery.</b></p>					
<p>2) <b>We have had tires balanced + front end aligned to remedy vibrations in steering since 07/96-current, including two sets of new tires. During installation of last set of tires, tire rep. found that all 4 wheels/rims were bent. Reached Dodge dealer contacted that he had replaced numerous wheels like mine due to a manufacturer defect. However, Chrysler zone reps. deny that our wheels were are</b></p>					
<p>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.</p>					

**COPY**

CONTINUE ON BACK IF NEEDED

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**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).**