



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 1367

Date Received

7/11/03 8 PM

Repository

3-17
Reference No.
10050209

OWNER INFORMATION (Type or Print)

Name

Address

City

GAHANNA

State OH

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 authorization, NHTSA MUST NOT provide your name or address to the vehicle manufacturer.
Signature of Owner: [Redacted] Date: 12/22/03

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side
1C4GJ258D1B203770 ✓

Make
CHRYSLER

Model
VOYAGER

Model Year
2001

Date Purchased
09/27/01 - New

Dealer's Name and Telephone Number
Bob Caldwell Chrysler 614-438-5500

Engine:
No. Cylinders
4

Fuel Type:
Unleaded

Original Owner

Dealer's City
Columbus OH

State
OH

Zip Code
43229

Transmission Type

Antilock Brakes

Powertrain

Vehicle Component Code

140000 AIR BAGS

Auto

Cruise Control

front wheel

Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)

State
New

Failure Mileage

0 - 40,000

Failure Speed

Any

replaced part # 19852501 spring, air bag clock

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: DOTM16BABC036)

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), Fatality, Crash(es), and Injury(ies).)

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).

INTERMITTENTLY WHEN MAKING A HARD RIGHT OR LEFT TURN THE AIR BAG WARNING LIGHT CAME ON, BUT WOULD IMMEDIATELY GO OFF. THIS CONDITION GOT WORSE AS TIME PROGRESSED. AT 35,000 MILES AIR BAG LIGHT CAME ON BUT FAILED TO GO OFF. DEALERSHIP INDICATED THAT THE SPRING IN THE DRIVERS SIDE AIR BAG NEEDED TO BE REPLACED. *AK

Include, if available: Police/Fire 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 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)

Note 12/22/03 attached letter to Dr. Dieter Zetsche CEO with copies to Board of Directors and Bob Caldwell. ADO, repair invoice attached, detailing 100 cost to me for repair. This air bag clock spring has failed in the past and Chrysler had to do a recall. For the safety of Chrysler owners please review their track record and determine if another recall is needed. As you can tell by my letter, Chrysler does not care about safety of their vehicles. I found them unwilling to pay the cost of a repair that should have been covered under warranty.

thank you

12/22/03

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 NECESSARY 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

1-888-327-4238

DOT Auto Safety Hotline
(DASH) 2 DOT



US Department of Transportation
National Highway Traffic Safety Administration
Washington, DC 20590

Gahanna OH
December 12, 2003

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

Re: Chrysler Voyager, 1B203770

Dear Dr. Zetsche:

This letter is written to express dissatisfaction with my 2001 Voyager and Bob Caldwell dealership in Columbus, Ohio. I would like to comment that customer satisfaction and vehicle safety are NOT high priorities within the Chrysler system.

The last Chrysler product we owned was a 1974 Dodge Dart that was a lemon (too bad lemon laws did not exist in Ohio at that time or I would have received a new car). After six new carburetors, the car could not be repaired and still stalled after a right hand turn was made. The car had other serious problems (brakes failed, rear oil seal leaked, differential oil-seal leaked). After more than a dozen visits to the Dodge dealership, we sold the car for a loss and wrote off Chrysler products. For nearly three decades I have driven Japanese products and never any mechanical problems.

I gave Chrysler a second chance since my neighbor of 17 years sells vehicles at Bob Caldwell, and purchased a new German-engineered Voyager from him. While vacationing out west last month, the airbag light came on and stayed on at about 35,000 miles. This light had come on and off intermittently since the vehicle was new. I called the Henderson Nevada Chrysler dealership and for \$115 they would diagnosis it for me. He said it was probably the "spring" but they could not fix it under warranty since it had more than 36,000 miles. On December 8, upon returning home, I took the vehicle to Bob Caldwell who charged me \$72 to diagnosis a bad "spring." They refused to cover the repair under warranty and said Chrysler would split the \$204 cost, but Bob Caldwell would not contribute towards the repair. They said the airbag would not deploy in case of accident and refused to fix the problem under warranty. It was apparent to me that Bob Caldwell does not care about customer satisfaction or safety of Chrysler owners. As a matter of fact, it seemed like mid-seventies and I quickly remembered why I haven't driven a Chrysler product in nearly 30 years.

I will pay the extra \$32 to repair the airbag switch and give Bob Caldwell and the new-engineered Chrysler products their walking papers. The next Chrysler product I buy will be when it is Japanese engineered. After paying more than \$18,000 for this vehicle, I have written-off the \$102 as a learning lesson. I have reported this unsafe vehicle to NHTSA, Better Business Bureau, and will write an editorial for the Columbus newspaper. The theme, Chrysler does not care about customer safety or satisfaction.

For \$102, Chrysler has again proven to me that they produce an inferior product and their dealership only cares about generating income. I know you receive numerous letters like this and after dealing with Chrysler zone and Bob Caldwell, I'm sure no one cares. Just thought you should hear this story and only wish Chrysler would stand behind their products, especially with major safety issues at stake. I would think Chrysler would consider the airbag a major safety issue knowing that it would not deploy in case of accident. I know you have troubles with this airbag system and think it should be a high priority. If I were a Chrysler officer, I would want to know that customers are safe and that the airbag system would work as designed for as long as a person owns the vehicle.

As in the seventies, I will probably cut losses and sell this vehicle before something else goes wrong. I now know that the Dealership does not have my best interest in mind and cannot give them or Chrysler a good recommendation. If you wish to discuss this problem, I can be reached at [REDACTED]

A very dissatisfied customer,

[REDACTED]

cc: Board of Directors
Bob Caldwell

**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).**