



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

2004 FEB 10 PM 1:11

FOR AGENCY USE ONLY 100102

Date Received

Repository

08-DEC-2003

Reference No. 10050217

OWNER INFORMATION (Type or Print)

Name [Redacted]

Address [Redacted]

City DIX HILLS

State NY

Zip Code [Redacted]

Daytime 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 authorized signature, your name or address to the vehicle manufacturer.

Signature of Owner [Redacted] Date 1/15/04

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side TCAGP646V [Redacted]

Make CHRYSLER

Model TOWN AND COUNTRY

Model Year 2000

Date Purchased 11/99

Dealer's Name and Telephone Number Purchased from Baby In Chrysler (see below)

Engine: Max Cylinders 6

Fuel Type: Gas

Original Owner [Redacted]

Dealer's City Babylon

State NY

Zip Code [Redacted]

Transmission Type Automatic

Antilock Brakes Cruise Control

Powertrain [Redacted]

Vehicle Component Code 162000 SEAT BELTS:REAR

Multiple Failures: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s) 7/2002

Failure Mileage 40K

Failure Speed 40mph

Passenger seat behind driver, seat belt buckle unlocked around child car seat.

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: DOTM16ABC096)

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 to 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).

CONSUMER COMPLAINED ABOUT SEAT BELTS LOCATED IN THE MIDDLE WHICH SECURED REAR-FACING CHILD SAFETY SEAT. *AK

In July 2002, while driving with my 2 year old in a child car seat behind driver, I stopped somewhat sudden at a light. I say "Little" as I did not halt. However, my 2 year old secured to her car seat came flying into the back of my seat. The car seat belt buckle became unfastened when I stopped. My child was physically okay just surprised!

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.

Purchased from: Baby In Chrysler 650 Montauk Highway, Babylon NY (631) 669-8800
Sold dealership to:
Security Dodge 345 Merrick Rd, Amityville NY (631) 691-5000

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

A few days later my husband saw the attached article in Newsday. I called Chrysler & was given a File No. 10184614 & was told to have my buckles checked by the dealer. I did this & was told they were fine. I called Chrysler again & they confirmed that I did. I sent the enclosed letter to Chrysler. They called me & confirmed that I have the Gen 3 seat belt buckles & to have them checked. I went again to a different dealer as my dealer Babylon Chrysler sold the dealership to Security Dodge. They checked the buckles again & told me they were fine. I'm concerned - no one has any information on this lawsuit or the outcome.

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



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 MAIL 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) & DOT



U.S. Department of Transportation
National Highway Traffic Safety Administration
http://www.safercar.gov

— Bloomberg News

DaimlerChrysler Sued. A lawsuit against DaimlerChrysler AG challenging the safety of a seat-belt buckle was granted nationwide class-action status by a Texas judge.

The suit on behalf of owners of about 14 million Chrysler, Dodge and Jeep vehicles focuses on a buckle known as the Gen 3. At least three deaths have been blamed on the buckle, which the suit says is prone to unlatching during accidents, or unlatching from around child and infant car seats in turns and sudden stops.

DaimlerChrysler spokeswoman Ann Smith did not immediately return a telephone call seeking comment.

— Bloomberg News

800
Nate

File 10124619

Nate

NEWSDAY, SATURDAY, JULY 6, 2002

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Mr. [REDACTED]
[REDACTED]
Suburban Hills, Mahigon [REDACTED]

Dear Mr. [REDACTED]

We purchased new Chrysler
Town & Country Limited 5000
believing it was the best minivan!
Were we disappointed!!

In July 2000, at 11,088 miles we
had to replace the front brake pads
before the return. In November
2001, I complained to the dealer that
the rear tailgate drive side
light lens was falling off. Finally
after continually complaining they
have replaced us a new light lens
in September 2002! In May 2002,
the handle on the sliding door came off.
I am petite, 5'4" & 115 lbs - I was not
expecting that I ripped the handle
off!! There have been other repairs
in between. Previously I owned
a 1991 Toyota Camry. It ran great!!
I never needed repairs - only changed
the oil + regular maintenance. I
had it for 97,000 miles + it still
ran wonderful. Therefore, the
Chrysler Town & Country + all of its
problems are quite frustrating. I

wanted to buy an American union
made car + hated Chrysler. My
Next car will definitely not be.

The most shocking & disturbing
incident happened in July 2002.
While traveling with my 3 children,
(the 10+ year old one in booster seat
in the back + the 2 year old sits
behind me in a car seat), I stopped
a little red car at a light. I
saw "a little" or I did not yell.
However, my precious 2 year old
came flying out my rear seat. The
car had somehow become infatored.
My 2 oldest children began screaming
as they were frightened + the baby
was crying. Luckily, she was in
just a stroller + unharmed. I thought
it was just a "freak accident".

However, a few days later, my
husband started a small article
in Newsday that I learned against
DaimlerChrysler AG challenging
the safety of a rear buckle was
granted nationwide, down to
state. The suit focuses on a
buckle known as the Gen 3 +
there have been 3 deaths + it has
been blamed on the buckle which
became infatored during accidents.

in pretending from around, child +
infant car seats in tyrim + proof don
steps. I immediately called
Chrysler + was offered no information
after speaking to Watershe. He
gave me a file No. 10124614 +
told me to have the Dealer check
the belts. He told me that vehicle
hadn't been recalled. I went to my
dealer, Bobyla Chrysler, who told
the recall + told me that they are
fine. They couldn't tell me if
my vehicle has the buckle Gen 3
nor did they know about the lawsuit.

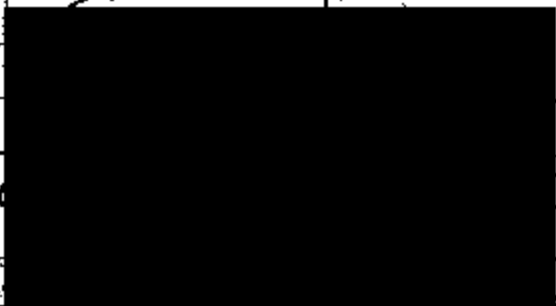
I would like to know what Chrysler
is in a rush on doing to correct this
serious problem. I would also like
to know what Plaintiff's attorney
are. Please provide all with their
information. I would like to know
if my vehicle has the Gen 3 buckle
if so, I want them replaced.

By the way a couple of women from here stopped
me + asked me my opinion of the
Lionel County. It seem that everyone I meet
is also confused with it. None of
them ^{knew} the buckle problem.

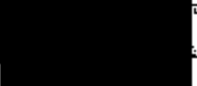
Thank you for your attention to this
matter. I look forward to hearing

from you.

Sincerely,



Dix Hills, N.Y.



[Faint, mostly illegible handwritten text, likely bleed-through from the reverse side of the page.]