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 100192	
Date Received 08-DEC-2003	Repository ☐
	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

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle? (☒ YES) ☐ NO
In the absence of an e[redacted] 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	Make	Model	Model Year
1C4GP64LV[redacted]	CHRYSLER	TOWN AND COUNTRY	2000

Date Purchased	Dealer's Name and Telephone Number	Engine: No. Cylinders	Fuel Type:
11 99	Purchased from Babylon Chrysler (see below) sold Chrysler dealership to Security Dodge	6	Gas

Original Owner	Dealer's City	State	Zip Code
☒	Babylon	NY	

Transmission Type		Powertrain	Vehicle Component Code
Automatic	☒ Antilock Brakes ☒ Cruise Control		152000 SEAT BELTS:REAR
			Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)	Failure Mileage	Failure Speed	
7/2002	40K	40 mph	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: DOTMA9ABC096)	☐ 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 Injuries.)

Crash	Fire	Number of Persons Injured	Number of Deaths	Reported to Police
☐ Yes ☒ No	☐ Yes ☒ No	0	0	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 jolt. 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

Purchased from: Babylon 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. ~~[illegible]~~ 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 NAT'L. 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) 2 DOT

U.S. Department of Transportation
National Highway Traffic Safety Administration
http://www.nhtsa.dot.gov/cars/problems

— 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

NEWSDAY, SATURDAY, JULY 6, 2002

File 101 Natasha

800-992-1992

Mr. [redacted]
[redacted]
Auburn Hills, Michigan [redacted]

Dear Mr [redacted]

We purchased our new Chrysler Town & Country Limited 2000 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 rotors. In November 2001, I complained to the dealer that the rear tailgate dome light lens came fully off. Finally, after continually complaining, they finally replaced my a new light in September 2002! In May 2002, the handle on the sliding door came off. I am petite, 5'4" & 115 lbs - I am not exaggerating that I ripped the handle off!! There have been other repairs in between. Previously I owned a 1991 Toyota Camry. It was great!! I gave it regular - only changed the oil & regular maintenance. I had it for 97,000 miles & it still was wonderful. Therefore, the Chrysler Town & Country & all of its problems are quite frustrating. I

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

The most shocking + disturbing incident happened in July 2002. While traveling with my children (the 5 + 5 year old on the front seat in the rear + the 2 year old sits behind me in a car seat), I stopped a little sudden at a light. I say "a little" as I did not yell. However, my precious 2 year old came flying off my rear seat. The car seat somehow became unfastened. My 2 older children began screaming as they were frightened + the baby was crying. Luckily, she was fine just shaken + surprised. I thought it was just a "freak accident".

However, a few days later, my husband saw an article in Newsday that a lawsuit against Daimler Chrysler AG challenging the safety of a seat belt buckle was granted nationwide class action status. The suit focuses on a buckle known as the Gen 3 + there have been 3 deaths so far. Injuries have been blamed on the buckle not being unfastened during accidents.

or just taking from around child & infant car seat in trunk & neighborhood stops. I immediately called Chrysler & was offered no information after speaking to Natasha. The gave me a file No. 10124614 & told me to have the Dealer check the belts. She told me that vehicle hasn't been recalled. I went to my dealer, Bobby's Chrysler, who checked the seat belts & told me that they were fine. They couldn't tell me if any vehicle has the buckle Gen 3 nor did they know about the lawsuit.

I would like to know what Chrysler is or intends on doing to correct this serious problem. I would also like to know if the Plaintiff's attorneys are, I have provided all with this information. I would like to know if my vehicle has the Gen 3 buckles & if so, I want them replaced.

By the way, a couple of women have stopped me & told me my opinion of the Jeep Cherokee. It seems that everyone I meet is dissatisfied with it! None of them knew of this buckle problem.

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

from you..

Sincerely,

[redacted]

Dix Hills N[redacted]