



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

2004 JUL 16

Repository ☐

101712

19-JUL-2004

Reference No.

10083207

OWNER INFORMATION (Type or Print)

Name

Address

City PALM BAY

State FL

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 a signature or address to the vehicle manufacturer:

Signature of Owner

Date 080804

VEHICLE INFORMATION

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

1C3EL65R127

Make

CHRYSLER

Model

SEBRING

Model Year

2002

Date Purchased

12-01-01

Dealer's Name and Telephone Number

GATORS 321-727-7711

Engine:

No. Cylinders

6

Fuel Type:

unleaded

Original Owner

Dealer's City

Melbourne

State

FL

Zip Code

32901

Transmission Type

AUTO

☒ Anti-lock Brakes

☒ Cruise Control

Powertrain

front wheel drive

Vehicle Component Code

140000 AIR BAGS

Multiple Failures: 5

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)

18-APR-2004

Failure Mileage

20785

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: DOTM19ABCD36)

☐ 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

☐ 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).

WHILE DRIVING AIR BAG WARNING LIGHT ILLUMINATED AND STAYED ON THE REMAINDER OF THE TIME WHILE VEHICLE WAS BEING OPERATED. DEALERSHIP WAS NOTIFIED, BUT DID NOT RESOLVE THE PROBLEM. *AK - AT THIS TIME I CAN NOT BE SURE IF THE PROBLEM HAS BEEN RESOLVED. I HAVE WRITTEN ON THE ATTACHED PAGES IN DETAIL THE PROBLEMS I HAVE HAD WITH THIS CAR AND OMIIMLEN CHRYSLER. PLEASE READ

I CAN NOT BE SURE THE PROBLEM HAS BEEN SOLVED EACH TIME IT IS SUPPOSE TO BE FIXED - IT REOCCURS AGAIN.

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.

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

01-11-02: A loose nut was found in dash, the noise continued after removing the nut. I was told that the nut did not belong in the dash. The problem of the noise was never located, the dash was insulated so that the noise could not be heard. (the air bag?) 5 times the air bag light has been on while driving and 5 times a faulty SEAT BELT PRE TENSIONER was replaced. After the third time, I filed the Lemon Law. Chrysler said that they had one last chance to fix the problem. I gave them that chance. They did not fix the problem. The problem reoccurred for the 4th & 5th time. I cannot be sure if the air bag is fixed, I only know that for 4 times I was told that it was fixed and for 4 times it broke. So I cannot be sure that it is fix now.

ATTACH ADDITIONAL SHEETS IF NECESSARY

PLEASE READ DETAIL PAGES.

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

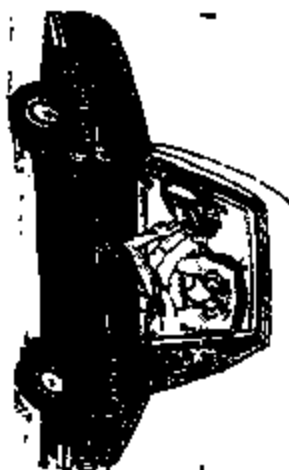
BUSINESS REPLY MAIL

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

NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES



U.S. Department of Transportation
National Highway Traffic Safety
Administration
<http://www.nhtsa.dot.gov/owners>



DOT Auto Safety Hotline
(DASH) 2 DOT

1-888-DASH-2-DOT
1-888-327-4236

DASH2DOT
and dial toll free at

TO REPORT VEHICLE SAFETY DEFECTS
COMPLETE THIS FORM
OR

DOT AUTO SAFETY HOTLINE

QUESTIONNAIRE

**VEHICLE
OWNER'S**

[REDACTED]
Palm Bay, Fl.
[REDACTED]

Home Phone
Call before 9:00 A.M.

[REDACTED]
Cell Phone
[REDACTED]

Off Days Fri. - SAT.

GATOR Chrysler
300 - E NASA Blvd.
Melbourne, Florida, 32901
(321) 727-7711

02/chrysler/sebring conv/2 dr
1C3EL65R127 [REDACTED]
Delivery DATE - 12-01-01 Delivery Miles - 29

Thank you for taking the time to look into the problems that I have had with the Sebring Convertible that I bought from GATOR Chrysler.

I bought a new car to enjoy, feel safe and secure with no problems.

That is not what I got. I feel that I have had two incidences affecting the safety of my car. Which may or may not be related, but have left me feeling so insecure and nervous when driving this car.

I'm upset that Chrysler has put the price of a car over the safety of a life.

I bought A 2002 Sebring Conv. from Gator Chrysler on Dec. 1-2001 - 29 miles on car.

One month after buying the car, I STARTED hearing a noise coming from the dash.

JAN. 04-02 Gator Chrysler verified the complaint and asked me to bring the car back.

JAN 11-02 - They found a loose nut in the dash. They said that the nut did not belong in the dash. And that the car was safe to drive. The noise continued.

JAN. 25-02 - Installed strips on Radio

FEB 01-02 - verified noise could not locate source

FEB 08-02 - ~~INSULATED~~ cowl

April 08-02 - 5th TIME I TALKED TO Service Director Carlos Menendez, who said that the car would not make the noise because they had insulated the instrument cluster. They did not find the problem but insulated it were it could not be heard. I was not satisfied, because I was still concerned that the loose nut may belong to something important, but I felt that I could not pursue this problem since the noise could not be heard.

This problem started JAN. 04-02 - April 04-02

My second and most important vehicle safety issue was that the Air bag light would intermittently come on and go off as I was driving the car. Eventually by the 4th time of complaint the Air bag light stayed on while driving.

This started on JUNE 10-02 just 7 months after purchasing the car. Faulty Left Front Seat Belt Pre Tensioner was replaced

Aug 09-02 - Two months Later - Circuit was open -
Replaced SEAT BELT PRE TENSIONER cleaned code.

Between the time of Aug 09-02 - till the problem happened again on Nov. 14-03, I had rarely driven the Chrysler, I was driving a car that I was trying to sell. After driving the Chrysler again on

Nov 14-03 - 3rd time - Faulty Front Seat Belt Pre Tensioner was replaced.

This being the third time the seat belt pre tensioner was replaced, left me scared and nervous about the safety for my self and family. I was unsure if the air bags would work when I need them or my biggest fear was that the code would change and the air bags would inflate while I was driving.

Due to this I filed the Lemon law.

I received a letter from Sam Wade (Customer Relations) informing that they had one last chance to fix the problem. (Letter included.)

We scheduled the inspection on Jan. 16-04 to give Chrysler their last chance to make sure that the air bag and all other problems including dash-body control module, brakes were indeed fixed for their final attempt.

(I have circled on the work order invoice that the inspection was made.)

On Jan. 29-04 - I received a letter from Mas Wade that the final attempt had been made. (Letter included)

I was under the impression that after filing the Lemon law and giving Chrysler their last chance to solve the problem that if the problem continued the next step would be to replace or refund the car.

On April 10-04 - 3 months later The air bag light is on

This time I took A video Recording of the Light being on while driving the car at 40 miles an hour. I take the car to Gaton Chrysler - They replace the seat belt Pre Tensioners

I called Wanda Cunningham (District Manager) to find out what would be the next step to replacing or refunding the car. I asked to record the call. Wanda Cunningham said that she would not be recorded and hung up the phone. I called the Lemon Law and was told that my time had run out.

June 25-04 again the problem occurred. The Air bag Light came on and stayed on. I called Diamond Chrysler Motors Corp. Customer Center, Ian #278 told me to take the car to Gatons and that he would send my files and request for replacement or refund to Wanda Cunningham (District Manager.)

I took my car to Gatons, expressing my concern over the safety of the Air bag to Mike Welch (Service Advisor) his reply was "That in the past cars did not have Air bags." So I guess that they do not think of this as a serious problem.

After requesting to speak to someone, I was scheduled an appointment with Mrs. Cunningham for Fri. July 09-04 at 10:30 AM. She arrives 20 minutes late.

I asked Mrs. Cunningham what could make 4 seat belt Pre tensioners to be bad.

Mrs Cunningham said "That they could have a bad batch."

I asked why would they continue to use them. Mrs Cunningham replied that legally all they

had to do was fix my car.

I explained that this problem could leave me seriously injured or dead in case of an accident.

Mrs. Cunningham replied that legally all they had to do was fix my car, and that I could get hurt walking across the street.

My thoughts are:

(1) - That the loose nut may belong to the Air bag. OK

(2) They have been using faulty seat belt pre tensioners to fix my car. And after the third time they should have realized the parts were bad.

(3) They were not changing the parts, but just cleaning the code.

BUT no matter the circumstance of this problem the issue is that I can not be sure if the Air bag is fixed. Four times I have been told that it was fixed and four times it was not fixed. The only way for me to know for sure would be to have an accident, and this is what I am trying to avoid.

Chrysler should have never let this problem go this far. OR should they have been allowed to put the price of a car over the safety of peoples lives.

I have included all of repair orders
You can reach me any morning before 9:00 A.M.
AT [REDACTED] OR Leave a message AT [REDACTED]

DASH - RATTIE

01-04-02 - verified complaint

01-11-02 - found loose nut

01-25-02 - installed strips on
radio

02-01-02 - verified noise
could not locate
source

02-08-02 - insulated cowl

04-08-02 - insulated instrument
cluster + loose

convertible frame mounting
bolt

Repair Orders

The kitchen is a friendly place, full of love and joy and grace.



Airbag Light-SEAT BELT PRE TENSIONER

06-10-02 - Replaced PRE TEN.
08-09-02 - circuit open
Replaced PRE TENSIONER cleared
CODE
11-14-03 - Faulty ^{Round} PRE TENSIONER
11-21-03 - Replaced " "
04-10-04 Replaced " "
06-25-04 Replaced " "

01-16-04
Inspection for
final attempt to
fix SEAT BELT
PRE TENSIONERS

Repair Orders

St. Michael's is a friendly place, full of love and joy and grace.

DAIMLERCHRYSLER

DaimlerChrysler Corporation
Orlando Business Center

December 11, 2003

[REDACTED]
PALM BAY, FL [REDACTED]

RE: Motor Vehicle Defect Notification /Repair Attempt
VIN: 2N [REDACTED]

Dear Ms [REDACTED]

We have rescheduled a DaimlerChrysler representative to oversee the inspection/repair of your vehicle on January 16, 2004 at Gator Chrysler. Please make arrangements to have the vehicle dropped off by 8:30 A.M. the morning of the appointment and we will provide you with alternative transportation. While a rental will be provided at no cost excluding insurance and fuel expenses, it will be necessary for you to meet all rental agency requirements.

Please contact my office at (407) 826-7061, should you have any questions.

We appreciate your patience in this matter and are hopeful we can bring this matter to a satisfactory conclusion.

Sincerely,

Sam Wade (cc)

Sam Wade
Customer Relations

DAIMLERCHRYSLER

DaimlerChrysler Corporation
Orlando Business Center

January 29, 2004

[REDACTED]
PALM BAY, FL [REDACTED]

RE: Motor Vehicle Defect Notification / Final Repair
VIN: 2N [REDACTED]

Dear Mr. [REDACTED]

This letter is in reference to the final repair attempt pertaining to your Chrysler Sebring.

It is my understanding that all items have been addressed. We hope that you are now satisfied with your vehicle. If this is not the case, please contact me at (407) 826-7061.

We appreciate the opportunity to be of service.

Sincerely,

Sam Wade (cc)

Sam Wade
Customer Relations

DaimlerChrysler Corporation
10300 Bogg Creek Road CIMS 200-01-20
Suite 120
Orlando FL USA 32824

**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).**