



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 100078

Date Received

25 SEP 2004

Repository ☐

11-6-03
Reference No.
10089423

OWNER INFORMATION (Type or Print)

Name

Address

City KINGMAN

State AZ

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 WILL NOT provide your name or address to the vehicle manufacturer.

Signature of Owner _____ Date 1 / 1

VEHICLE INFORMATION

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

1C4GP54L4V1

Make

CHRYSLER

Model

TOWN AND COUNTRY

Model Year

1997

Date Purchased

04/1997

Dealer's Name and Telephone Number

PITRE Chrysler

602-994-4999

Engine:

No: Cylinders 6

Fuel Type:

Gas

Original Owner

☒

Dealer's City

Scottsdale

State

AZ

Zip Code

85257

Transmission Type

AUTOMATIC

☒

Antilock Brakes

☒ Cruise Control

Powertrain

FRONT WHEEL DRIVE

Vehicle Component Code

114000 ELECTRICAL SYSTEM:WIRING

Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)

04-2004

Failure Mileage

29,875

Failure Speed

45

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: DOTM18ABC036)

☐ 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), complaint(s), and injury(s).)

Crash

☐ Yes ☒ No

Fire

☐ Yes ☒ No

Number of Persons Injured

NONE

Number of Deaths

NONE

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 45 MPH ELECTRICAL SYSTEM FAILED. AS A RESULT, HEADLIGHTS/WINDSHIELD WIPERS, AND HORN FAILED. VEHICLE WAS TAKEN TO THE DEALERSHIP, AND MECHANIC DETERMINED THAT ELECTRICAL WIRING HARNESS FAILED, AND IT WILL COST ~~1,300~~ \$1,300 at CONSUMER'S EXPENSE TO FIX IT. *AK Typ. 70,000 mile warranty still in force. Because of corrosion, dealer would not honor warranty. Corrosion caused from battery compartment. Electrical harness installed under battery at the factory. Newer models has harness rerouted. This is a factory error, but no recalls issued. Driving with head-lights going off, is a extreme safety hazard.

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 responses 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.

Additional Information on 1997 Chrysler Town & Country

08/28/97 - 3,000 miles - Replaced battery (invoice ~~attached~~ ^{available}). Vehicle less than 6 months old. Battery had to be replaced. Possible acid spill.

07/01/99 - 7,000 miles - Replaced battery (invoice ~~attached~~ ^{available}). Another possible acid spill.

04/25/00 - 20,127 miles - Replaced headlight switch because of flickering headlights. AC blower at rear blowing intermittently. Could not duplicate. (invoice ~~attached~~ ^{available}). Very possible the beginning of electrical problems. Numerous checks on rear AC blower, working intermittently.

11/24/01 - 28,101 miles - Replaced battery (invoice ~~attached~~ ^{available}). Another possible acid spill. Seems expensive on this billing - charge \$187.38 to replace battery.

04/01/02 - 29,875 miles - Replaced multi-function switch because of intermittent wiper function (invoice ~~attached~~ ^{available}). Obviously caused by electrical harness corrosion. Check again for intermittent rear AC blower function.

04/02/02 - Estimate on replacing electrical harness, not covered under warranty because of corrosion - per dealer - \$1,300.00 (estimate attached). The corrosion was caused because the factory ran wiring harness under the battery assembly. This vehicle has never been in flood, has been very well cared for, housed either under carport or garaged since purchase.

04/03/02 - 29,886 miles - Wipers still intermittent, dome lights flickering, turn signals and headlights going off (invoice attached). I agreed to run aux. body ground, whatever that means. I could not afford the estimated cost to replace electrical harness.

10/02/02 - 31,347 miles - Replaced sensor (invoice ~~attached~~ ^{available}). Dash lights going off when in reverse, plus other maintenance services. Again electrical problem.

11/26/02 - 32,189 miles - Replaced battery (invoice ~~attached~~ ^{available}). More possible acid spill.

12/03/02 - 32,234 miles - I agreed to a band-aid repair of electrical harness, as vehicle was becoming dangerous to drive. The whole electrical system was intermittent, with headlights going off, wipers intermittent even when the switch was turned off, dome-lights and turn-signals flickering (invoice ~~attached~~ ^{available}).

I feel this problem was caused by faulty design at the factory. I understand this problem has been changed in the newer model vehicles, electrical harness has been routed in a different area. The band-aid repair is starting to fade, and something will need to be done soon. This vehicle has low mileage, and would be very sufficient for the rest of my retirement, if this problem were corrected.

Please consider my problem, and I am hoping for your approval.

Thanking you in advance for your consideration in this matter.

**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).**