



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 100222

Date Received
5 PM 11:12
08-SEP-2004

Repository ☐
Reference No.
10091855

OWNER INFORMATION (Type or Print)

Name _____
Address _____
City MENIFEE State CA 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 8/16/04

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side
3C4FY48BX21 Make CHRYSLER Model PT CRUISER Model Year 2002
Date Purchased February 2002 Dealer's Name and Telephone Number _____
Original Owner ☐ Dealer's City Temecula California State CA Zip Code 925
Transmission Type AUTOMATIC ☒ Antilock Brakes ☒ Cruise Control Powertrain FRONT WHEEL DRIVE
Vehicle Component Code 103300 POWER TRAIN: AUTOMATIC TRANSMISSION: GEAR POSITION
Multiple Failure: 2

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s) 16-AUG-2004 Failure Mileage 47588 Failure Speed 65 mph
Driving on Highway at 65 mph with NO WARNING
Transmission Locks up. Car swerved and lost power.
A car almost hit me. Then car had no reverse stuck on Highway.

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: DOTM19ABC035) ☐ Original Equipment ☐ Prior Repair Failure Location: Perris California
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 N Number of Deaths N 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).

VEHICLE WAS TOWED TO THE DEALER AFTER IT MADE A LOUD NOISE. CONSUMER PULLED OVER TO THE SIDE OF THE ROAD, AND THE VEHICLE WOULD NOT GO INTO REVERSE. CONSUMER CONTACTED MANUFACTURER, AND WAS TOLD THAT VEHICLE HAD TO HAVE A BENCH INSPECTION. CONSUMER WAS TOLD THAT TRANSMISSION HAD NOT BEEN SERVICED PROPERLY, AND ASSISTANCE WAS DECLINED. CONSUMER SHOWED MANUFACTURER PAPER WORK WHICH INDICATED PROPER SERVICE. CURRENTLY, CONSUMER WAS TOLD THAT THE VEHICLE WAS A SECOND OWNER VEHICLE, AND ASSISTANCE WAS DENIED AGAIN. *AK

Driving on Highway at 65 mph with NO WARNING
Transmission Locks up. Car Swerved and lost power. Another
car almost hit me. Then car had no reverse and I was stuck
on highway. This was very dangerous and could have resulted in death or injury.

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 responses, or a statistical summary thereof, may be used in support of the agency's action.

This is a shame a new car with major power problems!
AT OWNERS expense AND MFG Chrysler does not want to hear about it!
Mark Hartman



U.S. Department
of Transportation
National Highway
Traffic Safety
Administration

400 Seventh Street, S.W.
Washington, D.C. 20590

Dear Consumer:

As a result of your recent report to the DOT Auto Safety Hotline (DOT Hotline), we have recorded that report on the enclosed Vehicle Owner's Questionnaire (VOQ) form. Please review the form and make changes, additions and corrections as necessary. Additionally, please provide a more detailed description of the failure(s) you reported that you believe is(are) relevant to safety. Also, if available, include copies of repair invoices, letters to the manufacturer, or any other document related to the problem(s) you reported. If a crash or fire occurred, include a copy of the police or fire department report.

It is helpful to be as thorough as possible in your report so that our ability to use your report will be maximized. If you do not have the information, it is not necessary to complete all the boxes. However, it is very difficult to identify the scope of a vehicle problem unless the vehicle identification number (VIN) is known. The VIN is located inside the vehicle on the dashboard adjacent to the left (driver's side) of the windshield pillar. When reporting a tire problem, the brand name, tire name and complete tire size should be included. If possible also provide the DOT tire identification number. It is usually located near the rim flange of the tire on either side of the tire.

The Privacy Act prohibits our agency from identifying you to the manufacturer without your permission. If you wish to give us that permission, please mark the appropriate authorization box and sign the form to allow us to provide your name to the manufacturer. The information you provide may assist the manufacturer and NHTSA in determining if a safety-related defect exists.

Any information provided is entirely voluntary. There is no consequence or penalty of any kind if you do not wish to provide it. We seek this information to develop both statistical and investigative evidence that will help identify potential safety related problems in vehicle or vehicle equipment, e.g., tires, child safety seats, jacks, etc.

When completed, please fold and staple or tape the form so that the pre-address portion of the form is on the out side. If a larger envelope is used, tape the VOQ form to the larger envelope so that the pre-address portion of the form is showing.

If further assistance is needed, please contact Mr. Michael J. Jordan, Safety Defects Program Assistant, Correspondence Research Division, Office of Defects Investigation, at (202) 493-0576.

Thank you for your cooperation.

Sincerely,

Alberto A. Jimenez, Chief
Correspondence Research Division
Office of Defects Investigation
Enforcement

Enclosures: VOQ
DOT Hotline Pamphlet



DOT AUTO SAFETY HOTLINE
888-DASH-2-DOT
888-327-4238

All calls to Chrysler from me were under this File #.

VIP Summary Report

Dealer: 44039 - PERRIS VALLEY DODGE JEEP CHRYSLER

Date: August 16, 2004 Time: 18:00:03

VIN: 3C4FY48BX2T

Odometer: 47,566 Miles

Currency: USD

Vehicle Information

Year/Model:	2002 CHRYSLER PT CRUISER 4-DOOR HATCHBACK			
In Service Date:	February 21, 2002	Warranty Coverage Code:	538	
Body Style:	PTCH44	Build Date:	February 6, 2002	Hour: 21
Book:	F	Carline:	T	
Color 1:	P52 - Bright Silver Metallic Clear Coat		Color 2:	G52 - Bright Silver Metallic Clear Coat
Engine:	EDZ - Engine - 2.4L 4 Cyl DOHC 18V 5MPi		Transmission:	DGL - Transmission - 4-Spd. Automatic
Sale Type:	7 - RENTAL-INDEPENDENT CO		Last Odometer:	12,788 Miles on September 20, 2002

Warning Message

1: OWNERS LAST NAME DOES NOT MATCH WHAT YOU ENTERED NENT.

Vehicle Restriction - No Vehicle Restriction

Owner Information

Name:				Preferred Name:	
Address:					
City:	MENIFEE	State/Province:	CA	Postal Code:	
Country:	USA	Language Preference:	English		
Telephone Home:		Fax:		Business:	
Original Owner:	00018-ENTERPRISE FLEET SERVICES				

Warranty Coverage Summary

Type of Warranty	Original	Deductible	Expiration	Remaining
BASIC:	36 Month or 36,000 Miles	0	February 21, 2005	Expired (Odometer)
POWERTRAIN:	36 Month or 36,000 Miles	0	February 21, 2005	Expired (Odometer)
PERFORMANCE:	90 Month or 100,000 Miles	0	February 21, 2007	30 Month or 62,414 Miles
EMISSIONS:	36 Month or 36,000 Miles	0	February 21, 2005	Expired (Odometer)
ADJUSTMENT:	36 Month or 36,000 Miles	0	February 21, 2005	Expired (Odometer)
AIR CONDITIONING:	36 Month or 36,000 Miles	0	February 21, 2005	Expired (Odometer)
EXTENDED FEDERAL EMISSIONS:	90 Month or 100,000 Miles	0	Basic Coverage	Refer to specific LOP(s)

1: REFER TO SPECIFIC LOPS FOR ADDITIONAL COVERAGE AND LIMITS

In Service Odometer:	0 Miles	Roadside Assistance:	Yes	Towing Assistance:	N/A
Master Shield:	N/A	Transferable-Service Contract:	No	Transferable-Powertrain Warranty:	No

Recall Information

Incomplete Recall - No Incomplete Recall Information Available

Complete Recall

Recall Number	Description	Launch Date	Repair Date
923	FUEL PUMP MODULE SECONDARY SEAL	August 6, 2002	September 20, 2002

Service History (24 Month)

1: ACCESS TO DAIMLERCHRYSLERS WARRANTY HISTORY IS TO ASSIST WITH VEHICLE REPAIR DIAGNOSIS AND IMPROVE CUSTOMER SATISFACTION. UNAUTHORIZED ACCESS, USE, OR DISCLOSURE OF INFORMATION IS

VIP Summary Report

Dealer: 44039 - PERRIS VALLEY DODGE JEEP CHRYSLER

Date: August 16, 2004 Time: 16:58:03

VIN: 3C4FY48BX2T321690

Odometer: 47,599 Miles

Currency: USD

PROHIBITED AND IS SUBJECT TO CIVIL AND/OR CRIMINAL PROSECUTION					
Repair Date	Dealer/Payee	Claim Number	Repair Odometer	List Date	Transaction Type
September 20, 2002	28003 - RANCHO CHRYSLER JEEP DODGE 14923162 - Recall 923	289017	12,769 Miles	2002161	RECALL REPAIR
Service Contract(s) - No Service Contracts Available					
Current Vehicle Transfer Information					
Warranty Coverage Code	Model Year	Basic Coverage	Powertrain	Deductible	Rust Protection
339	1996-99	3/39	3/36	0	7/100
336	1997-01	3/36	3/39	0	5/100
WARRANTY COVERAGE GOES WITH THE VEHICLE. INFORM DAMILER-CHRYSLER OF ANY SUBSEQUENT OWNER'S NAME AND ADDRESS CHANGES USING 'VEHICLE OWNERSHIP INFO UPDATE/TRANSFER' ON THE VIP UPDATE MENU.					
Selling Dealer Information					
Name:	28003 - RANCHO CHRYSLER JEEP DODGE			Telephone:	(858)690-7100
City:	SAN DIEGO			State/Province:	CA
Open CAIR Summary - No Open CAIR Information Available					

Consumer Warning: Transmission Fluid and Power Steering Fluid is flammable and a potential fire hazard if leaking onto a hot engine or exhaust while Dodge/Chrysler/Plymouth/Jeep vehicles appear to often have these leaks!



Above is a photo of a 2002 Chrysler PT Cruiser after it caught fire in a parking lot after normal driving. An independent investigator found that the fire was caused by a loose Power Steering Fitting that was leaking. There was no evidence and no marks found to indicate the fitting was ever tampered with in any type of service. There was evidence found that Chrysler's Mopar ATF+4 had sprayed or misted onto the hot Exhaust causing the fire that quickly put the entire vehicle into a blaze. The vehicle had only 51,888 miles on it, although this was clearly not the fault of the consumer and even with the report of a professional independent investigator, Chrysler declines any responsibility for this fire. Our website also knows of a 1999 Dodge Intrepid w/48,000 miles that caught fire due to a faulty Transmission Line Clamp and Chrysler also declined responsibility. Consumers should know that Mopar ATF+4 is the required fluid for these vehicles. Additionally, Chrysler's Power Steering and Automatic Transmission seals, lines and fittings are prone to premature leakage and consumers should be well aware of this potential fire hazard.

Transmission Filters
 PermaCool Transmission Filters
 keep tranny's alive. Online
 ordering

MAGNOM magnetic filters
 Originally for F1, now all industry
 sub-micron filtration with no 7P

Westside Transmission
 Quality Auto Repair in Los Angeles
 We treat you like family

Manual Transmissions
 Manual or Standard Trans
 from a leading remanufacturer

Ads by GoDaddy



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Consumer Message # 21 for August 23, 2003

Complaints.com received the following consumer message on August 22, 2003:

From:

RE: 2002 Dodge Dakota - transmission failed while under warranty - also failed while on trip - Daimler Chrysler was not willing to pay for extra expenses due to failure happening while out of town

Last year I purchased a 2002 Dodge Dakota. Two weeks ago I went on a trip to Florida with my family and the bed of the truck loaded with items being taken to Florida. In Georgia I began having problems with the transmission. Subsequently I had to have the truck towed to the nearest Dodge dealer. They verified that there was a major problem with the transmission.

The truck was still under warranty having under 36,000 miles. I asked for a loaner to continue my trip or return home and was told that they did not provide any loaner vehicles. I contacted the Dodge Corporation and was told that there was nothing they were willing to do for me. I was left stranded in Georgia with no vehicle and the expectation of about two weeks to repair the truck. I had to rent a truck and load up all the things and return home.

It has been two weeks now and the truck is still unrepared. I was told today that it will not be ready until sometime next week. I contact Daimler Chrysler again and was unable to get them to help me with my expenses or to provide a vehicle for me. I am a disabled Vet living in a small town in NC approximately 125 miles from the nearest VA hospital and I do not have a reliable means of transportation.

The response by Daimler Chrysler to my situation is the best advertising for purchasing a foreign vehicle. They have given a new meaning to "Buy USA". It is a shame that a corporation that large fails to provide any assistance for their customers.

I encourage any one who reads this to think real hard about purchasing a Dodge product.

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[Subscribe to our free newsletter: The Top 10 Complaints of the Day](#)

A lot of people are always asking: My dealer is giving me the runaround, so what do I do?

This is the answer I generally give:

- Call Chrysler and have them open a case file on your vehicle. This will give you a record of your case with the company. The number is 1-800-992-1997.
- Call the Zone Rep and open a case file with him or her. The Zone Rep is often the most influential person in getting money to fix your vehicle.
- Call NHTSA and CAS and file complaints with them, especially with NHTSA if you are having a problem like transmission, air conditioning or ABS failure. The more complaints they get, the more likely that they will investigate and order a recall, and the more likely you'll get your money back. The more people that call, the more likely something will get done! In addition, someone like CAS can put pressure on the company to fix the problem.
 - National Highway Traffic Safety Institute: 1-800-424-9393
 - Center for Automotive Safety: (202) 328-7700
- Inform the media! Consumer Reports, local media (if your area is small enough)...let them know how bad you are being treated by Chrysler and it's dealerships!
- Be persistent! The more you complain, the more likely stuff will get fixed! Call all the time, annoy the hell out of them. The squeaky wheel gets the grease.
- Save all paperwork! If you do pay for something, and it's later recalled, Chrysler will have to refund your money *provided you have your receipts!*
- If they don't want to refund your money, call NHTSA and tell them the recall isn't being fulfilled. They'll fix that fast.

It's not easy owning a Chrysler, we all know that (otherwise, you wouldn't be looking at this page). But hopefully, if you keep at them, you'll get some sort of satisfaction.

Go back to the [Main Page](#)

REF. # 10091655

- Service Records

- ON Line Complaints

Another new promise from Chrysler

Get ready for the new Chrysler LX Platform, the Dodge Magnum, Chrysler 300 and 300C, rear wheel driven to replace Chrysler's previous trouble prone front wheel driven LH Platform with 340HP Hemi Engine starting at just \$23,595 for the Chrysler 300 as advertised by Chrysler! **WAIT A MINUTE! 2.7L ENGINE . . . ?** The same 2.7L Engine prone to premature failure and sludge due to an allegedly defective design? - See the problems consumers are already experiencing, below!

Try not to let Chrysler's 300 commercials get you too excited, for \$23,595 what you would get is a very questionable 2.7L Engine that has had a history of premature catastrophic failure and serious alleged defects, wheel covers (hub caps) and cloth seats also included plus the uncertainty of owning a Chrysler.

CHRYSLER = Uncertainty Comes Standard



Consumer Warning (Regarding Chrysler LX Platform - Dodge Magnum and Chrysler 300 Models) - We are already seeing complaints regarding a drift problem with the new LX Platform. We have been informed that Chrysler may issue or may have issued an Internal TSB (Technical Service Bulletin) regarding this problem and additionally an Engine Shim and Bolt Kit to compensate for the drift problem. Chrysler's previous LH Platform (Intrepid, Concorde, LHS, Vision, 300M) has had a history of chronic steering problems including drift since the 1993 model year, while many of the problems continue regardless of Chrysler's "band aid" attempts. Additionally, we are also starting to see Transmission complaints about rough shifting and these Transmissions slamming into gear, similar problems in Chrysler's previous LH Platform while this new LX Platform features a Rear Wheel Drive configuration and Mercedes Benz E-Class drivetrain. Chrysler still couldn't do it even with the help of Mercedes Benz? Chrysler vehicles have suffered from chronic Transmission problems since the mid '80s, nearly 20 years, when will Chrysler finally get it right?

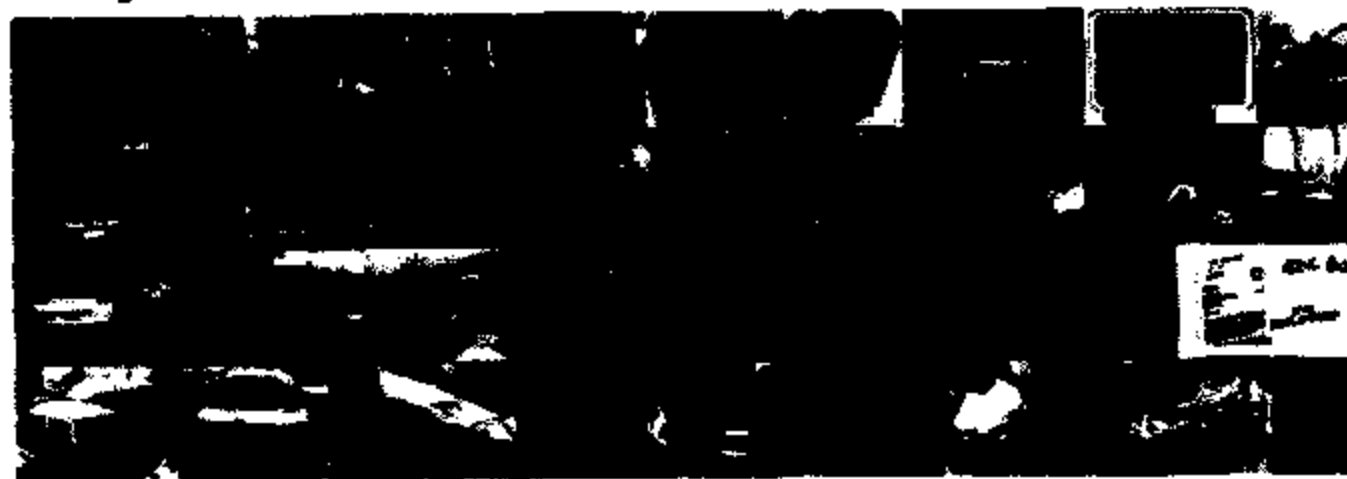
Welcome To Dodge, Chrysler DaimlerChrysler Vehicle Defects - Website Last Updated
07/21/04

The Truth Behind Chrysler

A Misleading Corporation That Values Profits Over Reasonable Product Quality And

Over 10 years of defective Steering, Transmissions, Engines, defectively designed Seatbelts, that collapse backwards while driving and much more. The ridiculous premature problem defects seem to almost never end with Chrysler "DaimlerChrysler" and Dodge veh

Known as "most defiant" when urged to issue recalls - Has had comp disregard for court orders - Has burned video evidence, written report crash tests and destroyed computer information to prevent liability - used political influences to avoid issuing recalls - Has put cons safety at serious risk to save as little as 25 cents per compo



Disclaimer: This website is not affiliated with DaimlerChrysler, Dodge, Chrysler in any way shape or form!

What Chrysler Does NOT Want You To Know - Read This Website For More Information!

DaimlerChrysler = "Five Star" Defects, Quality Issues, Negligence And Denial

Former NHTSA Administrator Joan Claybrook suspects DaimlerChrysler is more concerned about protecting the bottomline - "Chrysler's view is in a cost-benefit ratio," says Claybrook. "It's cheaper to let these circumstances happen. A few people get killed, and they don't have to pay for all the replacement parts." - Statement made to CBS News regarding Dodge Durango and Dodge Dakota Ball Joint defect

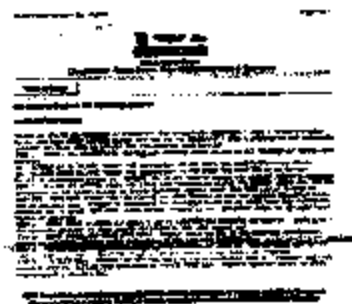
UPDATE - Steering Related Lawsuit Against Chrysler "DaimlerChrysler" - Lawsuit recently filed says Intrepid (LH) Steering "defectively designed", puts dangerously high load forces on inner tie rod ends when steering is turned and that the design of the "steering system" was not compatible with the design of other systems in the vehicle, including the drivetrain and the front suspension system, thereby causing or contributing to cause sudden, premature and unnecessary failure of its various assemblies and components. A defective design Chrysler and TRW has known about while jointly and actively concealing the defect from consumers while deliberately misleading the NHTSA about defect. "Many consumers were lied to by Chrysler when Chrysler would

deny responsibility for the defect, thereby forcing consumers to live with the dangerous condition, sell the vehicle at a loss or incur the expense of repairing the defects." Misconduct includes selling vehicles with defective unsafe Steering forcing consumers to pay for replacement parts, which many suffered from the same defects as original parts.

"The acts of DaimlerChrysler as set forth in this complaint manifested a flagrant disregard of the safety of persons who might or could have been harmed by the defects in the "steering system" in the (Intrepid, Concorde, 300M, LHS, Vision, New Yorker), "The attitude of DaimlerChrysler and TRW regarding the defects in the Steering system of Chrysler LH vehicles, upon the discovery of those defects, was reprehensible and was motivated, in whole or in part, by a desire to conceal the defects from consumers and governmental regulators, to continue trying to maximize market share with the LH Platform of vehicles, to continue profiting from the sale of aftermarket parts, and avoid the immense costs associated with an admission that the LH vehicles contained a safety related defect in the Steering system and should be recalled." - *Chrysler's advertisements say "Inspiration Comes Standard" while it seems more like "DEFECTS COME STANDARD" and after reading through this website be sure to tell Chrysler how inspired you are, after all, we were so inspired that we created this huge website to educate consumers with this information.*

KNOW THE COMMON PROBLEMS, IF YOU OWN A DODGE OR CHRYSLER VEHICLE DO NOT ASSUME IT CANNOT HAPPEN TO YOU! - Before creating this website I remember reading all of the complaints I saw on the Internet and from the NHTSA about premature Engine, Transmission and Steering Problems thinking "I maintain my cars, only very few owners probably experience these problems, those owners must have did something, these things won't happen to me", guess what they ALL happened to me at very low mileage! We urge you to read through this website for more information regarding the defect mentioned above and other defects Chrysler, DaimlerChrysler knowingly conceals or has concealed while attempting to avoid responsibility even while the lives of consumers are at serious risk **AND IF YOU ARE THINKING ABOUT BUYING A DODGE, CHRYSLER VEHICLE READ THIS WEBSITE FIRST!**

Would you trust or purchase vehicles from this manufacturer knowing these facts and the fact that this manufacture says that it is perfectly acceptable for their low mileage Engines to consume one quart of motor oil per 750-1000 miles so they can avoid warranty claims because so many of their Engines are defective? Chrysler - "Poor Quality And Poor Service Comes Standard"



Internal Chrysler "DaimlerChrysler" Documents Revealed

DaimlerChrysler is currently avoiding problems such as excessive Oil consumption that should be covered under warranty, which will usually eventually lead to complete Engine failure. To avoid defective Engine warranty claims, Chrysler sends internal memo to dealers stating that acceptable Oil consumption for Chrysler Engines below 50,000 miles is one quart per 1,000 miles driven! Acceptable Oil consumption for Chrysler Engines with over 50,000 miles is one quart per 750 miles! Are we the only group that finds this also absolutely ridiculous and unacceptable? Chrysler also states that these are the

industry standards? We would like to know what industry Chrysler is in? This is clearly a scam to push consumers beyond warranty period.

Strange enough, we called 10 different non Dodge, Chrysler, Jeep Dealerships; the service departments of dealerships and ironically none of these dealerships seemed to find this amount of oil consumption acceptable with their own vehicles they service. Once again we question how this type of excessive oil consumption is in anyway acceptable where there are non Dodge, Chrysler, Jeep vehicles with over 200,000 miles on them that consume far less oil.

Consumers should know that we are completely limited from posting the actual document in a readable form due to potential legal liability. After all, Chrysler's internal documents state the following: No part of any technical information may be reproduced, stored, in a retrieval system, or transmitted in any form or by any means, electronic, mechanical, photocopying, recording, or otherwise without the prior written permission of DaimlerChrysler Corporation.

What an oil consuming Chrysler Engine may look like under 70,000 miles - The pictures below were taken from a 2.7L Chrysler Engine, which was consuming 3.5 quarts of motor oil in 2400 miles, measured by an oil consumption test. This is is very close to Chrysler's 1 quart per 750 miles acceptable oil consumption standards for all Chrysler Engines. Chrysler dealers are instructed to allow oil consumption within this range unless consumption is greater than within these standards.



Even within Chrysler's "acceptable oil consumption standards" you could almost be completely out of oil by the time you get your next oil change. It is difficult to believe that Chrysler actually recommends in owners manuals to change the oil every 7,500 miles (Schedule A) if driven in light conditions when Chrysler has been declining warranty coverage for failed Engines from consumers with proof that they have changed their oil every 3,000 miles. Decent engines should not be consuming anywhere near this much oil this prematurely when there are no leaks. There are many late model Chrysler vehicles with this problem being driven with this oil burning condition, which also causes added pollution to the environment. How long will it take for Chrysler to step in and do the right thing? We feel that Chrysler has an obligation to start accepting responsibility for these types of ongoing common problems and defects.

Steering Problems With Dodge, Chrysler Vehicles, Over 55,000 Steering Related Warranty Claims And 1,450

Consumer Complaints Of Steering Control Problems In 1999 Alone For 1993-1996 Intrepid, LHS, Concorde Models, Problems Continue

Steering problems reported on older DaimlerChrysler cars, say Feds

WASHINGTON (AP) — Consumer safety officials say steering problems on older cars are a continuing concern.

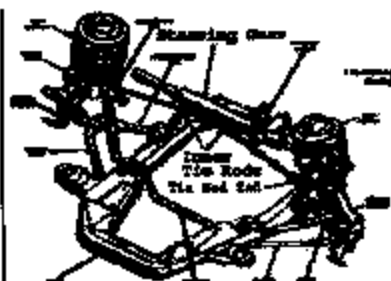
They say about one out of 100 cars sold in 1999 had steering problems, according to a survey by the National Highway Traffic Safety Administration.

The survey found that about 10% of cars sold in 1999 had steering problems, according to a survey by the National Highway Traffic Safety Administration.

They said a high number of steering problems were reported in 1999, according to a survey by the National Highway Traffic Safety Administration.

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[Click Here To See NHTSA Investigation Article Regarding 55,000 Steering Warranty Claims Reported In 1999 Alone](#)



Chrysler has clearly known about defective Steering in Dodge, Chrysler Intrepid, 300M, LHS, New Yorker, Concorde and Eagle Vision vehicles. Chrysler has been under investigation by the NHTSA for more than 55,000 warranty claims for Steering problems with these vehicles and 1,450 reports of steering control problems, some including complete loss of steering control with 1993-1996 models, reported as of 1999 alone. Chrysler has once again succeeded

in neglecting a potentially life threatening safety issue that puts consumer's lives at risk issue while the NHTSA seems to have pretty much closed its defect investigation, not doing very much about this problem. Chrysler has had nearly 10 years to properly address and correct these common problems while most of Chrysler's patch attempts or attempts to put a "band-aid" over this defective steering design have failed. The fact is that premature steering rack and pinion failures continue even with newer Intrepids, 300Ms, LHS' and Concordes. Over the years Chrysler has even issued Internal Technical Service Bulletins to dealers that "quietly" and "delicately" address certain common Steering related problems. January 1, 1997 Chrysler implemented a running change improving the durability and heat tolerance of its inner tie rod bushings in attempt to deal with common steering problems. October 6, 2000 Chrysler also implemented a running change of the inner tie rod connecting bolts with a stronger bolt design, allowing for higher torque specifications in another attempt to deal with common steering problems. We believe that this is not nearly enough for what experts call a "negligently designed and dangerously defective steering system". We feel that there is more to these premature problems, failures and sudden control issues with these vehicles such as Chrysler's configuration for the steering assembly, located in an unconventional, high temperature location behind the engine, above the transmission or "transaxle" in a system that would appear to be a near copy of Audi's center take off system, except the inner tie rods on Audi's system are not mounted so close together at the center of the unit which would seem to distribute steering load forces more safely, along with angled mounting brackets for the inner tie rods and bushings which would additionally seem to provide safer,

more compatible steering geometry on the older Audi models we've compared, overall a seemingly better design when compared to this Chrysler design. It is alleged in a lawsuit where a mother and her child received brain damage due to the steering failure on an Intrepid that Chrysler rejected a safer, more compatible end take off design proposed by TRW because an Audi had a center take off design and Chrysler wanted an alleged European feel for their LH Platform, however not only does Audi have what appears to be a better design, one must also take note that older Audi's were also much smaller cars. The founder of this website, including many others have had serious accidents and could have been killed due to steering related problems, there have even been deaths most likely due to steering problems, serious injuries and Chrysler does not care. Many consumers have also been left to pay \$1200 or more for replacement steering assemblies when beyond warranty. When consumers are within warranty DaimlerChrysler along with their dealers often deny and pretend these problems do not exist to prevent defect liability like the dealers myself and many others have dealt with. Common symptoms of steering problems with these vehicles are typically loose steering, excessive play in the Steering, vibration, wandering, steering out of alignment, clunks, rattle, rubbing noises or binding. We have had reports of Steering problems developing in brand new vehicles, the average report of Steering failure with these vehicles seems to be about 25,000-50,000 miles. Unfortunately the number of Steering related accidents with Chrysler vehicles is growing as consumers put more miles on these vehicles at their risk.

Submitted Regarding Fatal Crash With 1997 Dodge Intrepid



We have hired an Investigator who currently believes that the Rack and Pinion Steering broke on our 1997 Dodge Intrepid resulting in FATAL injuries to our 18 year old daughter and her 16 year old boyfriend. There are no other explanations for the accident that happened on the interstate

less than 30 miles from home. The car veered to the right into the back of a semi in a weigh station. The Highway Patrol stated that the car was going 70-75 miles per hour. **We thought the kids were in a safe car.** Now our lives are destroyed. We are still doing further investigation into the accident, but right now it is hard not to point our fingers at the Steering. Our lives are permanently destroyed. Submitted 12/17/02 14:42:39 EST From XXXXXX@aol.com

Newly filed lawsuit against DaimlerChrysler states steering is "DEFECTIVELY designed"

(Chrysler LH Series of Vehicles - Dodge, Chrysler Intrepid, 300M, LHS, New Yorker, Concorde and Eagle Vision)

DESIGN PUTS DANGEROUSLY HIGH LOAD FORCES ON INNER TIE ROD ENDS WHEN STEERING IS TURNED. THE DESIGN OF THE "STEERING SYSTEM" WAS NOT COMPATIBLE WITH OTHER SYSTEMS IN THE VEHICLE, INCLUDING DRIVETRAIN AND THE FRONT SUSPENSION SYSTEM, THEREBY CAUSING OR CONTRIBUTING TO CAUSE SUDDEN, PREMATURE AND UNNECESSARY FAILURE OF ITS VARIOUS ASSEMBLIES AND COMPONENTS.

THE "STEERING SYSTEM" WAS DESIGNED IN SUCH A WAY THAT IT WAS DIFFICULT TO UNDERTAKE AND PROPERLY PERFORM INSPECTIONS, REPAIRS AND MAINTENANCE ON THE VARIOUS ASSEMBLIES AND COMPONENTS OF THE SYSTEM, INCLUDING INSPECTIONS.

A DEFECTIVE DESIGN CHRYSLER AND TRW HAS KNOWN ABOUT WHILE JOINTLY AND ACTIVELY CONCEALING THE DEFECT FROM CONSUMERS WHILE DELIBERATELY MISLEADING THE NHTSA ABOUT DEFECT. "MANY CONSUMERS WERE LIED TO BY CHRYSLER WHEN CHRYSLER WOULD DENY RESPONSIBILITY FOR THE DEFECT, THEREBY FORCING CONSUMERS TO LIVE WITH THE DANGEROUS CONDITION, SELL THE VEHICLE AT A LOSS OR INCUR THE EXPENSE OF REPAIRING THE DEFECTS." MISCONDUCT INCLUDES SELLING VEHICLES WITH DEFECTIVE UNSAFE STEERING THEN FORCING CONSUMERS TO PAY FOR REPLACEMENT PARTS, WHICH MANY SUFFERED THE SAME DEFECTS AS ORIGINAL PARTS.

"The acts of DaimlerChrysler and TRW as set forth in this complaint manifested a flagrant disregard for the safety of persons who might or could have been harmed by the defects in the "steering system" in the Chrysler LH vehicle family."

"The attitude of DaimlerChrysler and TRW regarding the defects in the Steering system of Chrysler LH vehicles, upon the discovery of those defects, was reprehensible and was motivated, in whole or in part, by a desire to conceal the defects from consumers and governmental regulators, to continue trying to maximize market share with the LH Platform of vehicles, to CONTINUE PROFITING from the sale of aftermarket parts, and avoid the immense costs associated with an admission that the LH vehicles contained a safety related defect in the Steering system and should be recalled"



Defects with Dodge, Chrysler vehicles are also life threatening to consumers in other vehicles - Recently, we have been informed of a 1994 Dodge Intrepid that veered over the center divide hitting their minivan head on after the Steering failed in the subject Intrepid, resulting in a brain dead 32 year old mother and her 5 year old little boy who is left brain damaged and in a vegetative state, their lives permanently destroyed because of Chrysler Corporation in which they had nothing to do with until adversely affected by this the tragic event.

The Intrepid was part of what is known as the "LH" platform or vehicle family. The relevant "LH" vehicle family includes those vehicles manufactured by DaimlerChrysler from 1993 - 2000 and sold as the Dodge Intrepid, the Eagle Vision, the Chrysler New Yorker, the Chrysler LHS, the Chrysler Concorde, and the Chrysler 300M. The "steering system" used on the Intrepid is and was known generally as a "center take off" system, meaning the inner tie rods are mechanically fastened to or near the center of the rack and pinion steering gear, as opposed to an "end take off" system, where the inner tie rods are mechanically fastened to the ends of the steering gear. As the LH platform began to go through the design process, DaimlerChrysler determined that TRW would assist in the design, development, testing, assembly and distribution of the "steering system," both for DaimlerChrysler and to aftermarket parts suppliers. Prior to the work it performed during the development of the "steering system" for the LH vehicles, TRW had never designed or manufactured a "center take off" rack and pinion steering system. During this development process, DaimlerChrysler learned that TRW had no prior experience with the design of "center take off" steering gears. Prior to the commencement of production of the LH family of vehicles, TRW designed an "end take off" power rack and pinion steering system that could have been packaged into the LH family of vehicles and would have improved the handling and steering geometry of the vehicles, as well as the safety, durability and reliability of the system. On information and belief, this "end take off" system was presented to DaimlerChrysler by TRW as a technically and economically feasible alternative design for the LH vehicle family. DaimlerChrysler rejected TRW's proposed "end take off" system, primarily because the LH family's "image vehicle," an Audi, utilized a "center take off" system. On information and belief, additional reasons why DaimlerChrysler decided to stay with the "center take off" system included DaimlerChrysler's desire to get the LH family of vehicles to market, to capitalize on the alleged "European feel" of the vehicles, to save the costs associated with any delay in production and to maximize its sales and profit on the LH vehicles. Beginning shortly after the production of the LH family of vehicles began DaimlerChrysler received or was otherwise made aware of thousands of reports from consumers of steering related problems with the entire LH family of vehicles, including the Intrepid. These complaints included reported instances of sudden failures of steering system components, as well as the consequential loss of control that occurred after such failures. On information and belief, these reports were made known to TRW. Beginning shortly after the production, DaimlerChrysler received or was otherwise made aware of numerous reports from its own employees and dealers of steering related problems with the entire LH family of vehicles, including the Intrepid. These complaints included reported instances of sudden failures of steering system components, as well as the consequential loss of control that occurred after such failures. Beginning shortly after the production of the Intrepid began and up through the date of the crash, DaimlerChrysler and TRW received or otherwise became aware of numerous reports from consumers, their own employees, DaimlerChrysler dealers, and their own internal evaluations, that some of the steering related problems with the entire LH family of vehicles, including the Intrepid, were being caused, in part, by what DaimlerChrysler and TRW considered to be inadequate or improper servicing of the "steering system" components. The inadequate or improper servicing that DaimlerChrysler and TRW believed was to blame for some of these problems included, but was not limited to, the manner in which the various components in the "steering system" were being reassembled by service technicians after work had been performed on the system. In early 1996, DaimlerChrysler

and TRW determined that one way to try and reduce the number of catastrophic failures of the "steering system" they were seeing in the field, and to reduce the need for repair work on the system, was to increase the torque on the bolts that attached the inner tie rods to the rack and pinion steering gear. On or about April 16, 1996, DaimlerChrysler and TRW made a "running change" to the production of LH vehicles and the "steering system" and increased the torque on these bolts. Despite having actual knowledge that an increase in the torque specification would decrease the substantial hazards associated with the original design, DaimlerChrysler and TRW did nothing to notify consumers who had purchased vehicles manufactured prior to the date of the "running change" that the inner tie rod bolts in their LH vehicles should be checked and torqued to the new specification, nor did they notify dealers or service technicians of the need to inspect existing LH product inventory or vehicles brought in for unrelated service with respect to this issue. In late 1996, DaimlerChrysler and TRW determined that another way to try and reduce the number of catastrophic failures of the "steering system" they were seeing in the field was to replace the inner tie rod bushings with bushings made from a compound that was able to survive the environment in the engine compartment, particularly the environment as it related to heat and fluid compatibility. On or about January 1, 1997, DaimlerChrysler and TRW made another "running change" to the production of LH vehicles and replaced the original, defective bushings with the newly designed bushings. Despite having actual knowledge that this change would decrease the substantial hazards associated with the original design, DaimlerChrysler and TRW did nothing to notify consumers who had purchased vehicles manufactured prior to the date of the "running change" that they needed to have their original, defective bushings replaced, nor did they notify dealers or service technicians of the need to inspect existing LH product inventory or vehicles brought in for unrelated service with respect to this issue. Sometime in 1999, DaimlerChrysler and TRW determined that the torque specification increase referenced above was still inadequate to prevent the loosening, fracturing and failure of the tie rod attachment bolts that was being reported from the field. Thus, in yet another effort to try and reduce the number of catastrophic failures of the "steering system" they were seeing in the field, the torque specification for the bolts that attached the inner tie rods to the rack and pinion steering gear was increased again. On or about December 31, 1999, DaimlerChrysler advised its dealers of this change in specifications. Despite having actual knowledge that this second increase in the torque specification would decrease the substantial hazards associated with the original design, DaimlerChrysler and TRW did nothing to notify consumers who had purchased vehicles manufactured prior to the date of the new specification that the inner tie rod bolts in their LH vehicles should be checked and torqued to the new specification, nor did they notify dealers or service technicians of the need to inspect existing LH product inventory or vehicles brought in for unrelated service with respect to this issue. During this time, numerous complaints and reports of failures in the "steering system" of the LH vehicles continued to be sent to DaimlerChrysler by consumers. Continued . . .

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Typical Complaint Example (Complaint Made To NHTSA) - I had to replace the Steering Rack on my 1999 Intrepid after only 27,000 miles. The Steering wheel had excessive play in it and several times would not go in which direction I was turning. The mechanic said that there was nothing I could have done to cause this, or prevent it. He has replaced Racks at 80,000 and 100,000 miles with other vehicles but never as low as 27,000 miles. He said the internal gears were all worn out. I was concerned for the safety of myself and any passenger in a car that loses its Steering. Chrysler did not want to assist in any way. They said the warranty was up. They only regretted that I had a problem. I cannot believe the lack of concern for such a

PCI XL error

Subsystem: IMAGE

Error: MissingData

Operator: ReadImage

Position: 6284

Common Transmission Problems With Dodge, Chrysler LH Vehicles And Minivans, Also Jeep Grand Cherokee Transmissions Shifting Into Reverse On Their Own, New 2005 Magnum, 300 and Crossfire Transmission Concerns Surfacing



Since the mid 1980's Chrysler's front wheel drive A604 Transmission, later renamed the 41TE commonly used in its minivans has proven to be a Transmission very likely to fail, however Chrysler continues to use this Transmission design and the almost identical 42LE in many of its newer vehicles. These Transmissions are so problematic and trouble prone, they require a special fluid that has been revised and modified at least 3 times to help keep the Transmissions from destroying themselves. Between 1989 and 1991 Chrysler made 28

different changes in attempt to deal with common problems. Chrysler's special Mopar ATF has been developed to help smooth out common shift problems and prevent common premature failure. Chrysler's A606/42LE used in Dodge, Chrysler vehicles such as Intrepid, LHS, Concorde, 300M and Eagle Vision is a nearly identical Transmission, which has also been plagued with the same problems. For years Chrysler has also used these knowingly flawed Transmissions to their advantage, capitalizing on replacement Transmissions, parts, rebuild kits and the required fluid for those that actually know about the special fluid requirements. More than 15 years later these same Transmissions are still being used with ongoing common problems such as premature rough shifting in lower gears, bump shift, hesitation, whining noises, slippage and complete failure. Chrysler has even had to develop many different Transmission Control Module (TCM) revisions in attempt to counter shift issues. More than 17 years later, Chrysler still knows that there are special fluid requirements to help these Transmissions last near reasonably and there is still no warning anywhere in the Engine compartments of vehicles with these Transmissions to warn consumers, independent mechanics and quick lube places of the special fluid requirements. We strongly feel that it is negligent not to clearly specify this special requirement somewhere in the Engine compartment. Chrysler would rather consumers have to purchase replacement Transmissions at the ridiculous price of \$1700-\$2500 for Transmissions that were defective and trouble prone in the first place. Chrysler, "DaimlerChrysler" continues to manufacture vehicles with the worst Transmissions available today. Additionally it is a fact that all Chrysler vehicles equipped with these front wheel drive Transmissions have a near 40% horsepower loss at the wheels from the factory so they are less likely to fall and even with this they still commonly fail. Chrysler's replacement line of vehicles for the LH Platform, the "LX Platform" is rear wheel drive with a Mercedes Benz E-Class drivetrain according to several sources and for very good reason. Even with this new "Mercedes Benz E-Class RWD Drivetrain" we are already seeing consumer complaints about Transmission problems with the new LX series, transmissions shifting rough and slamming into gear! The BBC's Top Gear also reported in a Chrysler Crossfire review that the Chrysler Crossfire has "an awful gear box that leaps out of first gear and goes "gaash, gaaaunk!" every time you set off. Later in the show the other host says to Jeremy Clarkson "you should thank your lucky stars you weren't driving that automatic one". Jeremy replies, "I heard it's really bad" while the other host makes a sour face while tilting his head downward to express just how bad it is. Chrysler still couldn't do it even with the help of Mercedes Benz? Chrysler vehicles have suffered from chronic Transmission problems since the mid '80s, nearly 20 years, when will Chrysler finally get it right

Dealership owner says Chrysler pressured his dealership to only do patchwork on warranty repairs and in some cases no repairs at all. Witnesses saw valid warranty claims turned down by Chrysler representative.

Chrysler representative also states "assume the customer is guilty for causing a warrantable defect." Chrysler warranty representative also shows dealership technicians shortcuts and patchwork he states "may not be in the manuals"

March 26, 1996

Jack Fitzgerald Chrysler-Plymouth owner in an interview tells NBC4, (Washington, DC) how Chrysler pressured his Dealership not to make proper repairs and to decline covering warranty related issues whenever possible. Mr. Fitzgerald states that Chrysler was instructing his technicians to perform only patchwork on warranty repairs and in some cases no repairs at all.

Jack Fitzgerald says he became so upset with a Chrysler representative that he asked business associates to pose as technicians to witness the Chrysler representative's warranty instructions.

The 2 witnesses NBC4 talked to say they saw several valid warranty claims turned down. They were also told "the dealer has no right nor obligation to inform the customer about a warrantable item that has not been mentioned by the customer" also "things I tell you may not be in the manuals and assume the customer is guilty for causing what would be a warrantable defect unless otherwise proven"

NEWS4

NBC4 (Washington, DC)

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