



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

Date Received

2004 SEP 14 AM 4:19

Od_or _____
r_ct _____
od_rt _____
up_lr _____

Reference No.

10092218

OWNER INFORMATION (Type or Print)

Name

Street No.

Apt. No.

City

State

Zip Code

Daytime 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 authorized Motor Vehicle DOT, provide your name or address to the vehicle manufacturer.

Signature of Owner

Date

8, 28, 04

PRODUCT INFORMATION

Vehicle Identification No. (VIN) (Located at bottom of windshield on driver's side)

2 8 4 G P 4 4 G 1 X R

Make

Dodge

Model

Grand Caravan

Year

1999

Purchased Date

7/99

Dealer's Name

Elhart

Engine Size (CID/CCL)

3.3L

Turbo

Diesel

Gas

Fuel Injection

New Used

Dealer's City

Holland

State

MI

Zip Code

44423

No. Cylinders

4

Manufacture Date (on driver's door or pillar)

6/99

Transmission Type

Manual

Automatic

Restraint System

Driverside Air Bag

Motorbell

Passengerside Air Bag

2-Point Belt

3-Point Belt

Cruise Control

Yes

No

Drivetrain

Front

Rear

4-Wheel

Vehicle Type

Car

Sport Utility

Van

Truck

Minivan

Motorcycle

Other

Body Style

2-Door

4-Door

Stationwagon

Pick Up Truck

Other

FAILED COMPONENT(S)/PART(S) INFORMATION

Part Name(s)

see attached →

Location

Left

Right

Front

Rear

Failed Part(s)

Original

Replacement

Handicap Adaptive Equip

Yes

No

TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Brand

Tire Name

Complete Tire Size

No. of Failures

Date(s) of Failure(s)

Mileage at Failure(s)

Vehicle Speed at Failure(s)

Failed Part(s) Available?

Yes

No

NHTSA Previously Contacted?

Yes

No

APPLICABLE INCIDENT INFORMATION

(Please describe in detail the incident(s), failure(s), crash(es), and injury(ies). Attach photos if available.)

Crash

Yes

No

Fire

Yes

No

Number of Persons Injured

Number of Fatalities

Reported to Manufacturer

Yes

No

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

see attached

Continue on back.

The Privacy Act of 1974 - Public Law 93-579 This information is requested pursuant to 49 U.S.C. Chapter 301. You are under no obligation to respond to this questionnaire. Your response may be used to assist NHTSA in determining whether a manufacturer should take appropriate action to correct a safety defect. If 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.

Mail postage free or fax to 202-366-7882

June 19, 2004

To Chrysler Corporation Customer Service,

I have had continual quality issues with my 1999 Grand Caravan involving the instrument panel lights, air bag sensors, and associated printed circuit board modules. The 5th problem occurred this month and it is unlikely I will ever buy a Chrysler, Dodge, or Jeep product unless you make some serious attempts to rectify the time, money, effort and inconvenience that has been put into these issues.

A summary of the issues (Elhart Dodge in Holland, Michigan has the details):

- 1) March 2000. Air bag light and PCM failure.
- 2) November 2000. Sensor failure. Engine stall and check engine light on along with a malfunctioning indicator light.
- 3) February 2002. No shift indicator lights, dashboard lights. Replaced circuit board.
- 4) November 2002. Dash lights, odometer malfunction. Replaced same circuit board.
- 5) Air bag and air bag light issue again. Replace clock spring and air bag control module.

After the 5th issue occurred, I researched the air bag light and clock spring issue. It turns out the clock spring has been a recall item for 1996-1998 Grand Caravans. Funny we are having issues and it is a 1999 Van. After this was brought to Elhart Dodge's attention, they worked with Chrysler to pick up some of the cost. However, my wife and I still paid \$231.16 to correct a chronic defect issue.

What do I expect from you:

- 1) Reimbursement of the \$231.16 out of pocket costs.
- 2) Full coverage by Chrysler Corporation of any additional related instrument panel lights, air bag sensors and printed circuit board module issues.
- 3) Additional appropriate responses to convince us we should consider another Chrysler Corporation vehicle.

A very unhappy customer,

[REDACTED]
[REDACTED]
[REDACTED]
Holland, MI
[REDACTED]

CC:
National Highway Traffic Safety Administration
Jeff Elhart, Elhart Dodge
Randy Baron, Elhart Dodge