



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 100192

Date Received

Repository ☐

2005 APR 2005 APR 20 7 AM 4:18
07-MAR-2005 Reference No.

10113524

OWNER INFORMATION (Type or Print)

Name

Address

City SUN VALLEY

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 ____/____/____

VEHICLE INFORMATION

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

Make

Model

Model Year

DODGE

AVENGER

1997

Date Purchased

Dealer's Name and Telephone Number

Engine:

Fuel Type:

August 1997

moreno valley Dodge

No: Cylinders

Gas

Original Owner

Dealer's City

State

Zip Code

☒

moreno valley

CA

Transmission Type

☒ Antilock Brakes

Powertrain

Vehicle Component Code

AUTOMATIC

☒ Cruise Control

FRONT WHEEL DRIVE

160000 STRUCTURE

Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)

Failure Mileage

Failure Speed

12-MAR-2004

109000

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: DOTM19ABC036)

☐ 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

Fire

Number of Persons Injured

Number of Deaths

Reported to Police

☐ Yes ☒ No

☐ Yes ☒ No

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).

THE CONSUMER EXPERIENCED A PROBLEM WITH THE AIR BAG COMPARTMENT IN THE DASH. THE AIR BAG IS LIFTING ABOUT ONE INCH ABOVE THE DASH. THE CONSUMER FEELS THAT IN CASE OF AN ACCIDENT, THE AIR BAGS WILL NOT DEPLOY. OWNER CONTACTED THE MANUFACTURER WHO SAYS THE REPAIR WILL BE THE OWNER'S COST. PROVIDE FURTHER DETAILS. *JB

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 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.

April 11, 2005

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

From: [REDACTED]

Reference No: 10113524

I purchased a brand new Dodge Avenger in 1997, direct from Moreno Valley Dodge in California. I have carefully cared for my car to keep it in almost new condition. The past year, I have noticed the air bag compartment lifting. A few months ago, I can clearly see that it has lifted approximately 1 inch and is starting to lift from the other side of the air bag compartment. Please keep in mind that this is not a sign of wear or from sun damage. The dash board still looks brand new! I have included photos to further prove my claim.

I have contacted Dodge at 1-800-992-1997 on March 3rd, 2005 at 2:30PM Pacific Time. I spoke to Resa and we established claim reference number 13254025. Resa also advised that repairs will be at my own expense and there would be nothing further Dodge Corp can do.

Air bags are designed to last for the life of the car. From experience with family, friends, and co-workers, many have cars that are older than mine and there are no signs of the air bag compartment lifting at all.

Due to safety issues, should my car be in a n accident, there is no guarantee that the air bag will even deploy due to it's defective nature at this point. Worse yet, who can guarantee that the air bag will not deploy by itself even if there is no accident! In either case, who is claiming responsibility?

Car manufacturers should be held responsible for providing the consumer with non-defective air bags and proper installation in their automobiles to last for the life of the vehicle.

Thank You,

[REDACTED]

[REDACTED]

[REDACTED]

