



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

Od_or _____

ri_dt _____

od_rt _____

up_br _____

205 MAY -6 AM 9:10

Reference No.

10121461

OWNER INFORMATION (Type or Print)

Name

Street

Apt. No.

City WINDSOR

State CT

Daytime Telephone Number

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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

4/12/05

PRODUCT INFORMATION

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

Make

Model

Year

1B4BP74L9XB

DODGE

GRAND COUNTRY
MINIVAN

1999

Purchased Date

Dealer's Name

Engine Size (CID/CC/L)

Turbo

Diesel

Gas

Fuel Injection

1-11-99

ARTOLI DODGE

New Used

Dealer's City

State

Zip Code

No. Cylinders

4

Manufacture Date (on driver's door or pillar)

Transmission Type

Restraint System

Cruise Control

Drivetrain

Vehicle Type

Body Style

Manual

Automatic

Driver's Side Air Bag

Motorist

Passenger's Side Air Bag

2-Point Belt

3-Point Belt

Yes

No

Front

Rear

4-Wheel

Car

Sport Utility

Van

Truck

Minivan

Motorcycle

Other

2-Door

4-Door

Stationwagon

Pick Up Truck

Other

FAILED COMPONENT(S)/PART(S) INFORMATION

Part Name(s)

Location

Front

Rear

Failed Part(s)

Original

Replacement

Handicap Adaptive Equip

Yes

No

METAL RIBBON LIPS

Left

Right

Original

Replacement

Yes

No

TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Brand

Tire Name

Complete Tire Size

DOT No.

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

NONE

Number of Fatalities

NONE

Reported to Manufacturer

Yes No

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

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ATTACHED

Continued 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 administration 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

When parked, my wife put her foot on the brake, the brake pedal went to the floor and she was left without brakes. The vehicle was unsafe to drive and we had it towed to a Chrysler Dealership.

I was informed that the metal brake lines had rusted through which resulted in a brake line burst. If this had occurred on the highway and/or in heavy traffic it could have resulted in serious injury or death.

I notified Chrysler about this brake line burst and requested answers to safety related questions and reimbursement for the cost of the brake line replacement.

Chrysler stated, they had never experienced a brake line burst and had never issued any Service Bulletins or Recalls. My request for reimbursement was denied, because the warranty had expired.

I requested answers to the following questions:

- (1) What materials are the Metal Brake Lines made from?
- (2) What is the life expectancy of these brake lines?
- (3) What is the DOT Burst Test Requirements for these brake lines?
- (4) Why is there no requirement to inspect these metal brake lines in the Owners Manual or Service Schedule Maintenance Booklet?
- (5) How do you stop this vehicle if you have a brake line burst in heavy traffic and/or on the highway at 65 MPH?

Chrysler's answers were;

- *(1) We do not and cannot put a life expectancy on any of the parts on any of our vehicles.
- (2) Testing and requirements are not available to me to provide out to you. This is proprietary information.
- (3) If you are currently having problems with your vehicle, please make an appointment at your local Dodge dealership for proper inspection and diagnosis."

I am appalled by Chrysler's incompetent answers to my questions and their lack of concern over a safety defect that could result in serious injury or death.

I have a section of this defective brake line. I believe that if NHTS or the Chrysler engineers inspected this brake line they would automatically request a recall.

Friday, April 22, 2005 America Online: