



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

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

JUN 29 2005

NVS-216 hmr
Ref. No. 10124785

Tacoma, WA

Dear

Thank you for your correspondence concerning a problem you encountered with your 1994 Eagle Vision vehicle. Your correspondence was received on June 3, 2005.

The National Highway Traffic Safety Administration (NHTSA) is the Federal agency responsible for improving safety on our Nation's highways. We are authorized to order manufacturers to recall and repair vehicles or items of motor vehicle equipment when our investigations indicate that they contain serious safety defects in their design, construction, or performance. We also monitor the adequacy of manufacturers' recall campaigns. In order for the agency to initiate an investigation, we look carefully at the body of consumer complaints and other available data to determine whether a defect may exist. We cannot act on isolated problems or resolve disputes between individual owners, dealers, or manufacturers.

We appreciate the report you provided. Reports from motorists are a very important source of information for us. Each report is analyzed and entered into a database to help us determine whether an investigation into a possible safety defect is warranted.

On June 28, 1999, NHTSA's Office of Defects Investigation (ODI) opened a preliminary evaluation (PE99-044) into reports alleging failure of the tie rod bushings or bolts at the attachment of the tie rod to the steering rack and pinion in 1994 through 1996 Eagle Vision, Dodge Intrepid, Chrysler Concorde, Chrysler LHS, and Chrysler New Yorker vehicles. On October 29, 1999, ODI upgraded PE99-044 to an engineering analysis (EA99-031). An engineering analysis is a more detailed and complete technical analysis of the character and scope of an alleged defect. On September 13, 2001, ODI closed EA99-031 without the determination that a safety-related defect existed in the subject vehicles. For your information, we have enclosed a copy of the closing resume for PE99-044 and the closing resume for EA99-031.

A review of our database relative to problems associated with the steering system in the vehicles subject to PE99-044 and EA99-031 revealed insufficient evidence to warrant revisiting



DOT AUTO SAFETY HOTLINE
888-DASH-2-DOT
888-327-4236

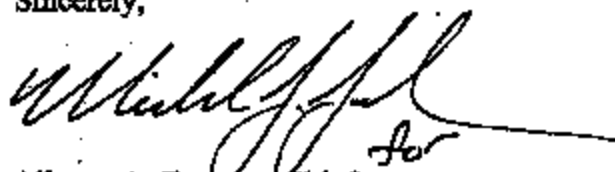
this issue at this time. The information you provided has been entered into our database. ODI will continue to monitor reports associated with this issue, in addition to other reported problems, and take future action as appropriate.

Should you encounter a safety-related problem with a motor vehicle or item of motor vehicle equipment in the future, you can contact our toll-free Vehicle Safety Hotline (Hotline) at 1-888-327-4236. One of our representatives may be able to assist you on matters concerning motor vehicle and motor vehicle equipment safety recalls or to report an alleged safety problem. You can also request safety information. If our telephones are busy, or you call during non-working hours, you can leave your name, telephone number, and a brief subject on our recording system. A Hotline representative will return your call.

Additionally, we have an Internet Web site at <http://www.nhtsa.dot.gov> that you may want to visit. An electronic Vehicle Owner's Questionnaire (VOQ) is also available on this Web site at <http://www.nhtsa.dot.gov/ivog>. This form is for vehicle owners to report safety related problems about their motor vehicles or motor vehicle equipment, e.g., child safety seats, jacks, tires, brake fluid, etc. The reports submitted are transferred to our database and are used to identify safety-related defect trends that require our attention. If you do not have access to the Internet, please use the enclosed VOQ to inform this agency of any future motor vehicle or motor vehicle equipment safety problems you may experience. Also, a summary listing of vehicle owners' complaints, safety recalls, manufacturers' service bulletins, etc., can be obtained at <http://www.nhtsa.dot.gov/cars/problems>.

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.

Sincerely,

A handwritten signature in black ink, appearing to read "Alberto A. Jimenez", followed by a horizontal line.

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

Enclosures



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ODI RESUME

INVESTIGATION: PE99-044

DATE OPENED: 6-28-99

SUBJECT: Steering System Rack & Pinion Failures

DATE UPGRADED: 10-29-99

PROMPTED BY: Consumer Complaints/IE99-048

PRINCIPAL INVESTIGATOR: Lee Strickland

(EA99-031)

MANUFACTURER: DaimlerChrysler Corporation

MODELS: Eagle Vision, Dodge Intrepid, Chrysler New Yorker, Concorde, and LHS

MODEL YEAR: 1994-1996

VEHICLE POPULATION: 853,600

PROBLEM DESCRIPTION: Multiple failure modes have been reported by owners related to the rack and pinion steering system on the vehicles listed above. Complainants allege a variety of steering/controllability problems as a result of the various failures.

FAILURE REPORT SUMMARY

	ODI	MANUFACTURER	TOTAL
REPORTS:	69	1,381	1,450
CRASHES:	0	0	0
INJURIES:	0	0	0
WARRANT CLAIMS:		55,210	55,210
a. Steering Gear noisy, binds, sticks		39,907	39,907
b. Tie Rods: broken/cracked		15,303	15,303

ACTION: This PE is upgraded to an Engineering Analysis.

ENGINEER: Lee Strickland

DIV CHF:

Richard Boyd

OFC DIR:

[Signature]

29 October 99

DATE

10/29/99

DATE

10/29/99

DATE

SUMMARY: Since opening the Preliminary Evaluation (PE), ODI has received 6 additional complaints. During the PE it was determined multiple failure modes are involved in this matter. The warranty claim rate is high for a steering system concern. The issues reported involve premature wear out at the rack and pinion interface with the inner tie rod end(s), binding and sticking of the steering gear, cracked or broken tie rod ends, sheared rack & pinion assembly bolts, and wear out of the rack & pinion mount bushings. Many of the complainants mention steering wonder and loose steering. Three of the most recent complaints allege a complete loss of steering due to sheared bolts. ODI is upgrading this Preliminary Evaluation in order to perform a thorough technical analysis of the various system failure allegations and to quantify the effect that these failures have on vehicle control.

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11-2-99