



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 100148

Date Received

06 JUL 2005
28-JUL-2005

Repository

Reference No.
10130453

OWNER INFORMATION (Type or Print)

Name: [REDACTED]
Address: [REDACTED]
City: INVERNESS State: MS Zip Code: [REDACTED]

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 1B4GP54R1V[REDACTED]		Make DODGE	Model GRAND CARAVAN	Model Year 1997
Date Purchased 15-JAN-04	Dealer's Name and Telephone Number		Engine: No: Cylinders 6	Fuel Type: Gas
Original Owner <input checked="" type="checkbox"/>	Dealer's City	State	Zip Code	
Transmission Type AUTOMATIC	<input checked="" type="checkbox"/> Antilock Brakes <input checked="" type="checkbox"/> Cruise Control	Powertrain FRONT WHEEL DRIVE	Vehicle Component Code 073100 FUEL SYSTEM, GASOLINE:FUEL INJECTION SYSTEM:FUEL RA	
Multiple Failure: 1				

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s) 17-JAN-2005	Failure Mileage 93000	Failure Speed	
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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: DOTMALSABC036)	<input type="checkbox"/> Original Equipment <input type="checkbox"/> 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), damage(s), and injury(ies).)

Crash <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	Fire <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	Number of Persons Injured 2	Number of Deaths	Reported to Police Y
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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).

DT: BOUGHT THIS VAN FROM AN INDIVIDUAL, WRECKED THE VEHICLE, IT WAS TOTALED. HOWEVER, THERE WERE 2 RECALLS, ONE FOR THE FUEL RAIL, AND THE OTHER FOR AIR BAGS WHICH DID NOT DEPLOY. CONSUMER FOUND OUT ABOUT THE RECALLS AFTER THE ACCIDENT, DIANKER CHRYSLER SENT OUT AN INVESTIGATOR, WHO CONSUMER'S CLAIM FOR THE ACCIDENT. THERE WAS CONFLICTING INFORMATION ON THE LETTER SENT TO CONSUMER. THIS HAPPENED ON JANUARY 17, 2006. *AK

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 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.

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

See photo inside of



ATTACH ADDITIONAL SHEETS IF NECESSARY



NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES



BUSINESS REPLY MAIL

FIRST CLASS PERMIT NO 73173 WASHINGTON, D.C.

POSTAGE WILL BE PAID BY NATL. HWY. TRAFFIC SAFETY ADMIN.

U.S. Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NHTSA-216
400 North Street, SW
Washington, DC 20590

U.S. Department
of Transportation

**National Highway
Traffic Safety
Administration**

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

Official Business
Penalty for Private Use \$300

**VEHICLE
OWNER'S
QUESTIONNAIRE**
DOT AUTO SAFETY HOTLINE

TO REPORT VEHICLE SAFETY DEFECTS
COMPLETE THIS FORM
OR

DASH2DOT

1-888-DASH-2-DOT
1-888-327-4236

DOT Auto Safety Hotline
(DASH) 2 DOT



U.S. Department of Transportation
National Highway Traffic Safety
Administration
www.nhtsa.dot.gov/hotline

Reference # 10130453

This vehicle I purchased Jan. 2004-
I did not know this vehicle had 2 recalls.
They were never reported to me. I found out
about this after accident. I called Dodge
They told me this. I never received anything
they said because the vehicle was still registered
in name I purchased from ^{you can believe}
_{(I am 51 years old) - never been in accident.}
this or not. I am still having NIGHTMARES
about fire. I am so glad we were able
to open doors & get out - Because we were
not out 5 minutes - a gentleman came
by and told us to walk down road a
little piece. and get away - steam was
coming out from under. About that
time a loud combustion & went up in
flames. Pictures inclosed. I will fax you
a copy of fire report - I have called fire dept.
Told me be a few days to get a copy -
see pages 14 & 15 of this. I pulled all
this off internet - I need help -

We still owe doctor Bills. I WAS off
work 3 months - w/out pay -

Thanks

I know in the

work
time

cell

Note: look at pictures I tried to
stop - See skid marks in road.
Like my brake failed. Also:
The thing could have on fire at
that time. And we didn't know.
This - Any help will be
Very much appreciated -

Thanks Again!

STATE OF MISSISSIPPI
UNIFORM CRASH REPORT

Agency Case Number

0067 67038901105 Page 01 of 04

Agency Name: **SUNFLOWER COUNTY SHERIFF'S DEPARTMENT** 01. County: **67** 02. State Code: **C I P U**

03. Reported Date (MM/DD/YYYY): **01/17/2005** 04. Reported Time (24HR): **1939** 05. Arrival Time (24HR): **1954** 06. Release Time (24HR): **2106** 08. Vehicle: **01** 07. KID'd: **00** 09. Injured: **02**

03. Address Number: **760yd** 010. Street Name: **SMITH ROAD** 011. Hwy/County Road #: 012. Traffic Flow/Direction: **N E S W**

012. Int. Y N 014. Distance: **F** 015. Direction: **N E S W** 016. Intersecting Street Name: **WOODMAN ROAD** 017. Int. Hwy/County Road #:


018. City Name: **INVERNESS** 019. Latitude: **N 33 21.927** 020. Longitude: **W 090 39.592**

Crash with EMV in road:	Non-Crash in Road	Fixed Object	Roadway	None	City Street
<input type="checkbox"/> Rear end stop or stop	<input type="checkbox"/> Curbside	<input type="checkbox"/> Bridge/Culvert	<input type="checkbox"/> Roadway	<input type="checkbox"/> None	<input type="checkbox"/> City Street
<input type="checkbox"/> Rear end tan	<input type="checkbox"/> Jackknife	<input checked="" type="checkbox"/> Embankment/Ditch/Curb	<input checked="" type="checkbox"/> Off-Roadway	<input checked="" type="checkbox"/> Four-way Inter	<input type="checkbox"/> State Highway
<input type="checkbox"/> Left turn same roadway	<input type="checkbox"/> Fall from vehicle	<input type="checkbox"/> Guardrail/Median Barrier	<input type="checkbox"/> Median	<input type="checkbox"/> T-Intersection	<input type="checkbox"/> U.S. Highway
<input type="checkbox"/> Left turn cross traffic	<input type="checkbox"/> Other	<input type="checkbox"/> Tree	<input type="checkbox"/> Roadside	<input type="checkbox"/> Crossover	<input checked="" type="checkbox"/> County Road
<input type="checkbox"/> Right turn cross traffic		<input type="checkbox"/> Utility pole/light support	<input type="checkbox"/> Shoulder	<input type="checkbox"/> Driveway	<input type="checkbox"/> Parking Lot/Private Drive
<input type="checkbox"/> Head on	<input type="checkbox"/> Crash of EMV in road with	<input type="checkbox"/> Other fixed object	<input type="checkbox"/> Parking Lot	<input type="checkbox"/> Five-point or more	<input type="checkbox"/> Interstate
<input type="checkbox"/> Side-swipe	<input type="checkbox"/> Pedestrian	<input type="checkbox"/> Sign Post	<input type="checkbox"/> Gate	<input type="checkbox"/> Off Ramp	<input type="checkbox"/> Off Road
<input type="checkbox"/> Angle	<input type="checkbox"/> Parked Vehicle	<input type="checkbox"/> Signal stand and		<input type="checkbox"/> On Ramp	<input type="checkbox"/> State Park
<input type="checkbox"/> Hit and run	<input type="checkbox"/> Train	<input type="checkbox"/> Building/Other Structure		<input type="checkbox"/> Path/Trial	
	<input type="checkbox"/> Bicycle	<input type="checkbox"/> Free-fall Object		<input type="checkbox"/> RR Xing	
	<input type="checkbox"/> Animal	<input type="checkbox"/> Mtrl. Equip. - Not Moving		<input type="checkbox"/> Traffic Circle/Round	
		<input type="checkbox"/> Mtrl. Equip. - Moving		<input type="checkbox"/> Y-Intersection	
		<input type="checkbox"/> Other non-fixed object			

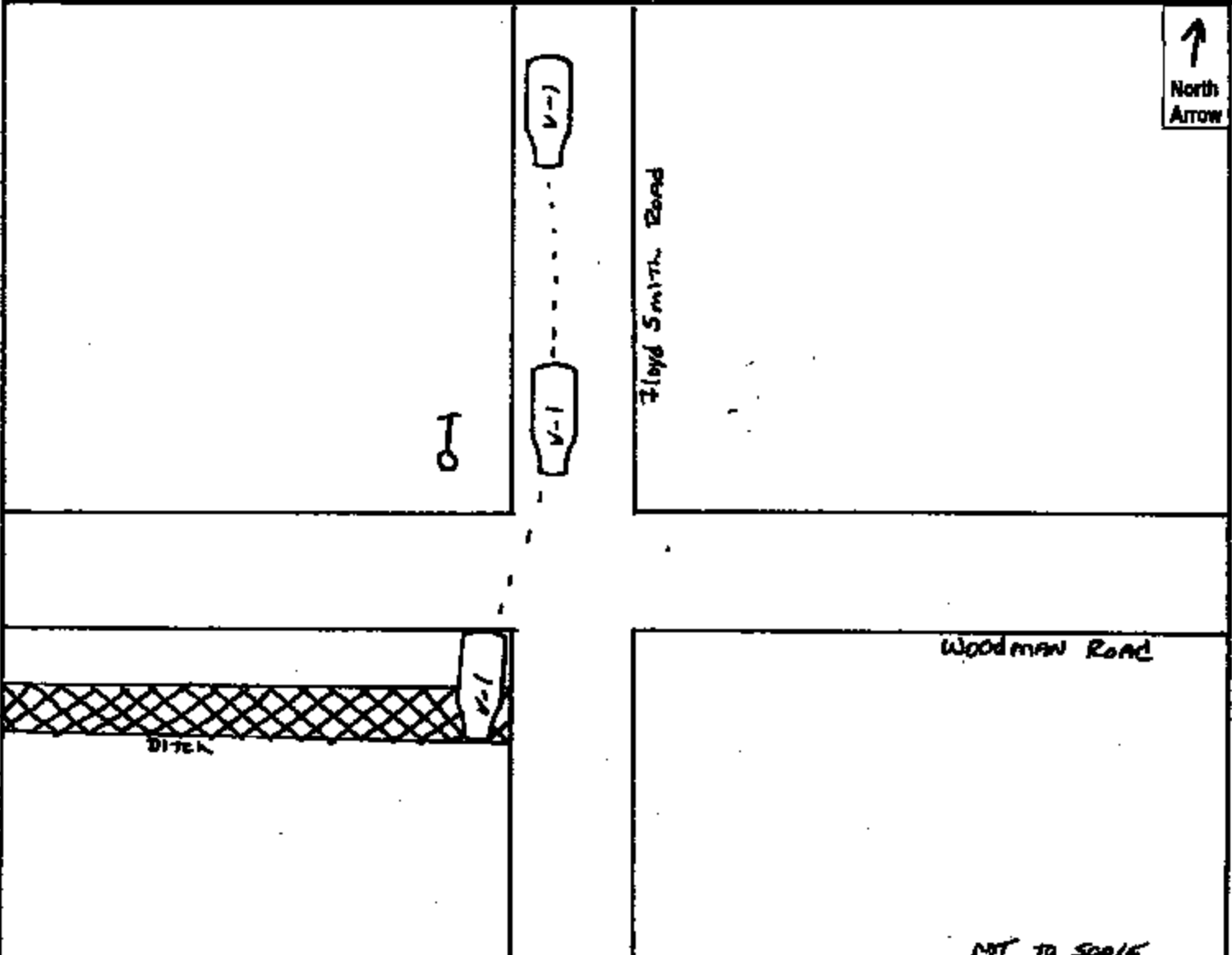
Daylight	<input checked="" type="checkbox"/> Dry	<input checked="" type="checkbox"/> Clear	<input type="checkbox"/> Blown Debris	<input checked="" type="checkbox"/> Not Workzone Related	<input checked="" type="checkbox"/> None
Dark-Lit	<input type="checkbox"/> Wet	<input type="checkbox"/> Rain	<input type="checkbox"/> Fog/Smog/Smoke	<input type="checkbox"/> Within Construction Zone	<input type="checkbox"/> Intermittent or Moving Work
<input checked="" type="checkbox"/> Dark-Unlit	<input type="checkbox"/> Water	<input type="checkbox"/> Cloudy	<input type="checkbox"/> Snow/Ice	<input type="checkbox"/> Advance Warning Area	<input type="checkbox"/> Lane Closure
Down	<input type="checkbox"/> Sand/Mud/Dirt/Oil/Gravel	<input type="checkbox"/> High winds	<input type="checkbox"/> Sand		<input type="checkbox"/> Lane Shift/Crossover
Dark	<input type="checkbox"/> Ice				<input type="checkbox"/> Shoulder/Median Work
	<input type="checkbox"/> Slush				<input type="checkbox"/> Utility
	<input type="checkbox"/> Snow				

028. First Name: **M** Last Name: **PRUITT**
029. Address: 030. Phone Number:
031. City: 032. State: 033. Zip Code:
034. Sex: **M** 035. Age:

036. First Name: Last Name:
037. Address: 038. Phone Number:
039. City: 040. State: 041. Zip Code:
042. Sex: **M** 043. Age:

044. Badge Number: **504** 047. Investigating Officer Name (Please Print): **Michael J. Pruitt** 048. Officer Signature: 
049. Badge Number: **506** 050. Reviewing Officer Initials: **DEC** 051. Photos Taken: Y N 052. Photographer and Badge #: **D. Blanton 50-6**

VI Crash Diagram



12.010-Narrative

DRIVER OF V-1 STATED SHE WAS DRIVING SOUTH ON FLOYD SMITH ROAD TALKING WITH HER DAUGHTER AS THEY APPROACHED WOODMAN ROAD. DRIVER OF V-1 STATED THAT SHE FAILED TO STOP OF A STOP SIGN AT THAT INTERSECTION. V-1 CROSSED THROUGH THE INTERSECTION AND STRUCK THE DITCH ON THE SOUTH WEST CORNER HEAD ON. V-1 THEN CAUGHT ON FIRE. OCCUPANTS OF V-1 COMPLAINED OF PAIN AND WAS TAKEN BY PERSONAL VEHICLE. FIRE UNITS RESPONDED TO EXTINGUISH THE FIRE AND THE OWNER REQUESTED THAT DIMMY POTE TOW THE VEHICLE.

P1. Person Type Driver Pedestrian Bicyclist Skater Other non-motorist Train Engineer Hit and Run Driver

P2. License # [Redacted] P3. Sex M Last Name [Redacted] P4. State NJ P5. Date of Birth MS Y 03/22/1954

P6. City **INVERNESS** P7. State **MS** P8. Zip Code [Redacted]

P9. Y N P

P10. Not Transported EMS Police Hearse Private Vehicle

P11. EMS Agency Code P12. Medical Facility Code **0102**

P13. No Defects Apparent Obviously Intoxicated Unknown Pushing vehicle Unknown Physical Impairment Entering/Crossing Roadway Approaching/leaving vehicle Hit and Run Affected by Exhaust Fumes Walking/running/playing/cycling Playing/sorting on vehicle Drinking - Not Impaired Using Drugs - Impaired Working Standing Drinking - Impaired Using Drugs - Not Impaired Working Standing Fell Asleep/Painted/Fatigue Powering Lab Results

P14. No Apparent Impaired Driving Made Improper Turn Not Visible (Dark Clothing) Failed to Yield Right of Way Left of Center Operating Defective Equipment Following Too Closely Failure to keep proper lane/Run off road Passed Stop Sign Speed Too Fast For Conditions Avoidance Pedestrian Actions Driving Under The Influence Drove on Wrong Side of Road Ran Red Light Arrived on Roadway Fatigued/Asleep Roadway Defects Faulty Equipment Legally Crossing Median Visibility Obstructed Exceeded Legal Speed Improper Lane Change Improper Backing Improper Passing/Overtaking Lying and/or illegally in roadway See Crash Description

P15. X Shoulder & Lap Belt None Complaint of Pain None Serious Life Threatening Killed Lap Belt Automated Restraint Life Threatening Killed Shoulder Belt Child Safety Seat Helmet None Partially Totally

P16. Extricated N Y M F White Black Hispanic Other Left Center Right Deployed - Front Not Deployed Deployed - Side No Airbag Deployed - Both

P17. None Blood Breath None given Test refused Test given, pending Test given

P18. None Blood Urine None given Test refused Test given, pending Test given

P19. Person # **02** P20. First Name [Redacted] P21. Last Name [Redacted]

P22. Address Same as Person # P23. City **Ruloville** P24. State **MS**

P25. M F White Black Hispanic Other **26** M F Y N Y Not Partially Totally

P26. Not Transported EMS Police Hearse Private Vehicle

P27. EMS Agency Code P28. Medical Facility Code **0102**

P29. Front-Driver Front-Middle Front-right 2nd-left 2nd-middle 2nd-right 3rd-left 3rd-middle 3rd-right Steeper of Truck Cab Encl. Pass./Cargo Area Unencl. Pass./Cargo Area Riding on Exterior Towed Vhd./Trailer

P30. X Shoulder and Lap Belt None Lap Belt Automated Restraint Shoulder Belt Child Safety Seat Helmet

P31. None Life Threatening Complaint of Pain Serious Killed Deployed - Front Not Deployed Deployed - Side No Airbag Deployed - Both

P32. Not Transported EMS Police Hearse Private Vehicle

P33. EMS Agency Code P34. Medical Facility Code **0102**

P35. Person # P36. First Name P37. Last Name

P38. Address Same as Person # P39. City P40. State

P41. M F White Black Hispanic Other M F Y N Y Not Partially Totally

P42. Not Transported EMS Police Hearse Private Vehicle

P43. EMS Agency Code P44. Medical Facility Code

P45. Front-Driver Front-Middle Front-right 2nd-left 2nd-middle 2nd-right 3rd-left 3rd-middle 3rd-right Steeper of Truck Cab Encl. Pass./Cargo Area Unencl. Pass./Cargo Area Riding on Exterior Towed Vhd./Trailer

P46. None Life Threatening Complaint of Pain Serious Killed Deployed - Front Not Deployed Deployed - Side No Airbag Deployed - Both

P47. Person # **4509056065** P48. First Name [Redacted] P49. Last Name [Redacted]

P50. Address Same as Person # P51. City [Redacted] P52. State [Redacted]

P53. M F White Black Hispanic Other M F Y N Y Not Partially Totally

P54. Not Transported EMS Police Hearse Private Vehicle

P55. EMS Agency Code P56. Medical Facility Code

P57. Front-Driver Front-Middle Front-right 2nd-left 2nd-middle 2nd-right 3rd-left 3rd-middle 3rd-right Steeper of Truck Cab Encl. Pass./Cargo Area Unencl. Pass./Cargo Area Riding on Exterior Towed Vhd./Trailer

P58. None Life Threatening Complaint of Pain Serious Killed Deployed - Front Not Deployed Deployed - Side No Airbag Deployed - Both

MOCR Vehicle

V1. Vehicle # 01 02 0067

Agency Case Number

670389011,05 Page 04 of 04

V2. Make MS

2005



Dodge

1997

CARAVAN

INDIANNA

MS

V9. Damage: Heavy Light None

V10. Speed Zone V11. Est. Speed 35 35

V17. Insurance Company Name NAT. Surety Fire & Casualty MS-04-12-0094

V19. No Proof of Insurance

Collision of Person, Vehicle/Animal Object

Non-Collision

Collision of Fixed Object

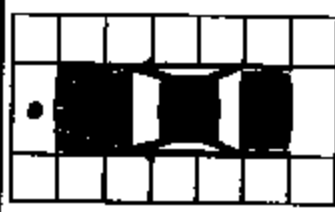
- Animal
- Bicyclist
- Maintenance Equip.
- Moving Vehicle
- Parked Vehicle
- Pedestrian
- Train
- Stowing Vehicle
- Stopped Vehicle In Road

- Cargo Load/Shift
- Crossover
- Equipment Failure
- Fall/Jump from Vehicle
- Fire/Explosion
- Immunon
- Jackknife
- Median/Centerline
- Thrown/Falling Object
- Off roadway/Left
- Off roadway/Right
- Overtum/Rollover
- Unit Separation
- Over Correcting/Steering

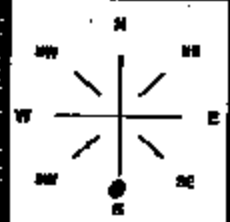
- Attenuator/Cushion
- Bridge Structure
- Culvert
- Curb
- Ditch
- Embankment
- Fence
- Guardrail
- Mailbox
- Median Barrier
- Post/Pole/Support
- Tree
- Other Fixed Object

- Going Straight
- Making Left Turn
- Stopped
- Slow/Stop In Road
- Parked
- Backing
- Making Right Turn
- Avoidance
- Lane Change
- Leaving Parking
- Overtaking/Passing
- Parking Position
- Making U Turn
- In Tow

- Passenger Car
- Light Truck
- Stationwagon/Van
- SUV
- Motorcycle
- Other
- RV
- School Bus
- Single-Unit Truck(2)
- Single-Unit Truck(3+)
- Tractor
- Tractor/Trailer
- Tractor(2)
- Tractor(3)
- Train
- Truck/Trailer
- Emergency Veh.
- Commercial Bus
- ATV
- Farm Equip.
- Unknown Truck



- Under
- Overtaken
- None
- Other



- None
- Right only
- Left Only
- Both Sides
- Separate
- Signed

- Channel-Painted
- Channel-Physical
- Flag Person
- Flashing Signal Red
- Flashing Signal Yellow
- No Passing
- None
- Officer
- RR Flashing Signal
- RR Signal and Gate
- Signal
- Stop Sign
- Railroad Sign
- Yield Sign

- Straight/Level
- Intersect bar roads
- Straight/Grade
- Curve/Level
- Straight/Hillcrest
- Curve/Hillcrest
- Curve/Grade
- Bridge
- Private Drive
- Curve/Hillcrest
- Crossover
- Begin/End Divided Road
- One-Way

- 2 Lane
- 4+
- Parking Lot
- 1 Lane
- 3 Lane
- Frontage/Ramp
- One Way
- Unpaved

- Asphalt
- Concrete
- Dirt
- Gravel
- Other - See Narrative

V17. Device Functioning? Y N

V20. Divided? Yes No V21. Center Turn Lane? Yes No

V23. Towed? Yes No V24. Authority: Owner Police Other V25. Towed By: PATE'S TOWING (Jim PATE.)

Common Vehicle

C1. Carrier ID Number: C1. Authority US DOT State Mexico ICC Canada

C2. Carrier Name

C3. Carrier Address

C4. City C5. State C7. Zip Code

C8. GVWR#

- Auto transporter
- Bus<15
- Bus 15+
- Cargo tank
- Concrete Mixer
- Dump
- None
- Fleeced
- Garbage/refuse
- Grain/hay/gravel
- Other
- Pole/tug
- Van/enclosed bus

C10. Capacity Hauled

C11. Placard ID

C12. HAZMAT Released Yes No

6434469309

DAIMLERCHRYSLER

DaimlerChrysler Corporation
Customer Claims Resolution Group

January 31, 2005

[REDACTED]
Inverness, MS [REDACTED]

Re: Vehicle: 1997 DODGE GRAND CARAVAN
VIN: [REDACTED]

Dear Ms [REDACTED]

Thank you for contacting DaimlerChrysler Corporation in regard to the above referenced vehicle. We are in the process of reviewing your file and will inform you of our decision as soon as practicable.

If a vehicle inspection is necessary, you will be contacted by our inspector to set up a vehicle inspection appointment.

Please allow 2 weeks from the date of this letter for processing of your claim. You will be contacted either by telephone or letter.

If you have not been contacted or, should you have any questions, only after the full 2 week period, you may call the number below. Thank you for your cooperation.

Customer Claims Resolution Group

1-866-432-1329 (toll free)

*Special
Customer
New 11/04*



autobytel.com

The best place to research, buy and sell y

You are here: [Home](#) > [Own](#) > [Service](#) > [Recalls](#)

Recalls

1997 Dodge Grand Caravan SE AWD

[Select Different Vehicle](#)

[New to A Click here](#)

[Recently > Dodge C](#)

ADVER

6 Recall Notices

These recall notices may not apply to all vehicles. Please contact your dealer for more details or contact the National Highway Traffic Safety Administration's Auto Safety hotline at 1-888-DASH-2-DOT (1-888-327-4236).

Campaign Number: 02V293000 **Date:** 2002-Nov-07

Component: Air Bags: Frontal

Defect Summary: ON CERTAIN MINI VANS, THE CLOCKSRING ASSEMBLY MAY HAVE BEEN WOUND INCORRECTLY DURING THE VEHICLE ASSEMBLY PROCESS.

Consequence Summary: THIS CONDITION WILL MANIFEST ITSELF THROUGH ILLUMINATION OF THE AIR BAG WARNING LAMP, AND COULD EVENTUALLY RESULT IN A DRIVER'S AIR BAG OPEN CIRCUIT, IF THE PART IS NOT REPLACED IN A REASONABLE AMOUNT OF TIME.

Corrective Summary: DEALERS WILL REPLACE THE CLOCKSRING ASSEMBLY ON ALL VEHICLES WITH 70,000 MILES OR LESS. AN EXTENDED LIFETIME WARRANTY WILL ALSO BE PLACED ON THIS COMPONENT FOR ALL AFFECTED VEHICLES, REGARDLESS OF MILEAGE. DAIMLERCHRYSLER WILL ALSO REIMBURSE OWNERS WHO HAVE PAID TO HAVE THE CLOCKSRING REPLACED ON THEIR VEHICLES. OWNER NOTIFICATION BEGAN NOVEMBER 18, 2002. OWNERS WHO TAKE THEIR VEHICLES TO AN AUTHORIZED DEALER ON AN AGREED UPON SERVICE DATE AND DO NOT RECEIVE THE FREE REMEDY WITHIN A REASONABLE TIME SHOULD CONTACT DAIMLERCHRYSLER AT 1-800-853-1403.

[To schedule service online click here](#)

Campaign Number: 00V268000 **Date:** 2000-Sep-13

Component: Fuel System, Gasoline: Fuel Injection System

Defect Summary: VEHICLE DESCRIPTION: MINI VANS BUILT WITH 3.3L AND 3.8L ENGINES HAVE FUEL RAILS WITH NITROLE RUBBER O-RING SEALS THAT CAN DEGRADE OVER TIME. FUEL LEAKAGE FROM THE UNDERHOOD FUEL INJECTION FUEL RAIL COULD RESULT, INCREASING THE LIKELIHOOD OF A VEHICLE FIRE.

Consequence Summary: FUEL LEAKAGE IN THE PRESENCE OF AN IGNITION SOURCE CAN RESULT IN A FIRE.

Corrective Summary: DEALERS WILL INSTALL A SEAL ON THE VEHICLE FUEL RAILS TO PREVENT EXTERNAL LEAKAGE OF FUEL FROM THE FUEL RAIL CROSSOVER TUBE, SHOULD THE EXISTING O-RINGS CONTINUE TO DEGRADE. OWNER NOTIFICATION BEGAN ON JANUARY 25, 2002. DUE TO THE LARGE QUANTITY OF VEHICLES INVOLVED IN THIS CAMPAIGN, THE OWNER NOTIFICATION WILL BE PHASED OVER THE NEXT SEVERAL MONTHS. HOWEVER, IF A VEHICLE IS LEAKING FUEL FROM THE O-RINGS, THE VEHICLE SHOULD BE TAKEN INTO A DEALER TO HAVE THIS REPAIRED AS SOON AS POSSIBLE. OWNERS WHO TAKE THEIR VEHICLES TO AN AUTHORIZED DEALER ON AN AGREED UPON SERVICE DATE AND DO NOT RECEIVE THE FREE REMEDY WITHIN A REASONABLE TIME SHOULD CONTACT DAIMLERCHRYSLER AT 1-800-853-1403.

[To schedule service online click here](#)

Campaign Number: 98V185000 Date: 1998-Aug-06

Component: Child Seat

Defect Summary: VEHICLE DESCRIPTION: MINI VANS EQUIPPED WITH INTEGRATED CHILD SEATS. THE SHOULDER HARNESS RESTRAINT ON THE INTEGRATED CHILD SEAT CAN BECOME DIFFICULT TO EXTRACT WHEN THE SAFETY BELT LATCH PLATE BECOMES CONTAMINATED.

Consequence Summary: THIS CAN CAUSE DIFFICULTY IN RELEASING A CHILD FROM THE RESTRAINT.

Corrective Summary: DEALERS WILL CLEAN THE LATCH MECHANISM. AN EXTENDER WILL BE ADDED TO THE EMERGENCY RELEASE ANCHOR FOR THE CHILD SEAT SAFETY BELTS SO THAT THE RELEASE CLIPS ARE MORE VISIBLE AND ACCESSIBLE TO THE OPERATOR IN THE EVENT THAT THE RETRACTOR MECHANISM CAN NOT BE UNLOCKED. IN ADDITION, AN INSTRUCTIONAL OWNER'S MANUAL SUPPLEMENT CARD WILL BE PROVIDED.

[To schedule service online click here](#)

Campaign Number: 97V200000 Date: 1997-Nov-13

Component: Tires: Bead

Defect Summary: VEHICLE DESCRIPTION: PASSENGER MINIVANS EQUIPPED WITH P215/65R15 GOODYEAR CONQUEST TIRES MOUNTED ON STEEL WHEEL. THE TIRES CAN EXPERIENCE A SUDDEN AIR PRESSURE LOSS WITHOUT WARNING.

Consequence Summary: SUDDEN TIRE FAILURE COULD RESULT IN A LOSS OF DRIVER CONTROL OF THE VEHICLE.

Corrective Summary: DEALERS WILL REPLACE THE TIRES THAT WERE MOUNTED ON STEEL WHEELS.

[To schedule service online click here](#)

Campaign Number: 96V215000 Date: 1996-Oct-29

Component: Service Brakes; Hydraulic; Foundation Components: Master Cylinder

Defect Summary: THE MASTER CYLINDER REAR SEAL, BETWEEN THE HYDRAULIC FLUID AND THE VACUUM RESERVOIR, MAY NOT SEAL ADEQUATELY ALLOWING HYDRAULIC FLUID TO BE DRAWN INTO THE POWER ASSIST VACUUM RESERVOIR.

Consequence Summary: AS THE HYDRAULIC FLUID IN THE MASTER CYLINDER RESERVOIR DECREASES, THE LEVEL SENSOR WILL DETECT THE LOSS OF FLUID AND ILLUMINATE THE INSTRUMENT PANEL BRAKE WARNING LAMP. CONTINUED OPERATION OF THE VEHICLE WITH THE WARNING LAMP ILLUMINATED CAN RESULT IN EXTENDED STOPPING DISTANCES.

Corrective Summary: DEALERS WILL REPLACE THE BRAKE MASTER CYLINDER ON ALL AFFECTED VEHICLES. ADDENDUM (4-14-97): VEHICLES INSPECTED PER CHRYSLER RECALL NO. 707 AND FOUND TO BE OUTSIDE THE LISTED SUSPECT MASTER CYLINDER DATE CODE RANGE, MUST NOW HAVE THE MASTER CYLINDER PRIMARY PISTON REPLACED (CHRYSLER RECALL NO. 714).

[To schedule service online click here](#)

Campaign Number: 97U001000 Date: 1996-Oct-24

Component: Seat Belts: Integrated Child Seat

Defect Summary: VEHICLE DESCRIPTION: MULTIPURPOSE PASSENGER VEHICLES EQUIPPED WITH INTEGRAL CHILD SEATS. THIS IS NOT A SAFETY RECALL IN ACCORDANCE WITH FEDERAL REGULATION 573. HOWEVER, IT IS DEEMED A SAFETY IMPROVEMENT CAMPAIGN BY THE AGENCY. ON THE INTEGRAL CHILD SEAT, THE SHOULDER BELTS RESTRAINING THE CHILD RETRACT AND LOCK IN PLACE AFTER THE BELT BUCKLE IS CONNECTED TO THE LATCH PLATE. THE LATCH PLATE MOVEMENT LOCKS THE BELTS TO MAKE SURE THE CHILD IS RESTRAINED IN THE CASE OF A VEHICLE CRASH.

Consequence Summary: THE LATCH PLATE LOCATED IN THE SEAT CUSHION AREA MUST BE FREE TO MOVE BACK AGAINST ITS STOP AFTER THE BUCKLE IS REMOVED TO ALLOW THE SHOULDER BELTS TO BE PULLED OUT. ALWAYS BE SURE THE AREA AROUND THE LATCH PLATE IS FREE OF FOOD OR OTHER ITEMS THAT MIGHT PREVENT THE LATCH PLATE FROM MOVING BACK.

Corrective Summary: OWNERS ARE BEING PROVIDED WITH A VIDEO TAPE AND 2 HARNESS CLIPS. THE VIDEO TAPE INSTRUCTS OWNERS ON THE PROPER USE AND MAINTENANCE OF THE CHILD SEATS.

CUSTOM
Why our
our dealer
"Good fees
responses,
as promise
- Huber

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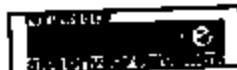
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DAIMLERCHRYSLER

Joe Ragland
601-969-5050

February 8, 2005

Complaint Form

DaimlerChrysler Corporation
Customer Claims Resolution Group

[Redacted]
Inverness, MS [Redacted]

Q
(Air Bag)
conf.

Re: 1997 Dodge Grand Caravan, Vin # 1B4GP54R4VB [Redacted]

Dear Mr. [Redacted]

Thank you for contacting DaimlerChrysler Corporation and raising concerns that you have with the above referenced vehicle. DaimlerChrysler Corporation conducted an investigation into the incident, inspected all of your concerns with the vehicle and interrogated its on-board computer. Based on the information we received, DaimlerChrysler Corporation must deny your claim.

In response to your particular concerns about why the air bags in your vehicle did not deploy:

The purpose of the air bag is to deploy in those impacts where the accident severity is great enough but the front-end crush cannot manage all of the energy of the impact and lower the longitudinal (front to back) deceleration in the occupant compartment to the desired levels. In your case, because the impact was an angular impact into the front corner of your vehicle and not directly into the front, your vehicle did not decelerate quickly enough to deploy the air bags.

Further, the seatbelts were tested and operated as designed. The fire seems to have been started by an impact to the power distribution center.

I have enclosed an informational brochure pertaining to air bag systems should you have any further questions. We suggest further inquiries be directed to your insurance company.

Very truly yours,

Customer Claims Resolution Group

Enclosure

See Page
1415

What Chrysler Does NOT Want You To Know - Read This Website For More Information! - Updated 2/02/05

CONSUMER WARNING - DaimlerChrysler (Dodge, Chrysler) is a negligent, deceptive, misleading automobile manufacturer that has knowingly created hardships for many American families, leaving many lives unknowingly at risk to the consumer with ongoing quality problems and defects.

The Truth Behind Chrysler

A Misleading Corporation That Values Profits Over Reasonable Product Quality And S

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



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

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



Your Warranty May Mean Nothing - Internal Chrysler "DaimlerChrysler" Documents Revealed

Chrysler tells dealers in an internal memo that it is normal for their vehicles to consume up to 1 quart of oil every 1,000 miles under 50,000 miles and even more for Chrysler engines over 50,000 miles! Be careful, most engines only hold 4-5 quarts on average, you may be dangerously low on motor oil sooner than you would expect! DaimlerChrysler is 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!

Although this document is in our possession, consumers should know that we are completely limited from posting this document in a readable form due to potential legal liability because 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. For more proof, ask to see the memo at your local dealer.

Can DaimlerChrysler Deceive You With New Vehicle Styles And Skillful Marketing Tactics? Don't Be Deceived!

Avoid liability and coverage for known issues, play stupid, blame the consumer and everything else, make the customer pay to profit from defects - All while Chrysler says they've changed and things have never been better as part of Chrysler's marketing tactics to regain your confidence. Daimler Chrysler has used evasive and sometimes fraudulent tactics to avoid liability for known defects while the consumer often pays, out of pocket to repair problems created by this company in the first place and in some cases, the consumer could even potentially pay with their life. After having excessive quality problems, automobile defects, vehicle recalls, problems with service and customer satisfaction, Chrysler first profits from replacements parts and service in result of the quality problems and defects, then skillfully "reinvents" itself with new, innovative, great looking products and marketing to rebuild consumer confidence while the quality problems and defects seem to almost stay the same at Chrysler. Read this website to learn more about the real Chrysler Corporation.

Sleek Vehicle Looks And A Well Crafted Image Is Nothing Without Consistent Quality Delivery To Consumers!

DO NOT MAKE THE MISTAKE OF ASSUMING IT CANNOT AND WILL NOT HAPPEN TO YOU! Learn about the potential problems if you own a Dodge, Chrysler automobile or plan on purchasing a Dodge, Chrysler automobile and educate yourself in regard to how this company has conducted business. 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 extremely low mileage, not one but with two late model Chrysler vehicles! This is in addition to a family member has experienced ridiculous, premature problems with their Chrysler vehicle. In addition we have received more than 10,000 complaints against Chrysler already since creating this website and over 180,000 hits from consumers specifically researching common problems with their Dodge, Chrysler vehicles through search engines.

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 replacements 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

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 with 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 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, due to what seems to be a serious durability issue with the LH Steering system, the number of Steering related accidents with Chrysler vehicles will only keep growing as consumers put more miles on these vehicles at their own 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 . . . [Click Here To Read The Entire Lawsuit Recently Filed](#)

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 potentially dangerous situation. It cost over \$1300.00 to repair!

1996 Chrysler Sebring Suddenly Veers Into Oncoming Traffic Says Witnesses

Resulting In Death - Possible Steering Problems With Other Chrysler Vehicles . . .



Email From Consumer: Thank you again for your help. Yes, someone was hurt, actually killed. My husband, XXX, was killed in that car accident on January 2, 2001. It was a clear day and the roads were dry. A witness says that the car just veered without any warning into

oncoming traffic."

Dodge RAM trucks, even new Dodge RAM trucks also have common premature front end problems that can lead to loss of Steering control. Symptoms usually include excessive wandering, play in the Steering, vibration and wheel shimmy. DaimlerChrysler repurchased 35 state owned trucks due to front end problems. Although the Dodge RAM is marketed as a durable truck, a DaimlerChrysler spokesman blamed the road conditions in Maine. The founder of the Dodge Truck Steering Problems website had an accident while towing a trailer due to a failed Suspension component that was found "not durable enough". An aftermarket company



even recognized the problem and has been manufacturing a better quality replacement for 1994-2001 Dodge RAM trucks. The founder of another website had a 2001 Dodge RAM 1500, which was eventually lemons back and a 2002 Dodge RAM 1500 Lone Star Edition that also had serious front end problems. With potential loss of control, this issue could lead to an accident turning a RAM truck into a potential death trap.

[Click Here For Article About Chrysler Truck Repurchase For 25,000 2001 3/4-Ton State Owned Trucks Due To Front End Problems](#)

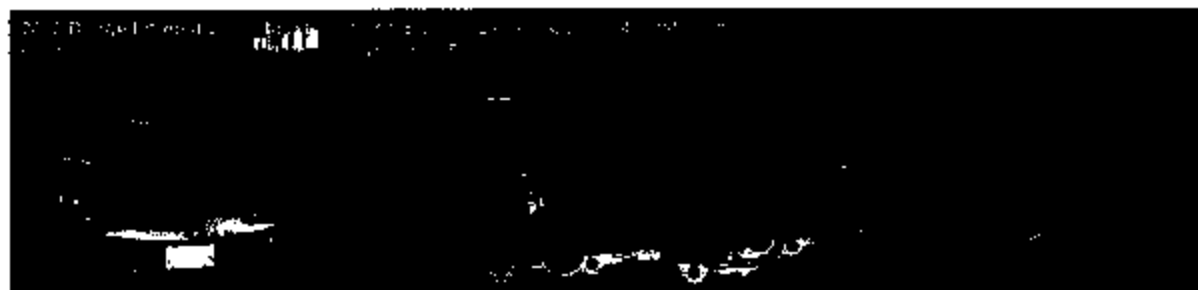
See a video sample a consumer provided of Steering problems developing in a 2002 Dodge Intrepid under 10,000 miles as an independent witness driver with no prior knowledge of problems describes Steering related concerns, also evidence of crunching and clunking noises, abnormal rubbing and groaning noises from the Steering, and premature excessive tire wear while Chrysler Dealerships deny problems! On a PC right click the link and choose "save target as" then save the video to your PC or on a Macintosh hold down the mouse button on this link and choose "save link as" **[34.7MB video in low quality MPEG format](#)**

Update 10/02/02: If you have experienced any Steering related problems under 100,000 miles with any Dodge, Chrysler vehicle, especially Intrepid, 300M, Concorde, LHS or have had an accident as result of sudden loss of control it is important that you come forward and we urge you to send us your complaint with any supporting documentation (service invoices, written complaints to Chrysler, witness statements, photos) so we can forward your information to our attorney who is seriously interested in pursuing legal action against DaimlerChrysler.

Please Read Our Attorney's Lawsuit Listed Above And Mail All Documentation To:

DaimlerChrysler Vehicle Problems Website
PO BOX 2021
San Leandro, California 94577

Common Engine Problems With Dodge, Chrysler Vehicles, Many Consumers Left To Pay Thousands For Replacement Engines That Were Clearly Defective In The First Place, 2.7L Oil Sludge, Rod Failure And Timing Chain Failure Top The List



Chrysler's 2.7L DOHC V6 Engine is one of Chrysler's most popular Engines used in Intrepid, Concorde, Sebring and Stratus. Unfortunately, these Engines typically have a short lifespan of only 30,000-70,000 miles on average without serious problems. The most common premature problem with these Engines is Oil Sludge due to what several Engine experts have stated is due to internal Oil passages that are too narrow for Engine Oil to properly circulate causing the oil to "cook" inside the Engine. We have received reports of this occurring as early as 35,000 miles with the average failure at 50,000 miles. Although Chrysler and their dealers place blame on the consumer, this common sludge problem should NOT be blamed on consumers not changing their oil since most of the complaints we have received are from consumers who have changed their oil religiously every 3,000 miles with receipts to prove it. Chrysler is clearly responsible for this problem however refuses to assist most consumers, even consumers who can prove they changed their oil every 3,000 miles with quality motor oil and leaves so many already struggling consumers left to pay thousands out of their own pocket for replacement Engines that were defective in the first place. The problem is so common that 3rd party warranty companies are also aware of the problem and will also decline warranty assistance. Even a Chrysler mechanic with 10 years experience, admitted to us that, yes these Engines have problems. Another common problem with almost all Chrysler Engines is Rod Bearing failure. Consumers have brought to our attention that there are quite a few Dodge Intrepids being auctioned off cheap on Ebay because of defective Engines. We have received reliable inside information that Chrysler has a list of mandatory modifications it recommends to engine rebuilders for these Engines and that they are in such high demand that they have even been on backorder at times and that Chrysler has a history of building defective Engines especially in this platform, first generation Chrysler LH vehicle Engines have also been known to almost literally "self destruct". These problems are extremely common and so nearly all consumers who experience these failures are forced to sell their vehicles at a major loss, allow their vehicle to be repossessed or pay \$4,000-\$8,000 for replacement engines and service, often while still paying monthly large payments on their defective late model Chrysler vehicle.



Email Comment From One Expert: Just wanted to let you and your readers know that my company has rebuilt 2.7L Chrysler Engines available at \$2995.00 + core + approx. \$300 shipping to anywhere in the continental U.S. I AM A REPAIR SHOP OWNER AND CAN'T BELIEVE THIS EXCUSE FOR AN ENGINE THAT KEEPS US VERY BUSY. I believe it will end up in a class action lawsuit against Chrysler before long but in the meantime, we will provide Engines for those who need to get back on the road. And if they are near Grand Rapids MI, we can also install. Thank You, Jerry Wineland, Integrity Auto Service

[Register For Potential Class Action Suit Against Chrysler For This Common Failure And Other Failures](#)



Above photo of Chrysler 2.7L Timing Chain defect that typically occurs around 60,000 miles (1998-2000) - Chrysler quietly redesigns part (new part number), consumers left to pay thousands for new engines after this breaks causing Engine damage while Chrysler accepts no responsibility.

Consumer Warning: The new Dodge Magnum and Chrysler 300 based on Chrysler's new LX Platform comes standard with the 2.7L Engine, the same 2.7L Engine, with similar specifications to our knowledge and according to Chrysler's own website, leading us to believe and indicating, this 2.7L Engine is more than likely the same 2.7L Engine from previous LH models prone to common premature catastrophic failure!

Chrysler Ignores Letter From Center For Auto Safety

Just as with many other common problems and defects, same as ever, Chrysler hides behind its corporate doors - Chrysler's faulty 2.7L engines have not only inconvenienced consumers, their finances have been stretched and their lives put in danger. Luisa Shah of Miami, Florida is an exemplary consumer who did everything right to take care of her 2000 Dodge Intrepid. She bought an extended warranty. She changed her oil every 3,000 miles. She drove cautiously. Yet in the middle of US 1 in South Miami "at a red light . . . without ANY warning lights, noises, or anything the car stopped running. It died in the middle lane. We had to push it to the side. It was rush hour and this highway is filled with very aggressive drivers. They were all cursing, beeping, signaling, and driving so close to us as to almost touch us. I was petrified. I thought a car was going to hit us." Despite the documented oil changes, despite the extended warranty, no one took responsibility for repairing the engine. DaimlerChrysler and the extended warranty company all sang from the same page - "we don't cover oil sludge damage." The dealer said it wasn't right because oil sludge was normal for 2.7L engines in Dodge and Chrysler cars. Yet Mrs. Shah wrote at the end of the day: "I still owe \$8,000.00 on the car and every day I sit in it to drive I pray to God that it takes me to where I need to go and then breaks down, but that it does not break down in the middle of the road. I live in physical (due to it leaving stranded in the middle of the road), mental (worrying about it breaking down) and financial stress (how am I going to pay for another breakdown). I am 33 years old and I am pregnant with our first baby." In sharp contrast, VW and Toyota, which have experienced problems with oil sludge and premature engine failure in their vehicles have extended the warranty to cover engine oil sludge damage. Although, the recommended oil change schedule is every 7,500 miles or 6 months for normal driving cycles under which most consumers fall, many Dodge and Chrysler owners report they change the oil more frequently and often meet the 3,000 mile heavy duty recommended oil change maintenance schedule. Even then, they have 2.7L engine failures due to oil sludge. Mercedes owners also Receive 10 year 150,00 mile extended warranties against engine damage due to the use of conventional oil instead of synthetic oil causing sludge.

Center For Auto Safety Letter To Chrysler President - Dieter Zetsche Regarding 2.7L Engine Problems,

August 26, 2004

(No response from Chrysler as of yet, Chrysler continues to ignore this issue just as Chrysler continues to ignore other issues!)

<http://www.autosafety.org/article.php?scid=122&dkid=981>

Second Letter To Chrysler President - Dieter Zetsche Regarding 2.7L Engine Problems, October 12th, 2004

<http://www.autosafety.org/article.php?dkid=981&scid=122>

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

More than 15 Years of excessive, premature Transmission problems and a history of some of the most trouble prone Transmissions, Chrysler now goes rear wheel drive with the new 300 and Magnum, using a supposed Mercedes E-Class based drivetrain and is still having Transmission problems? We are already receiving complaints about Transmissions slamming into gear with the new Chrysler LX Platform (Chrysler 300 and Dodge Magnum), practically brand new vehicles! Dealers are also still trying to avoid the problems just like before, being dishonest to consumers pretending they haven't seen any problems and supposedly "cannot duplicate" issues. Even Chrysler's new flagship, the Crossfire has a horrible automatic and manual Transmission that goes "gaaah, gaaaunk!" and lurches from gear to gear according to the BBC's Top Gear. It sounds all too familiar for those that have experienced issues with their LH Vehicles (Intrepid, 300M, Concorde, LHS) when will Chrysler get it right? Will Chrysler ever be able to get it right?



Since the late 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 1988 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 15 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 Transmission 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 fail 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 "gaaah, gaaunk!" 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?

More Chrysler Transmission defects - Jeep Transmissions have been shifting from park to reverse on their own. There have been 900 reports of Jeeps shifting from park to reverse on their own, 5 deaths and 345 crashes. Chrysler at one time said they cannot do anything because they have not seen the problem happen and claim they have no idea what is causing Jeeps to suddenly shift from park to reverse on their own. NHTSA documents confirm that they have been able to duplicate the problem at least 3 times in their own testing. The NHTSA has received 4 times as many complaints from 1993-1999 Jeep Grand Cherokees than any other sport utility vehicle. The government has expanded the scope of the investigation from 1993 - present Jeep Grand Cherokees.

Complaints Surfacing Regarding The New Chrysler 300 Series And Dodge Magnum! (Two Example Complaints)

"Just a note regarding my Chrysler 300 Company Car, Base, 2.7L 24V, V6. The transmission "shudders" (feel and sounds like you're driving over rumble strips in a construction site, or on the shoulder of the Interstate) when shifting from 3rd to 4th, under most types of acceleration. This car spent 3 of its first 5 weeks at the dealer, and was NOT REPAIRED. Now with ~11K miles, I'll be taking it back in for more work on this yet un-repairable issue. There is a TSB, which calls for a double trans flush and fill, but it didn't do a thing." Second Example: "Just bought 2005 Magnum SXT V6, only had 2 days, not even 100 miles yet while accelerating slams into each gear, you can hear as well as feel the jolt, also when take foot off gas, it slams back down each gear. Of course dealer has it, test drives it and cannot duplicate problem. Why am I not shocked? To bad it didn't happen while I test drove it, I never would have bought it!"

Chrysler Continued To Use Obviously Defective Seatbelt Design, Several Deaths Due To Defectively Designed Chrysler Generation 3 Seatbelts, Chrysler Makes False Accusations Stating That Consumer Who Died Was Not Wearing Seatbelt

Automobile manufacturers are required to use a ball test when engineering new Seatbelt Buckles, GM

uses a 30MM ball test and Ford, a 32MM ball test, Chrysler decided to skip the 30mm ball safety test to ensure its new Seat Belt Buckle is safe and within industry standards. Nearly all 1993-2003 Chrysler built vehicles except Durango and Dakota have Gen3 Seatbelt Buckles. Chrysler continued to use an obviously defective and dangerous seatbelt design, which only takes contact from an arm or an elbow to unlatch during an accident in certain situations. Internal documents show Chrysler also well aware of yet even another problem, a false latching issue where the seat belt plate may slip in between the outside of the latch and the frame where Chrysler began quietly implementing a revised version as of 1996 to solve this potential "false latching" problem. Unfortunately this revision to the Gen3 Seatbelt Buckle Design does not remedy the problems mentioned above. Chrysler Corporation has known about the obvious design flaw of their "Generation 3" Seat Belts and has allowed this serious safety risk to continue even after there have been many failures, at least 26 deaths and 42 serious injuries directly linked to Gen 3 seat belt failures. The figures may be much higher however because the public, including police officers at the scene may not look for evidence of accidental release or false unlatching. Many newer Chrysler vehicles including many 2003 models, unbelievably still have Generation 3 Seatbelts. Chrysler's own crash test dummies have been ejected out of their vehicles during internal crash testing due to this obviously defective seatbelt design and Chrysler continues to use this design in many vehicles when it only costs 24 cents per Seatbelt Buckle to implement safer, revised Gen4 Seatbelt Buckles. Chrysler has used a seatbelt design not within industry standards, has even lied claiming to have performed a 40mm ball drop test however when a Chrysler engineer performed this test, the Seatbelt Buckle unlatched! Chrysler has clearly chosen 24 cents per Seatbelt Buckle over consumer lives!



January 17, 1992 Email from engineer to Chrysler confirms Chrysler's decision to drop 30mm ball safety test requirement for design of new seat belt buckle, known as Gen3, to replace problem ridden Gen2 design. In letter to Chrysler, AlliedSignal Inc., safety belt manufacturer complains Chrysler is rushing installation of the Gen3 Seat Belt Buckle, without adequate testing. AlliedSignal insists "Chrysler must recognize the risks associated with this change and hold AlliedSignal harmless for any pitfalls that may occur on this program." 1993 Chrysler begins installing Generation3 Seat

Belt Buckles in its vehicles and Gen3 becomes standard equipment in most Chrysler cars and minivans. In 1994 Gen3 is added to the 1995 Dodge RAM product line for one model year. May 31, 1995 NHTSA receives complaint from owner of 1993 Dodge Caravan that during minor accident, Seat Belt came unlatched. February 6, 1996 Norwalk, CT owner complains to Chrysler that center Seat Belt releases too easily because nothing shields the release mechanism. February 21, 1996 Virginia Beach, VA owner of 1996 Dodge Caravan complains to Dealership that driver's side Seat Belt pops off intermittently while driving. Gen3 added to 1996 model year for Jeep vehicles. September 3, 1996 Owner of 1996 Voyager reports that on April 23, passenger side Seat Belt came out of Buckle. September 10, 1996 Chrysler conducts crash test on a Dodge Dakota in which Gen 3 Seat Belt unlatches. October 28, 1996 Chrysler Dealership in Gaithersburg, MD receives complaint that Safety Belt in middle Bench Seat of 1996 Plymouth Voyager came unlatched while braking, owner concerned with what could have happened if traveling faster. November 11, 1996 Clarkston, MI owner of 1996 Dodge Caravan reports to Chrysler that Seat Belt unlatched around child seat in middle Bench Seat. November 27, 1996 1994 Dodge Caravan owner reports to NHTSA that on this date during a rear end collision, the driver's and other occupant's Seat Belts unlatched.

December 17, 1996 Bart Moran, Corpus Christi, is critically injured and later dies after Seat Belt unlatches during low speed collision involving new 1997 Dodge Caravan. Chrysler blamed the death on the consumer not wearing his seatbelt until strong evidence proving otherwise was presented. Experts say that Bart Moran would have survived if his Seat Belt had functioned properly.

February 24, 1997 Charlotte MI owner of 1996 Dodge Caravan reports to Chrysler that when van hit icy patch and spun out of control into a ditch, Safety Belt holding her son unlatched, causing him to be thrown about the passenger compartment. April 1, 1997 Hurricane, WV owner of 1996 Dodge Grand Caravan reports Seat Belts

restraining his wife and 10 year old daughter came unlatched during five car accident. April 23, 1997 Chrysler Dealership receives complaint from Largo, FL from owner of 1996 Dodge Caravan that defect with the Seat Belt in middle seat causes the belt to unlatch on occasion. May 1, 1997 Kansas City, MO owner of 1996 Dodge Caravan complains Seat Belt came undone. June 12, 1997 Chrysler Dealerships deny these issues for Chrysler. Chrysler Dealership in Carlisle PA receives complaint from owner of 1996 Dodge Caravan that Chair Seat located behind driver's Seat "releases during quick stops." Owner is concerned child will be hurt. Dealership claims "because of how the child seat is designed, it will undo the seatbelt." Dealership claims "manufacture of child seat is at fault, not Chrysler." November 11, 1997 DaimlerChrysler conducts crash test on Durango in which Gen3 Buckle unlatches. January 3, 1998 Myron Lindeman, Panama City FL, is killed when his Seat Belt unlatches during an accident involving his 1996 Dodge Caravan. February 13, 1998 Davenport, IA owner of 1996 Dodge Caravan reports to Dealership that Seat Belt "comes off occasionally." March 1998 Transport Canada conducts crash test of Durango and Dakota models in which Buckles unlatch due to inadvertent contact. June 12, 1998 owner of 1996 Dodge Grand Caravan in Illinois reports to Chrysler Dealership that Safety Belt has released twice and is concerned because they are leaving on vacation. August 25, 1998 NHTSA receives complaint from owner Plant City, FL owner of 1996 Grand Caravan reports Seat Belt unlatched around infant car seat while traveling at a low speed through mall parking lot, throwing baby to floor. After reattaching infant seat, another belt restraining her five year old unlatches. March 3, 1999 NHTSA receives complaint from owner of 1994 Caravan that Seat Belt Latch failed to stay latched while involved in an accident. June 23, 2000 Corpus Christi jury finds Gen3 Buckle "defective as designed" and "99% responsible" for Bart Moran's death. December 28, 2000 14 year old Kristin Smith is killed in Arizona when her Seat Belt unlatches in an accident involving 2000 Dodge Caravan. Visit www.unsafebelts.com for more information regarding Chrysler's defective seat belts.

X DaimlerChrysler Refused To Recall Fire-Prone Minivan Until Deaths

3 have died in blazes; engine fuel leaks persisted while it seems that Chrysler had to have known about the problem with its minivans since a recall was issued for the same or similar O-Ring defect in another line of Chrysler vehicles 2 years prior

A 76-year-old Claxton, Ga., woman burned to death nearly two years ago in a Chrysler Town & Country minivan she bought three days earlier. The parked vehicle inexplicably erupted in flames, trapping her inside.

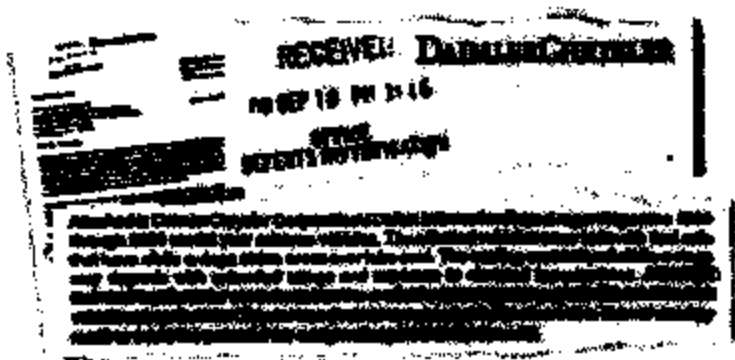


Jan. 25, 1999, 76-year-old Elinor Ovens died in a horrific fire in a brand-new, \$33,000 Town & Country minivan in rural Georgia. Anne and Richard Caddock were killed when their minivan erupted in flames after a traffic

X

collision in Oregon. Even after these deaths and other reports, DaimlerChrysler defiant in issuing recall action even after NHTSA pressure for DaimlerChrysler to issue a recall. Finally, in September of 2000 DaimlerChrysler issues a recall for over 1 million of minivans. This issue is almost identical to the Fuel Rail and O-Ring defect, which affected many "Chrysler LH" vehicles since 1993, which Chrysler also refused to accept responsibility for even though it sparked fires and there were thousands of related reports. This was finally recalled in 1998 after further NHTSA investigations. Given this, DaimlerChrysler had to have known about the minivan defect sooner being that the defect was almost identical to the "Chrysler LH" vehicle defect, which was recalled earlier in 1998. Chrysler had to have known that similar components were used in their line of minivans, however kept quiet and tried to avoid recalling their minivans.

If this was acknowledged at the time Chrysler finally recalled their other line of vehicles for a nearly identical problem 2 years prior, then these deaths could have been prevented. DaimlerChrysler obviously does not value people's lives as it should. "I count my blessings every day," says Peter Kidd, whose Dodge Caravan caught fire as he drove in New York on Oct. 27, 1998. "I could hardly open the door because the flames were so high. I jumped out of the van to save my life."



DaimlerChrysler Also Ignored Fuel Rail And O-Ring Defect Earlier

Since 1993 Chrysler LH vehicles (Intrepid, LHS, Concorde and Eagle Vision) had a Fuel Rail and O-Ring defect where premature failure causes Fuel leakage with 3.3L and 3.5L Engines. Although there were reports of Engine fires and thousands of reports of Fuel leakage and consumers smelling strong Fuel odors, Chrysler Corporation continued to manufacture these vehicles with this defect until 1997 even though Chrysler knew this was a fairly common and very serious safety defect.



Finally, in 1998 after various defect investigations, Chrysler issues a recall however, knowingly allowed this issue to exist in its line of family targeted minivans that used the same or similar components where several people died. Then after defect investigations into the same issue with Chrysler minivans, Chrysler still refused to issue a recall until there were thousands of complaints regarding consumers smelling fuel odor, there were several fires and several people died. Finally, in September of 2000 DaimlerChrysler issues a recall for over 1 million of these minivans. This issue was basically identical to the Fuel Rail and O-Ring defect, which affected many "Chrysler LH" vehicles earlier. This proves Chrysler knew about the minivan issue yet did nothing until there were several deaths.

Chrysler Suspension Control Arm Bracket Defect

1993-1995 (LH) Dodge Intrepid, Eagle Vision, Chrysler Concorde, New Yorker and LHS

Chrysler redesigned this part mid 1994 for later 1995 Chrysler LH Vehicles however waited until August 1999 to issue a recall for this potentially life threatening defect issuing a reinforcement bracket assembly.



Approximately 560,000 1993-1995 Chrysler (LH) Dodge Intrepid, Eagle Vision, Chrysler Concorde, New Yorker and LHS vehicles are affected by this defect. Chrysler negligently waited until August 1999 to issue a recall for this potentially life threatening defect issuing a reinforcement bracket assembly to keep vehicle subframes from cracking and causing potential loss of control. As usual, Chrysler downplayed the recall as "potential loss of power" being the result of the failure when actually it can cause a loss of vehicle control being that a Suspension control arm is connected to where the failure occurs. The pictures above are from a 1994 Intrepid. The grease on failed bracket came from the transaxle, which half-shafts pulled out throwing bearings everywhere. Luckily for this consumer, the failure occurred at slow speeds while in a parking lot. Note there was no bent metal other than from the failure. There is a small perpendicular crack in the middle where it started. The crack propagated over time (note the rust), and followed the massive weld around the outside. In the consumer's opinion the irregularity of that weld helped cause the problem. The consumer points out that additionally the material seems thin for its application. Consumers would like to know why Chrysler waited until August 1999 to determine this might be a safety problem where recall notification began in February 2000? It appears they redesigned this mid-year on 1994 built vehicles. A structural fatigue problem like this is a serious safety problem. At freeway speeds the vehicle could have pulled hard left or right with loss of handling.

Chrysler Minivan Latch Defect "Gross Disregard For Safety", 6 Year Old Child Was Ejected Out Of The Rear Door Of His Family's Chrysler Minivan, The Door Opened Because The Door's Latch Was Defectively Designed And Opened Upon Impact

Chrysler used and continued to use a latch design the rest of the industry had abandoned. During internal low speed bumper tests, minivan doors were flying open and Chrysler knowingly allowed this

problem to continue. Chrysler engineers determined that it would take only 25-50 cents per vehicle to make the latches safe however the company took no action and instructed employees to write nothing down about the issue. Chrysler's own engineers joked that "Chrysler had to duct tape the doors shut to protect their test equipment but didn't even have a latch adequate enough to keep people from falling out of the back of their minivans." Chrysler made a clear decision that 25-50 cents was more important than reasonable safety.



The court, in Jimenez vs. Chrysler (Civil Action No. 2:96-1269-11) found that, in order to enhance its profits at the expense of its customers safety, Chrysler decided not to spend the 25 to 50 cents per vehicle its own engineers determined it would cost to make the latches safe. Instead the company chose to conceal its wrongdoing and continue marketing the "safety" of its minivans. The trial judge found Chrysler "extraordinarily

culpable in the deaths of Sergio Jimenez and perhaps as many as 36 other persons." On April 10, 1994, six year old Sergio Jimenez was ejected out of the rear door of his family's Chrysler minivan during a rollover accident. Because the door's latch was defectively designed, the Liftgate opened upon impact, and Sergio was killed. When his mother found him Sergio was lying in the road bleeding profusely from "a gaping hole in the side of his head." It was proven that Chrysler Corporation knew for years that its Latches were defective. In fact, Chrysler used a latch in its minivans that the rest of the industry had abandoned. Chrysler knew that latches appeared to be popping open even in low speed crashes and knew people were being killed, but covered up the problem even when it had a legal duty to disclose it so the company could keep its profits as high as possible. The judge condemned Chrysler for knowingly selling vans with deadly flaws, noting that during Chrysler Bumper tests, workers had to duct tape the minivans Cargo Doors shut so the test equipment would not fly out upon impact. While reviewing the tests, workers joked that Chrysler had to use duct tape to protect test equipment "but we didn't have a latch adequate enough to keep people from falling out of the back." Chrysler engineers determined that fixing the defective latch would cost approximately 25 to 50 cents per latch, but the company took no action to correct the problem and instructed employees not to write anything down about the issue. Chrysler used political influences to avoid having to issue a recall, burned all videotapes and written reports of crash tests involving impacts like the one Sergio's family's minivan was involved in, purged all computer codes showing component failures in those tests and destroyed computer data. Evidence showed that Chrysler made a concerted effort to conceal the defect by selectively destroying crash test data and other potentially harmful evidence, ordering an internal research team not to write anything down about the latch, withholding information from government investigators, attempting in its words, to squash a government recall of the latch, and misleading owners in its eventual communications with consumers.

Brake Shift Interlock - Other Minivans Including Ford and GM Had This While Chrysler Did Not

"Pretend you are a busy mother, you are loading items into your Dodge minivan, your 5 year old child is in the minivan, unexpectedly pulls the Steering Column mounted gear shift lever and the minivan rolls right over you and you are now dead or seriously injured. For years, the rest of the industry including Ford and GM had a brake shift interlock system in place to prevent this from happening. No one ever told you that your Chrysler minivan, you thought was safe, didn't have it and it's too late." Chrysler made a clear decision that saving \$9.00 per minivan was more important than your life

Chrysler decided against installing Brake Shift Interlock in its family targeted minivans because Chrysler wanted to save \$9.00 per minivan. Chrysler decided against this important safety feature even though it was standard equipment in other minivans and most other vehicles at the time and even prior. Several Mothers were seriously injured, some killed from moving vehicles when young children could move the Steering Column Gear Selector freely. One Mother was dragged downhill several hundred feet and smashed between her Chrysler minivan and her home. Consumers were not even aware that their minivans did not have this

important safety feature because they didn't understand why these vehicles would lack this expected feature. A Chrysler employee stated that he warned company executives that this was a big mistake and that the company was not concerned. DaimlerChrysler denies that this was ever in question and that they were ever warned.

[Please Click Here For The Full Story](#)

Entire Metro Nashville 2004 Dodge Intrepid Pursuit Vehicle Fleet Grounded (50 New Intrepids), Intrepids w/Heavy Duty Braking Packages. Brakes Caught Fire Within 10 Minutes In Practice Pursuit, Brakes Completely In Flames, Chrysler Simply Dismisses Problem As New Pads And City May Want Its Money Back



NewsChannel 5 Investigates
Intrepid Police Vehicle Brake Fires
(Original Date: Apr. 16, 2003)

Metro Nashville has grounded a new fleet of police vehicles because of safety concerns.

It's a type of vehicle that, our investigation discovered, is used by police departments across the country. But it may have a safety defect that could lead to fire - especially during a dangerous high-speed pursuit. "Our pursuits may end in a crash, and that happens unfortunately all too often," says Calvin Hullett, local president of the Fraternal Order of Police. So when Metro Nashville purchased 50 new Dodge Intrepid police vehicles, police put them through a simulated chase last month. The result was a fire in the vehicle's front brakes. "Our information from that test was that the brakes had caught fire on two separate cars that they had tested out there," Hullett adds.

Two weeks ago, police returned to the test track to conduct simulated pursuits with two other Intrepids, this time with representatives from Daimler Chrysler looking on. The result was the same. "Ten minutes into the pursuit, the brakes were on fire - that is, open flames in the front wheel wheels," Hullett tells NewsChannel 5's chief investigative reporter Phil Williams.

"So you had four tests and the brakes caught fire all four times?" Williams asks. "That's correct - on all four vehicles."

In fact, the Intrepid police vehicle was supposed to include a heavy-duty braking system with safety in mind. Instead, officers say what they got was a prescription for disaster. "If you have a crash and you have the fluids from the vehicle - especially gasoline - spill out and you've got an open flame, we've got some real serious safety concerns with that."

Those concerns were heightened last week when the brakes on another Dodge Intrepid police vehicle used by Metro Parks caught fire while on routine patrol. "When he pulled in, the brakes were actually on fire and flaming

- and they had to use a fire extinguisher to put them out," the FOP president adds. "So it's a major problem." Metro legal director Karl Dean has now advised departments to immediately ground the new fleet. He says he expects the city will ask for its money back.

"Once you get the information that we received about these tests, the prudent - the safest - thing to do is to park the vehicles," Dean says. "We think we need to take whatever steps are necessary to protect our employees to protect the public."

Officers who witnessed the second test say the representatives from Chrysler seemed to dismiss the fires as being due to the fact that the brake pads were brand new. However, one of the tests involved a vehicle that had 130 miles on it and the brakes still caught fire.

Now, the company tells NewsChannel 5 simply that it will work with Nashville police to resolve the concerns. Tell us about a situation that needs to be investigated. Email us at investigate@newschannel5.com, or call our NewsChannel 5 Investigates Hotline at 615-244-NEWS

Update 04/18/03 - NewsChannel 5 Reports - The Intrepid Police Car Controversy Is Heating Up - DaimlerChrysler Incredibly Now Blaming Metro Nashville Police Department For Brake Fires!



DaimlerChrysler Statement - "The department conducted extreme performance testing with brand new vehicles instead of following owner's manual guidelines." DaimlerChrysler claims that with 5,000 police vehicles on the road it hasn't received any such complaints from test situations or real world experiences. However, NewsChannel 5 pointed out that a Michigan State Police report stated that the test team had to extinguish a fire in the left front brake assembly during testing.

Ironically, there is also a magazine article from a DaimlerChrysler official acknowledging problems with the Intrepid police vehicle brakes in past years but claims that the brakes on the 2004 model are a "big improvement".

Unbelievably, DaimlerChrysler has the arrogance to make this statement when Metro Nashville's bid clearly required "pursuit ready vehicles" and even after an Intrepid used by Metro Park Services had a Brake fire that had to be extinguished after routine slow patrol. Our website would like to thank NewsChannel 5 for this great story! This just further compliments what we have been saying all along. Additionally, with Engines, Transmissions, Steering assemblies, Sensors and other components that are commonly susceptible to premature failure, we do not believe that these are pursuit or public service worthy vehicles due to ongoing durability issues with these vehicles, which may only put officers at further risk.

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)

Dodge Durango Premature Ball Joint Failure With 1998-2003 Models, Failure Can Occur At Low Mileage Causing Sudden Loss Of Steering Control

"Since CBS' first investigation aired last October, viewers have shared hundreds of stories about upper ball joint problems on their Dodge Durangos and Dakotas along with pictures of collapsed wheels or rusty misshapen ball joints."

March 3, 2004 (CBS NEWS) - With its sleek and sporty design, the Dodge Durango is one of the most popular SUV's on the road. John Pealor bought one for his wife. It seemed to drive just fine, but, as Mika Brzezinski then the noise started. "It was a squeak," Pealor says. "Hit a little bump - WEEK, WEEK! You turn the wheel, same thing." Not one to take chances, Pealor had his mechanic check it out. Turns out the 1-year-old car had a worn out upper ball joint - a critical component of the wheel structure. Mechanic Mike Hudgins says, with only 31,000 miles on the vehicle, that's just too soon. "We very seldom see problems in a ball joint before 100,000

miles," say Hudgins. "It can be dangerous because if you lose control of your tire.... If that movement got more excessive, you would lose control of your car." And that's exactly what happened to Monique Conrad. "It really



turned out to be a nightmare," she says. A news reporter for BET - a Viacom company which also owns CBS - Conrad's 2000 Durango had 31,000 miles on it when she bought it. A few months later the upper ball joints failed. She says she's lucky to be alive. "My tire along with a piece of metal about a foot long was bouncing across this four-lane road," says Conrad. Because they were still under warranty, DaimlerChrysler fixed the problem for both Conrad and Pealor. But the National Highway Traffic and Safety Administration has launched an aggressive investigation of the Durango upper ball joints. Though there have been no reported injuries or deaths, with 900,000 Durangos on the road, Joan Claybrook, a former NHTSA administrator, says DaimlerChrysler should issue a recall immediately. "The question is, 'Did the company know about this? What did they know? What have they done and why didn't they fix it if they had knowledge because it's such a serious defect?'" NHTSA investigators say the upper ball joint complaints on Durango far outnumber any other SUV on the road: The Durango received 395 upper ball joint complaints, compared to the Ford Explorer, 12; the Chevy Blazer, 11; and the Grand Cherokee didn't get any. CBS News went undercover to a Dodge dealership where mechanics say they've actually seen more problems with the Dodge Dakota, which uses the same ball joints. "Durangos and Dakotas seem like they are tougher on them (ball joints) than any other vehicles," said one mechanic. "I see it more in the Dakotas believe it or not," says one mechanic. "I have seen a lot of Dakotas with upper ball joints that are worn out." In response to the NHTSA investigation, DaimlerChrysler states that "...the overwhelming majority of customer complaints received regarding these ball joints do not communicate any safety concerns..." The company declined CBS' repeated requests for an interview. "I just want them to make things right and fix the problem," says Pealor. But Pealor isn't waiting on the company. He's joined a nationwide class action lawsuit against Chrysler.

March 3, 2004 (CBS NEWS) - DaimlerChrysler says it has opened up its own investigation and has "not found any indication of a safety defect" and that there is "... sufficient warning that the upper ball joints require replacement." First, it happened to Tina Czech, a mother of two from Massachusetts. "I heard a very loud crash," says Czech. "It actually felt like my front fender had fallen off." Two days later, it happened to Kate McGeehan-Sawyer, a pregnant mother of three from Maine. "I was trying to steer, lost control of the car," she says. "I thought the car was going to roll over." "I thought that was the end." As CBS News Correspondent Mika Brzezinski reports, both women were driving their 2000 Dodge Durangos. "The wheel had completely fallen off," says Czech. "The wheel just flew out," says Sawyer. For months, the National Highway Traffic Safety Administration has been investigating whether premature wear on Dodge Durango and Dakota upper ball joints has been the cause of numerous accidents. Over the last few months, they have received 749 complaints for Durango models made between 1998 and 2003, compared with just 14 for the Chevy Blazer and 12 for the Ford Explorer. Since CBS' first investigation aired last October, viewers have shared with us hundreds of stories about upper ball joint problems on their Dodge Durangos and Dakotas along with pictures of collapsed wheels or rusty misshapen ball joints. CBS showed Czech's upper ball joint to mechanic Mike Thompson, who is fixing McGeehan-Sawyer's Durango. "It looks like this deteriorated to the point where it got small enough so it popped out of the socket," says Thompson. And just like their accidents, Thompson says their ball joints are a perfect match, worn and rusted and broken apart. Asked if it looks like a defect, Thompson says, "I would say yes." Former NHTSA Administrator Joan Claybrook suspects DaimlerChrysler is more concerned about protecting the bottomline. "I think it's outrageous that the Department of Transportation and Chrysler have taken so long to deal with this and it's time for action now," says Claybrook. "Their 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." Czech wanted her broken parts to be analyzed as part of the government investigation. The company charged her \$800. CBS footed the bill and sent them to Washington. "I could have lost one of my kids that day," says Czech. "I could have lost one of my kids, the most precious things in the world. How can they let this happen?" DaimlerChrysler says it's actively working with NHTSA. It is unaware of any injuries and says only a small number of customers have reported upper ball joint separation.

The company says any drivers who experience unusual front end noise or clunking should contact their local dealership and stated previously that the noise was sufficient warning. "There were no warning signs whatsoever," said McGeehan-Sawyer. "There was no warning," says Czech. And before this story repeats itself again, both women just want the company to take action quickly. "Recall them. Fix them. Fix them right," says Czech.

Dodge Neon, Stratus, Chrysler Sebring, Cirrus and Plymouth Breeze Problems, Countless Problems, Defects, Complaints, TSB's and Recalls



Dodge Neon, Stratus, Chrysler Cirrus, Breeze

July 2000 - Center For Auto Safety (CAS) - Thank you for contacting the Center for Auto Safety (CAS) about your Neon or your Cirrus, Stratus or Breeze. CAS has received numerous consumer complaints on air conditioning leaks, electrical circuits that malfunction, transmission troubles, premature brake wear, head gasket failure, and poor driveability. The PT Cruiser introduced in 2000 as a 2001 model is little more than a glorified Neon selling at excessive prices and can be expected to have similar problems as 2000 Neons. Introduced in 1995 as the latest in Chrysler's cab-forward, front-wheel-drive (FWD) cars, these models are not as safe or as reliable as the earlier LH models. The Neon got off to a bad start with three safety recalls in the first month of introduction - two for brakes and one for a fuel leak. The 1995 Neon failed its 35-mph crash test with a driver Head Injury score of 1,088 indicating a 33% probability of life threatening injury in a 35-mph frontal crash. The passenger did not do much better with a 27% chance of death or serious injury. Of all the 1995 subcompact cars crash tested by the NHTSA, the Neon did the worst. By 1998, the Neon only improved to 22% and 15% for driver and passenger respectively. The front crash tests for the 1998 Breeze, Cirrus, Stratus twins showed a 25% and 19% probability of death or serious injury. Chrysler has issued many dozens of Technical Service Bulletins (TSBs) to dealers on how to fix problems in all of these cars ranging from fuel pumps that whistle so loudly they need to be replaced to bacteria in air conditioning systems to coil springs that must be replaced to brake moans and howls. CAS has listed many of the major TSBs in the enclosed Fact Sheet which tells you how to find other TSBs on your vehicle. The 1995 models had so many TSBs that CAS could not list all the ones that applied to just that model year. You'll find more information on these and other Neon and Cirrus/Stratus/Breeze problems below and what you can do about them. Your information will help us build a strong case against Chrysler on the defects we know about and help us spot new ones.

NEON & CIRRUS/STRATUS/BREEZE FACT SHEET

Breeze Cirrus Neon Stratus PT Cruiser, Chrysler technical service bulletin numbers are in parentheses. - Air Conditioner/Heater: Musty odor 1995-96 All models (24-11-97); Blower motor inoperative in freezing weather 1995-97 Neon (24-03-97); "Bump" felt during A/C compressor engagement 1996-97 N, Breeze, Stratus (18-20-97); Musty odor &/or defroster fails to clear glass 1995-97 All models (24-14-96); Whistle @ higher blower speeds 1995-96 Neon (24-11-96); Compressor failure in hot weather 1995-96 Cirrus, Stratus (24-07-96A); Intermittent whistle 1995-96 Neon (24-07-95); White flakes from A/C & heater outlets 1995 N/Cirrus, Stratus (24-08-95 & 24-05-95). Body/Paint: Info on paint, water or air leaks, go to Chrysler Paint. Brakes: Front brakes "howl" @ 10 mph or less 1995-97 Neon (05-08-97); Front brake squeal &/or creep/groan @ 10-20 mph 1995-98 Neon (05-20-97); Chirping rear brake drums 1995-96 Neon (05-05-96); Rear brake howl 1996-97 Neon (05-

01-98); Front brake squeal or squeak 1995 Neon (05-08-95); Moan, grind or growl in moderate/heavy braking 1995 Neon (05-07-95 & 05-16-94A); Shudder when decelerating from 65 to 45-mph 1995 Cirrus, Stratus (05-05-95); Premature front lining wear w/grinding noise 1995-96 Breeze, Cirrus, Stratus (05-01-96). Electrical: Remote keyless entry discharge 1997-98 Neon (08-30-97); Intermittent remote keyless entry operation 1995-97 Breeze, Cirrus, Stratus (08-08-97); Interior lights work improperly 1995-97 Neon (08-36-96); Headlight flicker 1995-96 Neon (08-26-96); Rear grid defogger indicator light malfunctions 1995-98 Breeze, Cirrus, Stratus (08-06-98). **Engine/Driveability:** Stumble/miss @ 2 minute intervals, shift cycling 1996 Breeze, Cirrus, Stratus w/2.5L (18-26-97); Cold engine stumble/buck, shift cycling 1997 All models (18-11-97); Intermittant single cylinder misfire 1995-96 N/Cirrus, Stratus (18-10-97); Vehicle shudder 1995-96 Cirrus, Stratus (18-09-97); Sag, hesitation or miss 1995-96 Breeze, Cirrus, Stratus w/2.5L V6 (18-08-97); Warm-up sag, hesitation & driveway die out 1996-98 N, Breeze/Cirrus, Stratus (14-08-97); Overheats in traffic &/or A/C becomes inoperative 1995-96 Neon (07-01-97); Overheats &/or radiator fan continues to run 1997-98 Neon (07-07-97); Low frequency rumble or gear noise from front between 60 & 70 mph 1997-98 Breeze, Cirrus, Stratus (02-07-97); New oil filter to prevent road damage 1995-96 All (09-03-96); Erratic idle, performance loss 1995-96 N/Cirrus, Stratus (18-04-96); Fails to run, alarm actuates improperly 1995 Cirrus, Stratus (08-02-95); Head gasket replacement 1995-99 w/2.0 or 2.4L (09-05-98). **Steering/Suspension:** P/S assist loss in heavy rain &/or deep puddles 1995-97 Neon (07-04-97); "Popping" from front suspension 1995-98 Neon (02-06-98A), 1995-96 Breeze, Cirrus, Stratus (02-05-98); Steering wheel oscillation/vibration above 50 mph 1995 Neon (22-01-95); Rattle from column on turns or over irregular surfaces 1995 Neon (19-06-94), 1995-96 All (19-01-98); Rough ride on road with irregular surface & bottoming out on pothole 1995 Neon (02-10-94, 02-11-94); P/S pump moan 1995-97 Breeze, Cirrus, Stratus (19-06-96); Noise on right turns, replace steering gear 1995-96 Breeze, Cirrus, Stratus, 1995-97 Neon (19-04-96A); P/S noise on cold starts 1995-98 All (19-03-98). **Transmission:** Right side driveshaft vibration between 2800 & 4200 RPM 1995 Neon (02-01-95); Clicking from left front @ rear cover of transaxle housing 1995 Cirrus, Stratus (21-28-94); Erratic, late or harsh automatic transmission shifts 1995 Neon (21-13-94); Vibration felt through gear shift knob in 3rd gear 1995 Neon (21-11-94); Squeaking when shifting manual transmission 1995 Neon (21-09-94); Vehicle shudder 1995 Cirrus, Stratus (18-27-94); 41TE/42LE design changes 1995-97 Breeze, Cirrus, Stratus (21-18-96); 41TE/42LE 1-2 upshift shudder 1995-96 Breeze, Cirrus, Stratus (21-11-96); 41TE/42LE transaxle shudder during EMCC shift 1995-97 Breeze, Cirrus, Stratus (21-05-97); Burnt transmission fluid 1995-97 Breeze, Cirrus, Stratus (21-14-97). **Other:** "Creak"/rattle from front passenger foot well 1995-97 Neon (23-47-97); Door glass scratched 1995-97 Neon (23-46-97); Door glass inoperative 1995-96 Breeze, Cirrus, Stratus (23-15-96); Broken center console latch 1995-97 Neon (23-24-97); Fuel pump whistle 1995 Neon (14-01-95); Tail lamp moisture buildup 1995 C (08-18-95); W/S spray area too small 1995 Cirrus, Stratus (08-04-95); Excess engine noise under dash 1995 Neon (23-26-94); Carpet goes bald in spots 1995 Neon (23-22-94); Exhaust rattle, buzz or moan during warm-up 1995-96 Cirrus, Stratus (11-02-96); Poor AM reception 1996-97 Neon (08-11-97); Improved headlights 1995-96 Breeze, Cirrus, Stratus (08-18-96); Delayed W/S wiper spray 1995-96 Neon (08-11-96); Erratic wiper delay intervals 1995-96 Breeze, Cirrus, Stratus (08-08-96); Exhaust noise, vibration in wet weather 1995-96 Neon (11-02-98); Remote trunk release malfunction 1995-96 Breeze, Cirrus, Stratus.

MAJOR RECALLS

Copies of recalls may be obtained from NHTSA's Technical Reference Division at 202-366-2768. - **Brakes:** 2,700 1995 Neon - ABS master cylinder rear seal allows air to enter brake system (94V-026); 7,100 1995 Neon - Fluid leak due to loose hose mounting bracket (94V-034); 151,800 1995-96 Neon w/"ACR competition" package 1995-96 Cirrus, Stratus, 1996 Breeze - Master cylinder leaks (96V-075); 90,000 1995-96 Cirrus, Stratus, 1996 Breeze - ABS solenoid valves stick open (96V-074); 3,400 2000 Cirrus, Stratus, Breeze - Right front brake tube damage (00V-196). **Engine/Driveability:** 7,100 1995 Neon - Moisture in PCM, stall (94V-033); 15,000 1996 Neon - Wiring harness short, stall (96V-026). **Steering/Suspension:** 375,000 1995 Neon - Steering loss (97V-169); 300,000+ 1995-97 Cirrus, Stratus, Breeze - Lower control arm ball joint separates (97V-201); 3,600 1998 Neon - Rear suspension cross member missing welds (99V-001); 1,000 1999 Neon - Front lower control arms separate (99V-114). **Other:** 40,000 1995-96 Cirrus, Stratus - Engine oil leaks & fires (96V-006); 219,000 1996-97 All - Hood flies up (97V-095); 91,544 Cirrus, Stratus - Rear belt anchors pull out (98V-053); 10,000+ 1997 Neon - Airbag deploys when ignition turned off (97V-080); 686,000 1996-98 All - Ignition transmission park lock fails (98V-183); 380 2000 Neon - Passenger airbag inflates improperly (99V-

043); 17,000 2000 Cirrus, Stratus, Breeze - Child safety lock label (00V-055); 38 2000 Cirrus, Stratus, Breeze - Fuel tank strap corrodes (00V-067); 263,278 2000 Neon - Throttle sticks in cold weather (00V-194).

Dodge Avenger, Chrysler Sebring

July 2000 - Center For Auto Safety (CAS) - Thank you for contacting the Center for Auto Safety (CAS) about your Chrysler Sebring, Sebring Convertible or Dodge Avenger. All three models make the Car Book's worst car complaint list. Although called a Sebring, the convertible is based on the Cirrus/Stratus built by Chrysler while the Avenger and Sebring are built by Mitsubishi in Illinois. CAS has received many complaints from consumers concerning premature brake/rotor wear, steering drift, engine, electrical and body problems on their Sebring, Avenger. Engines have numerous driveability problems led by stall, stumble and hesitation. Electrical problems include sunroofs that open on their own, malfunction indicator lights (MILs) that send the wrong diagnostic codes and remote keyless entry systems that don't work. The electronically controlled transmissions have major problems going into or finding the right gear. Chrysler notified dealers but not owners about these problems in Technical Service Bulletins (TSBs). CAS has listed many of the major TSBs in the enclosed Fact Sheet which tells you how to find any other TSBs on your vehicle. You'll find more information on these and other Sebring, Avenger problems below and what you can do about them plus a complaint box. Your information will help us build a strong case against Chrysler on the defects we know about and help us spot new ones.

CHRYSLER SEBRING, DODGE AVENGER FACT SHEET

Breeze Cirrus Neon Stratus PT Cruiser, Chrysler technical service bulletin numbers are in parentheses. - **Body/Paint:** Info on paint, water or air leaks, go to Chrysler Paint. Brakes: Noise 1995-97 All models (05-09-96); Pulsation, shudder 1995-99 Avenger, Sebring (05-08-96). **Electrical/Instruments:** Malfunction indicator light (MIL) with variable diagnostic codes 1995-97 Sebring Convertible (18-07-97); MIL illumination 1995-97 Sebring, Avenger (18-22-97); Remote keyless entry inoperative 1997 Sebring Convertible (02-07-97), 1995-97 Sebring, Avenger (23-38-97); Intermittent theft alarm activation 1995-96 Sebring, Avenger (08-44-95). **Engine/Driveability:** Thump/chug/craek from rear 1995-97 Sebring, Avenger (02-01-97); Intermittent single cylinder misfire 1995-96 Sebring, Avenger (18-10-97); Sag/hesitation or engine miss with 2.5L V6, 1995-96 All models (18-08-97); No start 1997 All models (18-24-97); Cold engine stumble/buck, shift cycling 1997 All models (18-11-97); Replace intake air sensor connector 1996-97 Sebring, Avenger with 2.0L (18-22-97); Stumble/miss @ 2 minute intervals, shift cycling 1996 All models with 2.5L (18-26-97); Engine compartment pop or knock 1995-96 Sebring, Avenger (25-01-96); Timing belt wear 1996 Sebring Convertible (09-11-96A); Ticking noise in engine compartment 1995-96 Sebring, Avenger with 2.0, 2.5L (18-01-96A), 1995 Sebring, Avenger with 2.0L (18-02-96); Driveability problems, false MIL, 1996 Sebring, Avenger (18-07-96); Poor performance, erratic idle 1995-96 Sebring, Avenger (18-04-96); Miss 1995 Sebring, Avenger with 2.0L (18-17-95A); PCM whistles up to 8 minutes after car turned off 1995 Avenger, Sebring with 2.0L (18-13-95); Driveway stall, long restart, rough idle, surge 1995 Sebring, Avenger (18-14-95); Speed control cutout 1996 Sebring, Avenger (18-40-95); Engine damage after repair 1996 Sebring, Avenger (09-01-95); Head gasket replacement 1995-99 Sebring Convertible with 2.4L (09-05-98). **Steering/Suspension:** Rear shock noise 1995-97 Sebring, Avenger (02-01-97); Pop, knock or clunk in front suspension 1995-96 Sebring, Avenger (02-08-96); Steering wheel vibration 1996 Sebring Convertible (22-01-96); P/S belt irregular wear & noise 1995-97 Sebring, Avenger with 2.0L (19-05-97); Steering drift or lead 1995-96 Sebring, Avenger (02-13-95); Squeak or rub from rear 1995-98 Sebring, Avenger (02-02-98); Intermittent pop in front end 1996-98 Sebring Convertible (02-05-98); Light knock or tap from rear 1995-98 Sebring, Avenger (02-07-98); Rattle or clunk from column on turns or over irregular surfaces 1995-98 Sebring Convertible (19-01-98); P/S noise on cold starts 1996-98 Sebring Convertible (19-03-98). **Transmission:** Shudder during torque converter lockup 1995-96 All models (18-09-97); Gear noise 1997-98 Sebring Convertible (02-07-97); 41TE/42LE transaxle shudder during EMCC shift 1995-97 All models (21-05-97); 41TE/42LE 2nd/Reverse only for first few minutes 1996 All models (21-08-96); 41TE/42LE shifts into limp-in mode 1996 All models (21-05-96A), 1995 Sebring, Avenger (21-10-95), 1995-96 Sebring, Avenger (21-15-95); 5-spd manual hard shift to Reverse 1995 Sebring, Avenger (21-16-95); 41TE/42LE shudder during 1-2 upshifts 1995-96 All models (21-11-96A); Fluid deterioration, harsh shifts/torque converter engagement, shudder during EMCC operation 1995 Sebring, Avenger (18-24-95); 41TE/42LE shift cycling with speed control on 1995-96 All models (08-15-95A). For more complete list of 41TE

transmission bulletins, go to Ultradrive Transmissions. **Other:** Trunk lid support rod missing fingers 1998-97 Sebring Convertible (23-42-97); Blinding of HVAC controls 1996 Sebring Convertible (08-17-96); Erratic wiper delay intervals 1996 Sebring Convertible (08-08-96); Number read through on leather seats 1995-96 Sebring, Avenger (23-05-96); Moisture in taillight 1996 Sebring Convertible (08-37-96); Sunroof opens by itself or sticks open 1995-96 Sebring, Avenger (23-22-96); Sunroof ratcheting sound or jerky operation 1995-96 Sebring, Avenger (23-25-96); Sunroof won't fully open or close 1995 Sebring, Avenger (23-3-96); W/S wiper arms hit A-pillar or cowl or stop too high 1998-97 Sebring Convertible (23-55-96); Interior window film buildup 1995-96 All models (23-74-96); Door glass scratched 1996 Sebring Convertible (23-59-96); Convertible top actuation delayed 1996-97 Sebring Convertible (23-60-96); Door glass binds or makes crunch noise 1996-97 Sebring Convertible (23-62-96); Squeak in body mid-section 1996-97 Sebring Convertible (23-67-96); Squeak from door sill area 1996-97 Sebring Convertible (23-72-96); Door rattle 1995-96 Sebring, Avenger (23-74-96); Musty A/C odor &/or inadequate defroster 1996-97 Sebring Convertible (24-14-96).

MAJOR RECALLS

Copies of recalls may be obtained from NHTSA's Technical Reference Division at 202-366-2768 - Brakes: 22,500 1996 Sebring JX Convertible with 2.5L engine - Disconnected power brake booster vacuum hose causes increase in engine idle speed & loss of brake power assist (96V-123). Fire: 39,000 1995 Sebring Convertible - Electrical contacts of power mirror switch short (97V-015). Seats: 800+ 1997 Sebring, Avenger - Head restraint support bracket breaks (97V-081.002). Steering/suspension: 140,000+ 1995-97 Sebring - Lower control arm ball joint separates with loss of steering (97V-201); 150,000+ 1995-96 Sebring, Avenger - Lower control arm ball joint separates due to rubber boot damage (99V-086.003). Other: 10,000+ 1998 Sebring, Avenger - Throttle cable sticks (98V-045.002); 200+ 2001 Sebring - Passenger airbag door separates (00V-306).

Another new promise from Chrysler and new consumer headache?

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, New Yorker, 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 to Chrysler's previous LH Platform while this new LX Platform features a Rear Wheel Drive configuration and Mercedes Benz E-Class drivetrain. Chrysler vehicles have suffered from chronic Transmission problems since the mid '80s, nearly 20 years, when will Chrysler finally get it right?

Chrysler Vehicle Fires From Fuse Blocks Or Faulty Wiring In Some Vehicles, We Have Been Contacted By Several Consumers So Far Whom Have Experienced Related Fires



1999 Jeep Grand Cherokee Limited Edition with only 48,000 miles. Investigators find the fire originated from the interior of the engine compartment and estimate that it probably started due to a short-circuit. Due to depreciation value of these vehicles, the owner is only being offered less than half of what was originally paid for the vehicle from his insurance company, suffering a substantial loss.

2002 Dodge Caravan w/13,500 miles on it begins smoking through interior vents while driving then suddenly and inexplicably goes up in flames!



Chrysler Declines Responsibility For Fire While Withholding Investigation Report From Consumer!

My family and I are also victims of Daimler Chrysler. Here's the story: My husband, two children, and I were driving in our 2002 Dodge Caravan on May 31. Our minivan began to smoke under to hood and then smoke proceeded to come through the vents into the van. My husband immediately pulled over to the side of the road and we all jumped out of the van. My husband then popped the hood and walked around the back of the van. He then noticed our children's jackets on the rear seat and reached in to get them - at that point the entire front of the van was engulfed in flames. Literally within 2-3 minutes the entire van was fully engulfed in flames. Our children were horrified and we are all scared beyond belief. Once we returned home, I immediately called my insurance company to report this. The next day I called Chrysler to report it and was told it would go to an investigative unit. Well it did, someone came out to look, etc. However, on Saturday I received a letter from Chrysler stating they investigated, inspected the van and must deny our claim. They also refused to give me a copy of the report which makes me wonder if they are hiding something. We purchased this van brand new in November of 2002 and only had it for 18 months. The van had 13,500 miles on it. The part that scares us the most is that it happened without warning and God forbid we had a baby strapped into a car seat or an elderly or disabled person - the outcome could have been horrific. I found your website while doing a search and wanted to add my 2 cents. I'm interested in your thoughts.

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 51,889 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/46,000 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.

Chrysler Minivan Safety Team "Disbanded" By Management After Team Leader Expresses Concern Safety Is Not Priority With Management, Later Fired And Sued For \$82 Million For Allegedly Leaking Documents Regarding Safety Defects

Safety team noted Chrysler's minivan did not match Ford Motor Company's Windstar Minivan in safety (Antilock Brakes, no Brake Shift Interlock, defective Liftgate Latches, lack of Fuel Cut Off Switch)



DETROIT - Paul Sheridan has seen dozens of autopsies in more than 100 product-liability lawsuits. But the Whitt case shocked him. Whitt, 41, died in the driveway of her Tennessee home, her chest and neck crushed under the left rear wheel of her Chrysler minivan. Police said her 5-year-old son had accidentally pulled the gearshift lever, putting the van into reverse with his mother behind it. Sheridan studied the photos, then he lost it. "It pisses me off," he snapped. "Why should I have to look at these? Maybe Mr. Eaton should have to look at these photographs and tell me I'm some disgruntled

employee making a living on Chrysler safety." He worked for Chrysler Corp. for a decade, and chaired the safety team on an all-new minivan when Bob Eaton was the automaker's chief executive. Chrysler fired him for allegedly leaking documents, sued him for \$82 million and unleashed teams of attorneys to keep him off the witness stand. Sheridan couldn't be muzzled. Instead, he became an around-the-clock resource for trial lawyers targeting the most popular product in Chrysler history. "It's sort of a new career," said the 51-year-old former product planner. "What I could not accomplish while I was inside the company, I'm accomplishing now." Chrysler - now part of DaimlerChrysler AG - brands Sheridan a discontented, ex-middle manager who earns \$100 an hour peddling his services to attorneys for lawsuits against the company. But inside the automaker, Sheridan is regarded as a potent opponent. In an e-mail to Chrysler lawyers in February 2000, David Tyrrell, the company's top outside safety litigator, called Sheridan "organized, obsessive and detailed," and warned of the threat he posed. "He was at Chrysler for an extended period of time, had a good work history according to his late reviews and awards, and is willing to testify about Chrysler's knowledge on any number of different issues, this guy is not going away any time soon." He hasn't. Sheridan has been a witness or consultant in litigation over air bags, seat belts, liftgate latches, doors and fuel systems. He's currently focused on Chrysler minivans and light trucks lacking brake-shift interlock, a device that prevents shifting of the gear-shift lever without depressing the brake. In prior cases, Chrysler has attacked Sheridan's credentials and motives. At a May 16 court hearing in Florida, Tyrrell lashed out at an affidavit Sheridan filed in a brake-shift case. "He runs around the country as a disgruntled former employee giving testimony against Chrysler," Tyrrell said. Broward County Judge Victor Tobin offered a different view. "One man's disgruntled former employee," Tobin said, "is another man's expert." After eight years as a rank-and-file planner with Chrysler, Sheridan got his big break in the spring of 1993. As head of the safety leadership team for the company's new minivan, Sheridan had a unique opportunity to put his stamp on Chrysler's most important product. Chrysler dominated the minivan market, and planned to invest \$2.6 billion on a total redesign. Sheridan's team was charged with assessing

safety features on competing models and applying them to the new van. A 1991 performance review rated his leadership and problem-solving skills "superior." According to Chrysler documents, Sheridan's team highlighted several safety components in Ford Motor Co.'s Windstar van - anti-lock brakes, brake-shift interlock, a fuel shut-off switch, dual latches on the liftgate. In Sheridan's view, Chrysler had to match Ford on safety. His convictions were fueled by a number of grisly accidents involving the Chrysler minivan. Lawsuits charged that liftgate latches failed in collisions, ejecting children from rear of the van. Chrysler defended the latches, even when the National Highway Traffic Safety Administration (NHTSA) opened a formal investigation in early 1994. Sheridan pressed for stronger latches on the new minivan, but soon found that he had minimal influence with senior executives. In October 1994, he fired a testy memo to Theodor Cunningham, general manager of the minivan platform. "SLT (safety leadership team) membership is concerned that its approach is not fully endorsed, or a priority of upper management," Sheridan wrote. Two weeks later, the team was disbanded. "Your team was not intended to make a final decision on a (safety) feature," he wrote Sheridan. By then, Sheridan had other plans. In the fall of 1994, Clarence Ditlow, executive director of the Center for Auto Safety in Washington, D.C., took an anonymous phone call from a Chrysler employee alleging defects in the minivan. It was Sheridan. "What he wanted to do was get information to the government about the safety of the minivans," says Ditlow. Sheridan began collecting documents to take to NHTSA as federal regulators were turning up the heat on Chrysler. In November 1994, NHTSA officially informed Chrysler that "latch failure is a safety defect that involves children." Chrysler was under attack. Some top executives led by Eaton, vowed to fight any recall on the latches as Chrysler security poured over company phone records. They grilled Sheridan on Dec. 16, 1994. Sheridan was fired Dec. 27 for "unauthorized disclosure of confidential information" and Chrysler also won a restraining order prohibiting him from disclosing "trade secrets." Continued . . . [Click Here To Read The Entire Article](#)

Insurance Institute For Highway Safety 5 MPH CRASH TEST RESULTS, MIDSIZE SUV's, Chrysler's \$30,000 & Up 2004 Pacifica Rated Poor Due To "Filmy Bumpers" In Tests, 2003 Honda Pilot Resists Most Damage With Lowest Repair Costs



Three of the poor performers had the largest damage costs in the rear-into-pole test. The rear bumpers on the Chrysler Pacifica, Cadillac SRX, and Kia Sorento weren't robust enough to keep damage away from the vehicles' body parts and sheet metal. Damage totals for these vehicles were five to six times more than the Pilot in the same test from the "sorry lot"

INSURANCE INSTITUTE FOR HIGHWAY SAFETY, ARLINGTON, VA - SUVs are advertised as rugged, but few have bumpers designed to withstand a minor bump in a low-speed collision. Eight of nine new midsize sport utility vehicles (SUVs) earned poor or marginal ratings for bumper performance in 5 mph crash tests conducted by the Insurance Institute for Highway Safety. In this group, only the 2003 Honda Pilot is equipped with bumpers that resisted major damage. The Pilot earned an acceptable rating. The 2004 Mitsubishi

Endeavor, 2003 Nissan Murano, and 2004 Lexus RX 330 are rated marginal. The 2003 Toyota 4Runner, 2004 Chrysler Pacifica, 2003 Infiniti FX35, 2004 Cadillac SRX, and 2003 Kia Sorento are rated poor. The Institute's series of four bumper tests includes front-and rear-into-flat-barrier plus front-into-angle-barrier and rear-into-pole impacts. The tests assess how well bumpers can prevent damage in 5 mph impacts simulating the fender-bender collisions that are common in commuter traffic and parking lots. A good bumper system should absorb the energy of these minor impacts and protect expensive body panels, headlamp systems, and other components from damage. "The manufacturers of these SUVs try to create a rough-and-tough image for them, but their bumpers are flimsy," says Adrian Lund, the institute's chief operating officer. "Vehicles shouldn't sustain major damage in a minor collision at a fast walking speed." Rear bumpers fail to protect tailgates: Three of the poor performers had the largest damage costs in the rear-into-pole test. The rear bumpers on the Chrysler Pacifica, Cadillac SRX, and Kia Sorento weren't robust enough to keep damage away from the vehicles' body parts and sheet metal. Damage totals for these vehicles were five to six times more than the Pilot in the same test. "Repair costs in the pole test were about \$2,200 for the Sorento and more than \$2,800 each for the Pacifica and the SRX because the bumpers didn't protect the expensive-to-repair tailgates," Lund says. "In each case, the tailgate was crushed and had to be replaced. Those are big repair bills for a minor bump." Honda Pilot has acceptable bumpers: In this group of midsize SUVs, only the Pilot is equipped with bumpers that did a reasonable job of preventing damage to the vehicle. "It's not difficult or expensive to build a decent bumper," Lund says. "The Honda bumper system isn't great, but it's the best of a sorry lot. It shows that manufacturers can build SUVs with bumper systems that prevent costly damage in a minor collision."

Chrysler's Response: It is important to note that the results of this test reflect insurance claim costs and are not a measure of vehicle safety. All Chrysler Group vehicles have bumpers that meet or exceed all federal safety standards. While Chrysler Group does attempt to keep repair costs down on all of its products, our primary focus is safety - both in terms of government testing and everyday driving conditions.

Confession of a DaimlerChrysler Engineer made to NHTSA

I am a tool and process engineer working for DaimlerChrysler Corporation's Detroit Axle Plant, 6700 Lynch Road, Detroit, MI and wish to absolve myself of any guilty knowledge concerning the incorrect manufacturing of Axle Shafts and subsequent dilatory and evasive tactics of management personnel in hiding the actions. The Axles are in the field of and the features involved are a safety item on the blueprints. One known failure happened recently in New Jersey. The splined end of the Axle Shaft has not been heat treated correctly. Field failures should be expected. Serious injury including possible death. Problem still occurring in manufacturing process. In a like and similar case another safety item occurring approximately the same time frame (last fall and throughout this winter) has arisen. The flange which is welded on the tube has field failure. The manufacturing facility changed its processing from a flux core welding process to a gas-assisted process. Product was made incorrectly, shipped to assembly plants, and delivered to dealerships without a system inspect or purge. This is another safety failure on the blueprint. Again, such field failure of this item may lead to serious injury and death. No action from manufacture or public injury prevention or manufacturing processing remedy occurring. Threat of retaliatory actions for reporting this information to NHTSA highly likely. I have no interest in participating in engineering activities which may harm the public and feel I have the legal obligation to divulge any such activities to the proper authorities. Please contact me for further documentation.

Chrysler releases ozone depleting refrigerants without recovering the refrigerants according EPA although forbidden by Clean Air Act

October 22, 1998 - Environmental Protection Agency (EPA) Cites Chrysler; Includes \$16,000 Fine
EPA Cites Chrysler; Includes \$18,000 Fine CHICAGO, Oct. 22 - U.S. Environmental Protection Agency (EPA) Region 5 has recently filed an administrative complaint against Chrysler Corp. for alleged clean-air violations at

the company's Technology Center, 800 Chrysler Dr. East, Auburn Hills, MI. EPA has proposed a \$16,000 penalty. EPA said Chrysler did not recover refrigerants from one of its chillers before performing routine maintenance. Chrysler has 30 days from receipt of the complaint to file an answer and request a hearing. It may request an informal conference to discuss the allegations anytime. "EPA'S goal is to get companies to voluntarily comply with the Clean Air Act," said Stephen Rothblatt, acting director of the regional Air and Radiation Division. "When this goal is achieved, we will no longer have to ensure compliance by taking these enforcement actions." Chlorofluorocarbon refrigerants deplete the stratospheric ("good") ozone layer, allowing dangerous amounts of cancer-causing ultraviolet rays from the sun to reach the earth. Production of some of these chemicals was stopped in 1995, and Federal law strictly controls their use and handling. Releasing them into the atmosphere is forbidden. Information on compliance with the refrigerant recycling rule can be found on the Worldwide Web at: <http://www.epa.gov/ozone/> under the heading Stationary Refrigerant and Air Conditioning.

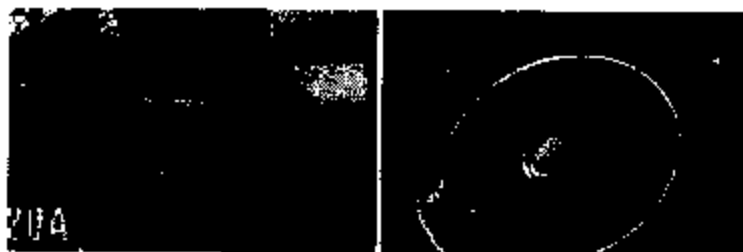
Chrysler Documents Show Automaker Aware Since 1995 That 15-Passenger Vans Dangerously Unstable, Experts Say Passenger Vans Have A Short Wheel Base And Rear Axle That Cannot Properly Handle Vehicle's Carrying Capacity



WASHINGTON, D.C. - 1993 Dodge Van 35 mph rollover testing - DaimlerChrysler has known since at least 1995 that its Dodge extended passenger van - popular with churches and sports teams - becomes dangerously unstable during emergency maneuvers and should be driven only by professionally trained drivers, according to evidence delivered today to the National Transportation Safety Board. The evidence, consisting of internal Chrysler documents and depositions from Chrysler engineers, was to have been presented as part of a trial in October in Wichita Falls TX. However the case, arising out of the deaths of four women and serious injury of seven others when their Dodge 3500 Ram van overturned in north Texas during a church outing May 8, 2001, settled before the trial got underway. Along with the documents were videos showing a fully-loaded Dodge MaxiWagon rolling over at 35 miles per hour while undergoing maneuvers used by the National Highway Transportation Safety Administration for evaluating stability, and again rolling over when driven through the Consumers Union short course, another test of vehicle safety. "We could not fail to provide this evidence to federal authorities, given the number of casualties and the growing risk these vehicles present to the unknowing public," said David Perry, attorney who turned over the documents and who represented the most severely injured passenger in the Texas accident. In a letter with the documents, Perry urged the NTSB and other regulators to open a defect investigation of the Dodge van. At the same time today, the NTSB announced it had sent letters Nov. 1 to the National Transportation Safety Administration, General Motors Corp. and Ford

Motor Co. urging them to add stabilizing technology to large vans to improve their safety performance. Since 1990, at least 454 people have died in extended van rollover accidents in the U.S. This figure, compiled in April, does not include at least 21 other deaths that have occurred since June of this year, including 14 loggers in Maine killed Sept. 12 when their 2002 Dodge van plunged off a bridge and into a remote river. Perry said evidence compiled for the Texas trial showed the 1993 Dodge 3500 Ram Van, or MaxiWagon, contained three related defects that led to the fatal roll-over: a rear-axle that cannot handle the vehicle's stated carrying capacity; a short wheelbase that, when combined with an overloaded axle, causes the vehicle to oversteer; and a tendency of the van to destabilize during defensive maneuvers as a result of the previous two defects. "Our hope is that the NTSB will use this evidence to force a redesign of these vehicles to make them safer, and will insist that automakers inform owners directly of the dangers," Perry added. In the case that was settled, 12 women from the First Assembly of God in Burkburnett, TX., about 10 miles north of Wichita Falls, were on a trip to visit outlet malls when the van experienced a de-treading of the left rear tire, manufactured by Michelin. The driver of the van, who was one of the women killed, could not bring the vehicle under control. It rolled several times before it came to rest in a highway median. The following was contained among the documents presented to the NTSB and copied to NHTSA: Internal Chrysler correspondence showing that in 1995 the automaker was advised by its engineers that the rear axle of Ram vans needed upgrading to a higher weight rating in order to avoid "overload conditions." Perry said evidence showed the van's rear axle is 15 percent overloaded when the van is full of people, and "the overload is concentrated on the left rear tire due to the positioning of the seating package" shortening the fatigue life of that tire. In-house Chrysler testing results showing the vehicle has a tendency to "over steer" in sudden maneuvers. The test report showed a vehicle response lag time of approximately 0.5 sec, which is "excessive for the average driver, allowing the creation of an oversteer condition from which the driver may well be unable to recover," according to the letter. Testimony from Chrysler representatives state that consumer vehicles should be designed as "understeer vehicles" under all conditions, including tire failure, at normal speeds on dry pavement. Further testimony from Chrysler's litigation engineer that the Dodge MaxiWagon becomes an oversteer vehicle in the presence of a tire de-thread, as occurred in Texas case. Results of driving tests conducted for plaintiffs attorneys showing the Dodge van rolling over at 35 miles per hour during a J-turn. The test is similar to one recently adopted by NHTSA for its consumer information program.

Nuts And Bolts Play An Important Role In Reasonable Vehicle Durability And Safety (They Hold Your Vehicle And Its Components Together) - Premature Bolt Failures Show Chrysler May Be Using Poor Quality Bolts Such As Both Examples Below



Nuts and Bolts play an important role in reasonable vehicle durability and safety. They are used to mount your Steering assembly to the frame, connect Steering components, they are used to hold together Suspension components, center bolts are used for Timing Belt Tensioners, which if failed can cause sudden loss of power

assisted steering and braking. When these bolts fail in some cases, consumers lives are at serious risk. Why do the bolts used by Chrysler "DaimlerChrysler" shear off in far too many cases as in the pictures provided above? The 2000 Jeep Wrangler shown above had all Steering Gear Bolts shear clean off causing the vehicle to flip over when maneuvering off road slowly over a rock, the same type of off road maneuver DaimlerChrysler flaunts its Jeep vehicles performing all time. This failure occurred at about 34,000 miles and none of the other off road vehicles that were on this trip had any problems with the maneuver or any other reasonable off road maneuvers. The driver's face slammed into the roll cage and was bruised while his glasses were smashed into his face. There were no stress cracks or marks on the bolts as if they had been stressed over time, there was no damage to the frame, the bolts simply all sheared off. We feel that this is a completely unacceptable failure for a vehicle that has been marketed as a durable off road vehicle. Prior to the incident the owner was trying to get Chrysler to cover the Jeep's defective Engine that was prematurely making loud knocking noises when driving under normal every day conditions. The center Bolt on the Timing Belt Tensioner from a 1999 3.6L Chrysler Town & Country Engine also shown above had also failed at about 52,000 miles where the center Bolt simply sheared off. Consumers should be concerned in regard to the lack of quality Chrysler "DaimlerChrysler" is investing into their vehicles. These failures are unacceptable and put consumer lives in danger however Chrysler does not care.

Did You Know These Facts.....?

Consumeraffairs.com says "To put it mildly, DaimlerChrysler has some serious problems with quality, service and reliability. "It's hard to know where to start".

In 1996 California proposed a 60 day ban on all Chrysler vehicle shipments to California as a result of excessive lemon law violations?

DaimlerChrysler Illegal Lemon Laundering Scandal

March 2001 - DaimlerChrysler is alleged to be involved in a massive scandal involving the illegal resale of lemons the manufacture bought back from consumers while not informing new buyers that the vehicles were lemon buy backs before being resold to unsuspecting consumers. Attorney's for the plaintiffs state that Chrysler continued to flaunt it's complete disregard for valid orders of the superior court.

Consumer Reports Especially Risky Vehicle Buys

Listed as especially risky used car buys and used cars to avoid due to multiple years of poor overall reliability by Consumer Reports are the Dodge Intrepid, Dodge/Plymouth Neon, Dodge Durango, Dodge RAM 1500, And Chrysler LHS.

Why trust a company with a CEO that admittedly "misled" American consumers, shareholders and deceives consumers in regard to product quality?



"Poor Quality And Defects Remain With Most Dodge, Chrysler

Vehicles, Lies And Deception" In 1998, the poor quality and defect ridden Chrysler Corporation was purchased by Germany's Mercedes Benz (Daimler-Benz), which was supposed to be a merger of equals but turned out to be a complete takeover. The Daimler-Benz CEO Jürgen E. Schrempp had knowingly and even admittedly misled American consumers, investors and shareholders. It has even been alleged that then Chrysler CEO, Robert J. Eaton was paid off in millions of dollars along with stock options to make this merger happen, which has since been denied. Daimler-Benz knows of Chrysler's major quality issues and product defects and has tried to further mislead consumers into believing that Chrysler has now embraced stringent Mercedes Benz quality standards, while the quality standards have actually pretty much stayed the same at Chrysler. Chrysler, now "DaimlerChrysler" has said in statements that it has made tremendous gains in product quality and customer satisfaction, we ask "how much worse could it have been?" DaimlerChrysler is a fully German owned and headed company and is now misleading consumers again, falsely presenting Dodge, Chrysler and Jeep as all American companies in an attempt for the German automaker to capitalize on American patriotism. The Dodge Ram truck is presented as the all American heavy duty truck, the PT Cruiser is the supposed all American retro hotrod and DaimlerChrysler presents the Intrepid as "A great looking, performance-gearred American sedan in which, that saying used to only be a wish but with the 2003 Dodge Intrepid that wish comes true, now the thrill ride begins." This statement has never been more untrue. Most of Chrysler's vehicles are manufactured in Canada and even a news agency states "The U.S. automotive industry is reduced to General Motors Corporation and Ford Motor Company. Chrysler is now a German company in every respect."

Chrysler is a company that intended to bankrupt an American family with "mean spirited action" for filing suit for the death of their 7 year old daughter who was killed in their Chrysler minivan

DaimlerChrysler "Mean Spirited" And Intended To Bankrupt American Family Filing Suit For Death

Consumer Group Calls On DaimlerChrysler CEO To Withdraw "Mean Spirited" Legal Action - The Center for Auto Safety (CAS), Public Citizen and the Consumer Federation of America on Christmas Eve called on Daimler Chrysler Chairman Jürgen Schrempp to drop a court action seeking an award of \$574,341.65 against Elizabeth and Robert Sanders whose 7-year old daughter Alison was killed by an airbag in a 9.3 mph velocity change crash in a 1995 Chrysler minivan. The groups called this a "mean spirited and vindictive action" intended to bankrupt a family who dared sue DaimlerChrysler and who founded Parents For Safer Airbags to prevent similar tragedies from striking other parents. DaimlerChrysler submitted a bill of costs for \$574,341.65, of which only \$492.60 were for court costs, the astounding remainder of \$573,649.05 was for expert witness fees at hourly rates up to \$500. The Sanders family objected and DaimlerChrysler lowered the demand to \$277,366.16, still more than enough to bankrupt the family. On November 13, 2000, Judge Louis Simmons reduced the award for expert witnesses to \$12,150. Incredibly, DaimlerChrysler appealed the decision on December 4, 2000 in its relentless pursuit of vengeance against the Sanders family who dared sue over the

death of their daughter and who founded Parents for Safer Airbags to prevent other families from suffering the loss of a child due to a defectively designed airbag system.

IT manager wins race discrimination case against Daimler Chrysler

Friday 23 May 2003 - ComputerWeekly.com - An IT manager has won a race discrimination claim against his employer Daimler Chrysler after months of racist slurs, which culminated in him being made redundant. Khalid Jayyosi, 29, was asked by his colleagues if he was a bomb maker, compared with 11 September terrorists and told to "go back to Sangatte". He is in line to win up to £200,000 in compensation. Jayyosi is Palestinian by birth but has lived in the UK since 1993. He had held several IT jobs without incident before taking up the post of head of IT research and development at Daimler Chrysler's Milton Keynes base. He was made redundant in June 2002. The tribunal found Daimler Chrysler guilty of race discrimination, and concluded that Jayyosi was treated as he was purely because of his Palestinian origins. A spokeswoman for Daimler Chrysler said the company was "very disappointed" with the outcome of the tribunal, but said the company would take on board the suggestions it made and would "learn from the experience". Daimler Chrysler claimed Jayyosi was made redundant because of "structural changes" in his department. However, the DaimlerChrysler spokeswoman could not say if any other staff had been singled out for redundancy. Makbool Javid, a partner in the employment law practice at law firm DLA said, "The message of the Daimler Chrysler case and other such cases is that IT departments need to be subjected to the same robust practices that apply to everyone else," said Javid. "It illustrates that employers need to not only have policies in relation to diversity but need to implement them and ensure that managers have training and understanding of discrimination issues.

If you buy an expensive Mercedes vehicle, you can expect great quality right? Not necessarily With Mercedes Benz Quality Declining - Chrysler And Mercedes Benz Are Developing More In Common (Poor Quality)



The star class

The quality of Mercedes' new models are being tested.

Brand	Quality Score
Audi	85
BMW	84
Volvo	83
Subaru	82
Infiniti	81
Mercedes-Benz	80
Toyota	79
Honda	78
Nissan	77
Hyundai	76
Jeep	75
Chrysler	74
Ford	73
Lincoln	72
Mercedes-Benz	71
Volvo	70
Subaru	69
Infiniti	68
Mercedes-Benz	67
Toyota	66
Honda	65
Nissan	64
Hyundai	63
Jeep	62
Chrysler	61
Ford	60
Lincoln	59
Mercedes-Benz	58
Volvo	57
Subaru	56
Infiniti	55
Mercedes-Benz	54
Toyota	53
Honda	52
Nissan	51
Hyundai	50
Jeep	49
Chrysler	48
Ford	47
Lincoln	46
Mercedes-Benz	45
Volvo	44
Subaru	43
Infiniti	42
Mercedes-Benz	41
Toyota	40
Honda	39
Nissan	38
Hyundai	37
Jeep	36
Chrysler	35
Ford	34
Lincoln	33
Mercedes-Benz	32
Volvo	31
Subaru	30
Infiniti	29
Mercedes-Benz	28
Toyota	27
Honda	26
Nissan	25
Hyundai	24
Jeep	23
Chrysler	22
Ford	21
Lincoln	20
Mercedes-Benz	19
Volvo	18
Subaru	17
Infiniti	16
Mercedes-Benz	15
Toyota	14
Honda	13
Nissan	12
Hyundai	11
Jeep	10
Chrysler	9
Ford	8
Lincoln	7
Mercedes-Benz	6
Volvo	5
Subaru	4
Infiniti	3
Mercedes-Benz	2
Toyota	1

and the long-term reliability of Mercedes-Benz.

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Jeep	75
Chrysler	74
Ford	73
Lincoln	72
Mercedes-Benz	71
Volvo	70
Subaru	69
Infiniti	68
Mercedes-Benz	67
Toyota	66
Honda	65
Nissan	64
Hyundai	63
Jeep	62
Chrysler	61
Ford	60
Lincoln	59
Mercedes-Benz	58
Volvo	57
Subaru	56
Infiniti	55
Mercedes-Benz	54
Toyota	53
Honda	52
Nissan	51
Hyundai	50
Jeep	49
Chrysler	48
Ford	47
Lincoln	46
Mercedes-Benz	45
Volvo	44
Subaru	43
Infiniti	42
Mercedes-Benz	41
Toyota	40
Honda	39
Nissan	38
Hyundai	37
Jeep	36
Chrysler	35
Ford	34
Lincoln	33
Mercedes-Benz	32
Volvo	31
Subaru	30
Infiniti	29
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Toyota	27
Honda	26
Nissan	25
Hyundai	24
Jeep	23
Chrysler	22
Ford	21
Lincoln	20
Mercedes-Benz	19
Volvo	18
Subaru	17
Infiniti	16
Mercedes-Benz	15
Toyota	14
Honda	13
Nissan	12
Hyundai	11
Jeep	10
Chrysler	9
Ford	8
Lincoln	7
Mercedes-Benz	6
Volvo	5
Subaru	4
Infiniti	3
Mercedes-Benz	2
Toyota	1

Source: J.D. Power and Associates

Efforts to wring out more savings through joint purchasing efforts with Chrysler and other brands seem to be hurting Mercedes' quality. That's Mercedes' biggest problem now. In a recent survey of German car owners conducted by Auto Motor und Sport motoring magazine, Lexus, Porsche, Honda and BMW captured the four top slots, while Mercedes came in 17th. In J.D. Power and Associates' 2003 U.S. vehicle dependability survey, Mercedes sank to 28th place, from 16th a year ago. "It's such a stark contrast to where they had been. In 1990,

they were No. 1," said Brian Walters, J.D. Power's research director. "They just haven't been able to keep up with the likes of Lexus, and Toyota as a whole." Jay Jayamohan, chief operating officer of Fairfax, VA -based software consulting firm Comter Systems, purchased a \$42,000 2001-model-year ML320 SUV because Mercedes "is supposed to be the brand." "But we were disappointed," he said. "The power steering failed twice, we took it in twice, and then there was a recall for the power steering. In the interior, there are all these plastic pieces that keep breaking." Previously, he owned a Nissan Pathfinder. "It had much better quality," Jayamohan said. Mercedes salesman Lee Ross says his West Palm Beach, FL customers are fully aware of the reports. "Some even come in with clippings," he says. "Some of their concerns are outdated. There were problems with ML models from 1998 to 2000, but there have been 1,800 changes made to that model in the past three years to fix it." After initially dismissing the complaints, Mercedes executives are taking them to heart.

Websites to visit about poor quality with Mercedes-Benz



<http://www.mercedesproblems.com> <http://www.mercedes-benz-usa.com>

<http://www.nagele.co.uk/ml320.htm> <http://mbspy.bacosys.be/mbquality.htm>

DaimlerChrysler quits Mitsubishi Motors? DaimlerChrysler's board revolted against Jürgen Schrempp and decided to get out of Mitsubishi Motor's business, no rescue; plans to sell its 37% ownership, MMC's survival in doubt; effect on Chrysler too



April 22, 2004. Reuters reported that Daimler Chrysler has decided to pull out of Mitsubishi Motors' restructuring plan and said that it will not provide any more financial assistance to the troubled car maker. Apparently, DaimlerChrysler could not come to an acceptable deal with Mitsubishi group. Currently Daimler holds 37% of MMC and is going to treat it as a discontinued business until a buyer can be found, according to company's

spokesperson. Seems like the board finally revolted against its CEO Jürgen Schrempp, who had bought stakes in MMC and Chrysler to build on his strategy to become a global manufacturer. This decision is bound to have repercussions on Chrysler too which is linked to Mitsubishi Motors quite deeply. It was reported that MMC was thinking of selling 20% of Mitsubishi Fuso ownership to Mitsubishi Corporation for about US \$4680 million (50 billion yans) reducing its stake to 23% from 43% (DaimlerChrysler owns 65%) Mitsubishi Corp and Mitsubishi Motors, both denied this. April 15, 2004. Financial Times reported that institutional investors are balking at the terms of the rescue plan of MMC valued at over 6.8 billion US dollars. Daimler Chrysler is trying to sell outside

investors 200 billion yens (slightly less than 2 billion US dollars) in preferred stocks. One investor was quoted as stating that while the company is a B-minus firm, it thinks it is triple-A. Another investor found the conversion rate to current stock price steep since the stock prices have gone drastically since the news of rescue plan became known. April 13, 2004. Report from Stuttgart Inform us that DaimlerChrysler's chief for commercial vehicles, Eckhard Cordes, will join Mitsubishi Motors as a director confirming the company's importance to the Asian markets. Various reports suggest that Daimler will increase its stake in MMC to 50% in two steps. April 11, 2004. It is reported quoting unnamed sources, that the revival of Mitsubishi Motors will be done in two stages. In the first stage, DaimlerChrysler with Mitsubishi group companies including Mitsubishi Heavy Industries, Mitsubishi Corporation and Bank of Tokyo Mitsubishi, will invest about 370 billion yen in MMC, and after a few years, depending upon how this plan goes, Daimler Chrysler will invest more to increase its stake in the company to about 51% and making it a subsidiary of its group.

What kind of company is Mitsubishi Motors Corporation, the company DaimlerChrysler has had a significant relationship with and substantial investment in ?



Mitsubishi : Empire of Exploitation by Linda Goetz Holmes - "Whether it was transporting Allied POWs by "Hell Ships" or mistreating them in slave labor camps, Mitsubishi Group companies seemed quite willing to do their share." Hanawa (Sendai #6) Slave Labor POW Camp for Mitsubishi Copper Mining "Unthinkable torture and mistreatment of allied POWs by Mitsubishi." Maurice "Mo" Mazer survived the Bataan Death March. He was sent to Hanawa Camp to work for Mitsubishi Mining in its copper mines. Mazer says he was crippled for life when nonmilitary overseers ran a full cart of ore into him because he had complained about conditions in the mine. "They were

standing there, laughing," Mazer remembers. His crime, he says, was not bowing low enough. Even after 55 years and a lifetime farming in China, Li Yunde says the memories of toiling and starving as a forced laborer at Mitsubishi Takashima Coal Mine Co. in Kyushu during World War II still make him cry. He was one of estimated millions of Chinese forced to work in mines, armament factories and constructing railroads by the occupying Japanese forces. In Korea, Japanese firms used about 5 million Koreans as slave laborers, Oh Heun Kwon of Los Angeles was a slave laborer at a Mitsubishi shipbuilding plant in Japan in 1944 of whom about 250,000 were taken to Japan. 500,000 Filipinos served as slave laborers, according to him. In a statement, the Mitsubishi Corporation says that forced labor is inconsistent with the company's values, and that the various lawsuits targeting Mitsubishi are misdirected. Instead, a spokesman says the Mitsubishi of World War II is not the same Mitsubishi of today. According to <http://www.mitsubishiucks.com> Mitsubishi is an Eclipse of Ethics This informative and revealing website notes 2004 Mitsubishi Galant ES "Poor" side



Impact safety, safety concerns with 2002, 2003, 2004 Lancer and Lancer Evolution (EVO), 2003 Mitsubishi Galant's poor quality according to J.D. Power survey. Criminal charges to be filed in a Mitsubishi Fuso recall scandal where it is alleged the company lied to the government and consumers regarding the faulty hubs where Shiho Okamoto, a 29 year old female died and her two children were injured from a falling wheel from a Mitsubishi Fuso truck in 2002, which could have been prevented had Mitsubishi acknowledged its design fault earlier. Later the company recalled Fuso trucks for a defective design resulting in hubs cracking and wheels falling off. The

chairman of Mitsubishi Fuso, Takashi Usami also resigned at this time. Mitsubishi lemons galore in New Jersey 10 year study, notes potential fire hazard recall with 2003 Eclipse and 2003 Galant. Website alleges employment discrimination and widespread sexual abuse and harassment at its Illinois plant, which prompted the National Organization for Women (NOW) to state that "Mitsubishi's response to the complaints of sexual abuse and harassment has been abhorrent, it tried to hide its own bad management by scapegoating the women who have brought the charges, claiming they may bring the company down and cost their co-workers their jobs and that the manufacturer has resorted in attempts to intimidate the women and to pit employee against employee, effectively increasing hostility on the job." NOW crowned Mitsubishi as a "Merchant of Shame". Racial discrimination at Mitsubishi companies seems to be a standard fare, judging by the lawsuits brought against it. Check out <http://www.mitsubishiucks.com> for more information.

Chrysler Shifts Gears While Going Down Hill - Its been overtaken by Toyota, it's losing a price war to GM and its new model is sputtering. But Detroit's

perennial-ran has a bold new plan: be like Benz Benz: Chrysler CEO Dieter Zetsche is making the car company Mercedes-lite



Sept. 29, 2003 issue - Pity the poor Chrysler execs at the Frankfurt Motor Show this month. They traveled to Germany to show off their steroidal new 300C Hemi luxury sedan and wagon. But the press wanted to talk only about Chrysler's fall from the Big Three after being overtaken by Toyota in August. WITH MICROPHONES shoved in their faces, the Chrysler brass tried to beat back rumors of layoffs, salary cuts and even speculation about the company's demise. "Nobody ever claimed this would be an easy road," a weary Chrysler CEO Dieter Zetsche told NEWSWEEK during a brief break from the frenzy. At that very moment, back stateside,

Toyota execs basked in a two-day lovefest with their dealers at a convention center in Philadelphia. Former president George H.W. Bush was on hand to congratulate them. Ruben and Clay, the "American Idol" duo, serenaded the crowd, too. And for the grand finale, Elton John gave a private concert of his greatest hits. A crowd favorite: "Don't Let the Sun Go Down on Me." Toyota's relentless rise is leading to a historic changing of the guard in Motown. Analysts say Toyota will inevitably displace Chrysler from the Big Three permanently (though Chrysler is likely to hold on to the No. 3 slot for this year). And it could get worse. Chrysler "might fall to No. 5 or No. 6 or nothing," says veteran industry watcher Maryann Keller. Chrysler's share of the U.S. auto market is in free fall, slipping to 11.7 percent in August, its lowest in 16 years and down from a peak of 18 percent in January 1999. Buyers are paying almost full price for high-quality Toyotas, while Chrysler desperately revs up the discounts. The problem: those big rebates are vaporizing profits. The automaker lost \$1.1 billion in the second quarter—a stunning turn of events for a company that had promised a \$2 billion profit in 2003. Now Zetsche is backpedaling on a pledge to boost Chrysler's annual sales by 1 million cars by 2010. "That's more of an aspirational target than a target to be accomplished to the last digit," he told NEWSWEEK. The car company that has made an art of the near-death experience is once again trying to reinvent itself to survive. Zetsche, a former Mercedes exec, believes he can pull Chrysler out of its skid by transforming the pedestrian people-hauler into an upscale car line. He is re-engineering Chrysler by borrowing some Mercedes magic (and Benz bits) from its German parent company, DaimlerChrysler. Many of the 10 new Dodge, Jeep and Chrysler models rolling out by the end of next year will benefit from Mercedes engineering. But it's the Chrysler line that will get the most Benz. Its racy new \$35,000 sports car, the Crossfire, is basically a Mercedes SLK under the skin. (Crossfire ad slogan: "Dreamed in America. Crafted in Germany.") And the 300C Hemi, debuting for as much as \$40,000 next spring, will be propelled by a Mercedes rear-wheel-drive transmission. By turning Chrysler into Mercedes-lite, Zetsche hopes he can raise prices and pull out of the corrosive price war, as well as leave behind the sales race with Toyota. "It's the only remedy that exists," he says. "Being the biggest doesn't necessarily mean being the best or the most profitable." But to some, putting Mercedes parts and prices on Chrysler cars is a one-way street to oblivion. "After decades of training consumers that Chryslers are common-man cars, you can't convince them they are worth premium prices," says auto consultant Jim Bulin. "People will say, 'For that kind of money I can buy more prestige in another brand.'" And now some of Chrysler's critics see an uncertain future for the automaker. European analysts are predicting that Daimler will cut Chrysler loose after chairman Jurgen Schrempp, the architect of the acquisition, retires in 2005. A new book entitled "The End of Detroit," by New York Times auto writer Micheline Maynard, also paints a dead-end scenario for Chrysler or Ford. Even the dean of the Yale School of Management, Jeffrey Garten, has weighed in, predicting bankruptcy or a bailout for one of Detroit's Big Three. (But don't expect a Lee Iacocca-style rescue for Chrysler this time: U.S. taxpayers aren't likely to bail out a German company.) Chrysler hoped to quiet the doomsayers with its new Pacifica sport wagon, which it hyped as the greatest thing since the minivan. Instead, the Pacifica became the "Gigli" of the car business. It sputtered from the start with moody Celine Dion ads, which showed little of the car, but plenty of the singer in an anguished rendition of "Drive All Night." "One person asked, 'Why is that woman so depressed?'" says Chrysler dealer Bob Shuman. Chrysler was so confident in its upmarket strategy that it initially shipped dealers only fully loaded \$40,000 Pacificas, with fancy navigation systems and DVD players. Car buyers accustomed to spending no more than \$25,000 in a Chrysler showroom headed for the exits. "I was just stunned," says Kirstie Hague, who refused to even sit in one after she saw the sticker at a St. Louis dealer. "I was very attracted by the looks of that car, but it was a short-lived love affair." To critics, the Pacifica debacle proves Chrysler is suffering from delusions of grandeur. "To go where you've never gone before," says Ford exec Steve Lyons, "is not a winning hand." Chrysler is now boosting Pacifica sales with a \$1,000 rebata, and it's rushing out a stripped-down model priced below \$30,000. Dion also disappeared from the ads (right around the time Chrysler's marketing chief resigned). Still, the Pacifica isn't hitting its sales target. Chrysler marketing exec Tom Marinelli says: "It's very

difficult to move the iron and the brand image at the same time." It's even more difficult for Chrysler to overcome its history of inferior quality. When deep-pocketed Daimler-Benz acquired Chrysler in 1998, the German engineers promised to fix those nagging quality problems. And they are making headway. Chrysler's quality outranked even Mercedes's in the latest J.D. Power survey on long-term dependability. But Chrysler is still miles behind Toyota, which keeps raising the bar. And of course, the premium car buyers Chrysler covets have even more demanding tastes. "Clearly, this is an obstacle we have to overcome," Zetsche admits, pledging that Chrysler will match Toyota's quality by 2007. Car buyers like Bill Barnes won't wait that long. Chrysler lost him when the transmission blew on his Dodge Caravan at 39,000 miles. "I just don't have confidence in Chrysler anymore," says the Florida salesman, who just bought a \$29,000 Toyota Sienna minivan. Zetsche may want to repair relations with his minivan owners before he courts the uptown crowd. Otherwise, overcoming history may be the least of Chrysler's problems. It might be history. © 2003, 2004 Newsweek, Inc.

Consumer Resources, Links And Contact Information

U.S. Department of Transportation
National Highway Traffic Safety Administration
400 Seventh Street, S.W.
Washington D.C. 20590
Phone: 1-888-327-4328
Website: www.nhtsa.dot.gov
[Submit Complaints](#) - [Browse Complaints](#)

Dateline NBC
30 Rockefeller Plaza
New York, NY 10112
dateline@nbc.com

The logo for Dateline NBC, featuring the words "DATELINE NBC" in a white, serif font on a black rectangular background.

ABC News 20/20
[Click Here To Contact ABC 20/20](#)

A blacked-out rectangular area, likely a placeholder for an image or logo.

ABC News Primetime
[Click Here To Contact ABC Primetime Thursday](#)

The logo for ABC News, featuring the lowercase letters "abc" in a white circle followed by the word "NEWS" in a white, serif font on a black rectangular background.

CBS News 48 Hours

48hours@cbsnews.com

CBS News 60 Minutes
524 West 57th St.
New York, NY 10019
(212) 975-3247



Big Class Action Lawsuit Firm
www.bigclassaction.com



Big Class Action

FOX News Detroit
www.fox2detroit.com

DaimlerChrysler Corporation
1000 Chrysler Drive
Auburn Hills, MI 48326-2766
Phone: 1-800-992-1997 (Monday - Friday)
Chrysler Website: <http://www.chrysler.com>
[Click Here To Contact Chrysler Online](#)

Chrysler Canada Customer Assistance
P.O. BOX 1621
Windsor Ontario N9A 4H6
1-800-465-2001 English (Monday - Friday)
1-800-387-9983 French
<http://www.daimlerchrysler.ca>

Canadian Transportation Authority
Transport Canada
330 Sparks Street
Ottawa, ON K1A 0N5
<http://www.tc.gc.ca>

Click The Link Below For Consumer Complaints From Our Archive
http://www.daimlerchryslervehicleproblems.com/consumer_complaints.htm

Click Here To Find Out More About Us And What We Are All About

http://www.daimlerchryslervehicleproblems.com/about_us.htm

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"Chrysler Problems Consumer Website" Contact Information:

DaimlerChrysler Vehicle Problems Website

PO BOX 2021

San Leandro, California 94577

mychryslertoo@daimlerchryslervehicleproblems.com

***DaimlerChrysler Vehicle Problems Website Is In No Way Shape Or Form Affiliated With Dodge, Chrysler "DaimlerChrysler"**

Visit The Dodge, Chrysler Consumer Complaint Forum/Message Board

The #1 Forum Created Exclusively For Dodge, Chrysler, Plymouth, Jeep Vehicle Complaints!

Visit Our DaimlerChrysler Vehicle Problems Complaint Forum



<http://www.daimlerchryslervehicleproblems.com/forum/inc>

Other Consumer Websites To Visit About Chrysler Vehicle Problems

The trend of problems with Dodge, Chrysler "DaimlerChrysler" vehicles, customer service, dealers and service seems all too common while all the other websites against Chrysler only further reflect this!



<http://intrepidhorrorstories.blogspot.com> - <http://dodgestories.blogspot.com>
www.ptcruiserproblems.com - www.geocities.com/Baja/Mesa/7135
<http://www.angelfire.com/pa5/mspaul/autohome.html> - www.datatown.com/chrysler
www.dodge-sucks.com - www.wam.umd.edu/~gluckman/Chrysler
www.dodge-trucks-steering-problems.com - <http://www.asj.ca/~gregoire/claude.html>
http://www.daimlerchryslervehicleproblems.com/personal_experience.htm
<http://flinkenorph.com/chrysler.html> - <http://www.dodgelemons.com>
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http://www.minerich.com/dodge_ram.htm
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http://www.hillgarage.com/Dodge_Intrepid_Chrysler_Concord_Engine_Failure.htm
<http://www.daimlerchryslerissues.com> - <http://www.angelfire.com/realm2/collinchttick>
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www.mychryslersucks.com - <http://www.fortunecity.com/ellveretone/mercedes/1075>
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<http://www.ou.org/oupr/1998/chrysler.htm> - <http://www.byov.com/Aaron/neons.html>
www.jeepers.co.nz - <http://www.cs.cornell.edu/Info/People/kreitz/Jeep/main.html>
<http://members.aol.com/MustangL46/Dodgeviperhate.html> -
www.advantagedodge.com
<http://www.mydodgesucks.org> - <http://www.mitsubishisucks.com>
<http://strathroychryslersucks.s6.com> - <http://www.goldhawk.com/gfb/19981020.shtml>
<http://postalhistorystore.com/chrysler.htm> - <http://hometown.aol.com/wheelerlgn>
http://chelstyle_chrysler_300_jeep_complaints - <http://www.choppercarsfraud.com>
<http://www.batcity.com/bonfire> <http://www.madisoncountydodge.com/1.html>

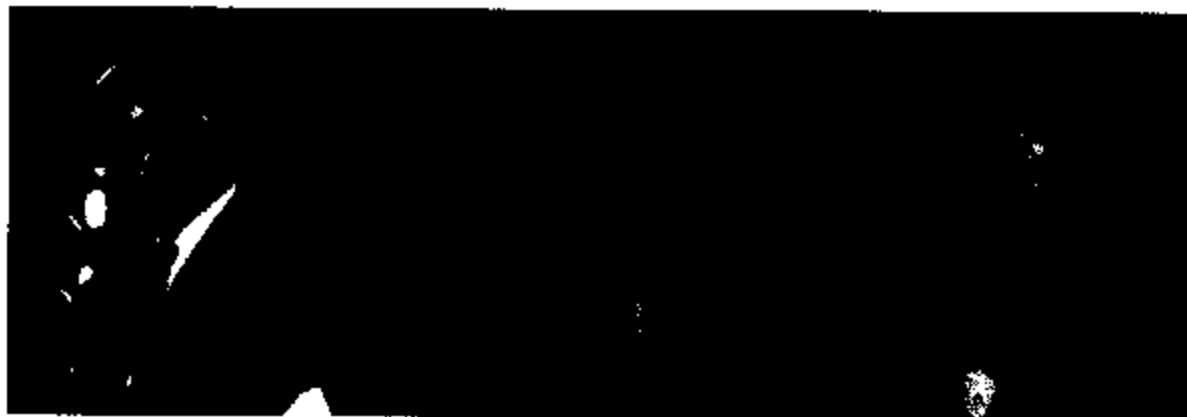
<http://mn9ny.tripod.com/chryslerminivancllockspringdefect> - <http://www.ptripoff.com>
www.dontbuyone.org - <http://www.dontbuydodge.ca> - <http://vendweb.com/Jeep.htm>

Chrysler = Consumer Deception, Ongoing Vehicle Defects, Poor Service, All Come Standard

DaimlerChrysler - Chrysler Is No Longer An American Company - Since 1998 Dodge, Chrysler And Jeep Brands Are Fully Owned And Operated By Daimler-Benz (Mercedes-Benz) - A Completely German Company - High ranking executives at Chrysler are now German after American executives were let go or pressured to leave. The problem is that Dodge, Chrysler and Jeep brands have received very little to no substantial quality improvements contrary to DaimlerChrysler's claims of lending German Quality to Dodge, Chrysler and Jeep vehicles, which would indicate an obvious marketing scam to try and rebuild consumer confidence.

If you are currently having problems with your Dodge, Chrysler vehicle or have concerns about future problems we encourage you to call and write certified letters to DaimlerChrysler expressing your concerns, let DaimlerChrysler know how you feel or how "inspired" you are after seeing this information, be persistent and do not hesitate to tell Chrysler that you saw this website. If you do not currently own a Chrysler vehicle and decided not to purchase a Chrysler vehicle after seeing this website we urge you to notify Chrysler that this website has influenced your decision or "inspired you otherwise". If you have a common vehicle problem or defect you feel Chrysler is responsible for and Chrysler (not a dealer) declines to assist you we urge you to stand up, get an attorney and take action against Chrysler or take Chrysler to small claims court, Chrysler should be held accountable for these problems therefore we ask for your help in holding Chrysler accountable.

DaimlerChrysler Management, Company And Contact Information



Chrysler Group President: Dieter Zetsche

DaimlerChrysler Management Board Chairman: Jürgen E. Schrempp

Chrysler Chief Operating Officer: Thomas W. La Sorda

Thomas W. La Sorda was previously responsible for production within the Chrysler Group and will succeed Wolfgang Bernhard as Chief Operating Officer of the Chrysler Group on May 1, 2004. He will also be appointed a Deputy Member of the Board of Management for a period of three years. Additionally, Jürgen E. Schrempp is

scheduled to retire from DaimlerChrysler in 2005 according to various sources.

DaimlerChrysler Corporation

1000 Chrysler Drive

Auburn Hills, MI 48326-2766

Phone: 1-800-992-1997 (Monday - Friday)

Company Websites: <http://www.chrysler.com> <http://www.dodge.com>

<http://www.jeep.com>

[Click Here To Contact Chrysler Online](#)

DaimlerChrysler Corporate Headquarters

DaimlerChrysler AG

70546 Stuttgart, Germany

Tel +49 711 17 0

Fax +49 711 19 94022

DaimlerChrysler Achieves \$8.6 Billion Operating Profit in 2002

(2002 figure includes restructuring expenses of 591 million for Chrysler Group in line with turnaround plan decided in 2001 which included the sale or closure of component factories and additional job reductions)

DaimlerChrysler Achieves \$7.2 Billion Operating Profit in 2003

DaimlerChrysler Management Average Base Pay In 2001 - 3.6 Million

DaimlerChrysler Management Average Base Pay In 2002 - 1.7 Million

DaimlerChrysler Refuses To Release Individual Management Salaries

DaimlerChrysler Corporation Website: <http://www.daimlerchrysler.com>

Chrysler Canada Customer Assistance

P.O. BOX 1621

Windsor Ontario N9A 4H6


Website: <http://www.daimlerchrysler.ca>

Chrysler Canada President - Mark Norman

Chrysler Canada Customer Assistance

1-800-465-2001 English (Monday - Friday)

1-800-387-9983 French

 "This website was created due to the excessive negligence and disregard of Chrysler "DaimlerChrysler" and Chrysler's continual failure to reasonably recognize known, potentially life threatening defects regardless of continual notification and complaints from consumers, some of whom could have lost their lives" - "This website is dedicated to everyone who's lives have been adversely affected by this company" - DaimlerChrysler, Dieter Zetsche, Jürgen Schrempp, I demand that you stop ignoring common problems and defects while pretending they do not exist. While I am ignored and these business tactics continue, I will continue to inform thousands of more consumers and without consumers, there is no more business . . .

DaimlerChrysler Vehicle Problems Website

PO BOX 2021

San Leandro, California 94577

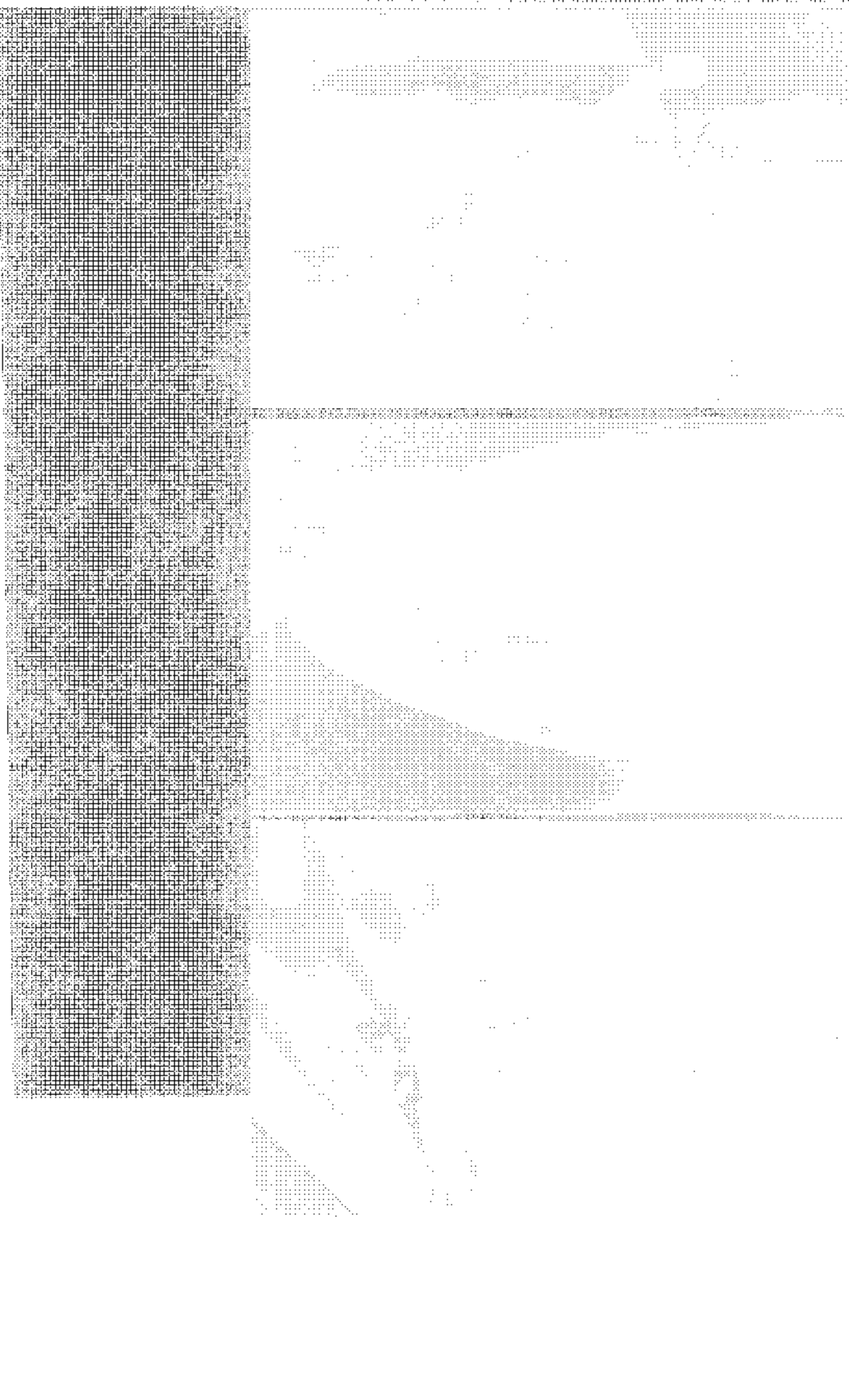
*** Not Affiliated In any way shape or form with Chrysler or any DaimlerChrysler affiliates**

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Important Website Disclaimer:

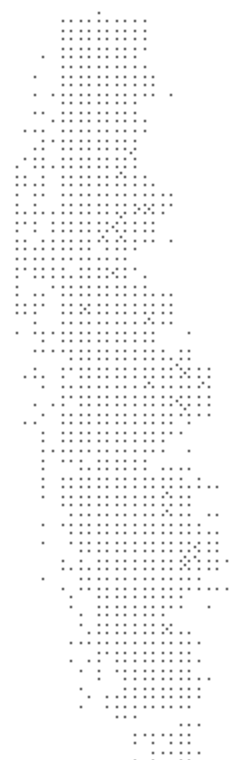
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