



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
(1-888-327-4238)
INTERNET: www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 100148

Date Received
2007 JUN 22 AM 7:24
30-APR-2007

Repository
Reference No.
10189241

OWNER INFORMATION (Type or Print)

Name [REDACTED]
Address [REDACTED]
City ORIENTAL State NC Zip Code [REDACTED]

Daytime Telephone Number [REDACTED] E-mail Address [REDACTED]
Evening Telephone Number [REDACTED]

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle?
In the absence of an address to the vehicle manufacturer. **YES**
Signature of Owner [REDACTED] Date 5/29/07

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side
WDYPD744865 [REDACTED] Make FREIGHTLINER Model CENTURY Model Year 2006
Date Purchased 13-MAY-06 Dealer's Name and Telephone Number SAND CASTLE MOTORS 252-240-3188 Engine: No: Cylinders 5 Fuel Type: Diesel
Original Owner Dealer's City MOREHEAD CITY State NC Zip Code 28557
Transmission Type Antilock Brakes Powertrain REAR WHEEL DRIVE Vehicle Component Code 141100 AIR BAGS:FRONTAL:SENSOR/CONTROL MODULE
AUTOMATIC Cruise Control Multiple Failures: 7

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s) 08-NOV-2006 Failure Mileage 28000 Failure Speed [REDACTED]

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make [REDACTED] Tire Model (Name or Number) [REDACTED] Tire Size (Example P215/65R15) [REDACTED]
DOT No. (Example: DOTM1A9ABC036) Original Equipment Prior Repair Failure Location: [REDACTED]
Tire Component Code [REDACTED] Tire Failure Type [REDACTED]

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make: [REDACTED] Date Manufactured: [REDACTED] Model No./Name: [REDACTED]
Seat Type: [REDACTED] Installation System: [REDACTED]
Child Seat Component Code: [REDACTED] Failed Part: [REDACTED]

APPLICABLE INCIDENT INFORMATION

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

Crash Yes No Fire Yes No Number of Persons Injured 0 Number of Deaths 0 Reported to Police N

Narrative Description of Incident(s), Crash(es), and Injury(ies).
Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure.
i.e., parts repaired or replaced (and if old part is available). * *Tasasaban*

TL* THE CONTACT OWNS A 2006 FREIGHTLINER CENTURY. IN SEPTEMBER 2006 THE CONTACT STATED THAT THE SRS LIGHT ILLUMINATED ON THE DASHBOARD. THE FAILURE WAS A COMPUTER GLITCH, AND REPROGRAMMED THE COMPUTER. THE SRS LIGHT ILLUMINATED AGAIN IN DECEMBER 2006. THE DEALER REPAIRED THE TRANSDUCER AND THE AIR BAGS. IN FEBRUARY 2007 THE FAILURE RECURRED ONCE AGAIN AND THE VEHICLE WAS TAKEN TO THE DEALER, WHERE THE CLOCK SPRING/STEERING SENSOR WAS REPLACED. IN MARCH 2007 THE FAILURE RECURRED, AND THE DEALER PERFORMED A SERVICE INVOLVING THE AIR BAG MODULE/OCCUPANT RESTRAINT. THE LIGHT ILLUMINATED AGAIN AT 33,500 MILES. THE VEHICLE WAS TAKEN TO ANOTHER DEALER, WHO REPAIRED THE CLOCK SPRING/STEERING SENSOR AGAIN. ON APRIL 23, 2007 THE FAILURE DUPLICATED. THE MANUFACTURER STATED THAT THE VEHICLE WAS OUT OF WARRANTY, BUT DUE TO THE ONGOING FAILURES CHRYSLER AGREED TO PAY FOR THE PARTS, AND THE CONTACT WOULD BE RESPONSIBLE FOR THE DIAGNOSTIC. HE WAS ISSUED REFERENCE # 16231713 BY CHRYSLER, AND STATED THAT THIS WAS A SAFETY PROBLEM BECAUSE THE AIR BAGS MAY MALFUNCTION IN A CRASH. THE MANUFACTURER SENT HIM TO GOSSET MOTORS IN MEMPHIS, TENNESSEE, WHERE THEY DETERMINED THAT A SHORTAGE SQUIB OCCURRED IN BOTH THE RIGHT AND LEFT AIR BAGS, BUT FOUND NOTHING THAT COULD BE REPAIRED. HOWEVER, THEY RESET THE SRS LIGHT ON THE DASHBOARD. THE MANUFACTURER CLAIMED THAT THEY WOULD PAY FOR THE RE

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.

May 24, 2007

This is an update on the Sprinter referred to in the attached documentation.

After filing the original complaint by phone with the NHTSA on or about April 28, 2007, Richard from Chrysler did return our phone calls.

He asked us to take the vehicle to a dealer and provided the names of five or six which were close to us. We elected to take the vehicle to the closest dealer, Hayes Chrysler-Dodge-Dodge Truck in Lawrenceville, Georgia. (This dealer was located about 55 miles from where we were staying in Georgia.)

This dealer's technician worked on the vehicle on May 7, 2007 and reset the SRS light. We were not charged for this work.

The light came back on at 37,304 or 180 miles after the work at Hayes. I called Richard at Chrysler and Paul Mosher at Hayes. We were told to take the vehicle back to Hayes on May 11, 2007. The Chrysler support person for the district or region would work on the vehicle that day.

We took the vehicle back to Hayes on May 11, 2007 as directed and Chad Hausman from Chrysler Support worked on the vehicle most of the day. We were not charged for the work.

I drove back to Dahlonega, GA a distance of 49 miles and the SRS light came back on. Chad's diagnosis if what he did on May 11 did not correct the problem, indicated that the next step was to replace the wiring harness.

I went back to Hayes on May 14, 2007. Paul Mosher at Hays said he would order the wiring harness and on or about May 17 he called and said the harness was ordered and would arrive in about three or four weeks.

I called and left a message for Richard at Chrysler informing him about the harness.

We are now up to nine or more attempts to correct this problem.

Our requests to the NHTSA and all other parties with whom we have filed complaints remain the same.

We are asking that the vehicle be repaired with no additional costs to us and that we be reimbursed for all out of pocket expenses and that we be paid any other compensation to which we may be entitled.

Mr Hausman told me that he had seen this problem on six other Sprinters besides ours and that five of those problems were solved and that Chrysler bought back the one vehicle that couldn't be repaired.

It seems to me that we are reaching a point that a buy-back from Chrysler might be the best solution.

We are very uncomfortable driving a vehicle whose airbags may not deploy, as they should in a crash.

Copies of all documentation are enclosed for review by the NHTSA.

Thank you for your help,



4/28/07

**OWNER'S RIGHTS UNDER STATE LEMON LAWS
DISCLOSURE NOTICE FOR NORTH CAROLINA**

The following information is an attempt to follow the guide mentioned above. The information will not fit on one small form.

To DaimlerChrysler Motors Company LLC
Customer Center
P.O. Box 21-8004
Auburn Hills, MI 48321-8004

Customer Name: [REDACTED]
Address: [REDACTED]
Oriental, N.C. [REDACTED]

Daytime Telephone [REDACTED]

VIN Number: WDYPD74486[REDACTED]

Date of Purchase: May 13, 2006

Mileage: 36566 as of 4/28/2007

Serviceing Dealer: (From most recent to first dealer to work on this problem)

1. Gossett Motor Cars, Memphis, TN (two attempts)
2. Olafse Dodge, Olafse, KS (one attempt)
3. Las Vegas Freightliner, Las Vegas, NV (three or more attempts)

Number of days vehicle has been Out-of-Service: Total including all dealers approximately 7 days.

Description of Concern:

The SRS light on the instrument panel on our vehicle illuminates and stays illuminated. Numerous attempts by dealers in various parts of the US have failed to solve the problem.

In November, 2006 at approximately 28000 miles the light was reset by Las Vegas Freightliner. At that time, we were told it was probably just a computer glitch. The same thing had happened with a "TIRE" light shortly after we purchased the vehicle so that made sense to us.

In December, 2006 when the light again came on, at approximately 29000 miles, I asked the dealer to please not just reset it but to see if he could determine what the cause was. Las Vegas Freightliner's service manager was wonderful to work with and after whatever diagnosis was done, some type of work was performed on the Pre-tensioners and airbags.

In January, 2007, when the SRS light came back on at approximately 31,000, Las Vegas Freightliner performed some kind of service on the Clockspring/Steering sensor.

In March, 2007, when the light came on again at approximately 32000 miles, Las Vegas Freightliner performed a service involving the Module, air bag/occupant restr.

In March, 2007, while we were driving toward Kansas City, MO, at approximately 33,500 miles, the SRS light again came on. The mileage, of course was higher by the time we got to a dealer in Olathe, KS. Olathe Dodge of Olathe, Kansas performed a service on the Clockspring/Steering angle sensor. I don't know how many of these things the vehicle has, but if there is only one, here is a repeat.

In April, 2007, near Memphis, TN, at approximately 36000 miles, the SRS light again came on.

I then called the number in the manual for Chrysler Assistance Center. I spoke to a man named Richard and was given a ref number of 16231713. Richard told me, in so many words, that it was my problem since the 36000-mile warranty had been reached.

I attempted to explain to Richard the aforementioned situation, which I believe clearly shows that in fact the unit had not been repaired.

I was later told by the service manager at Gossett Motor Cars in Memphis that somebody had just been throwing parts at the problem.

I asked to speak to Richard's supervisor and a woman named Cindy came on the line and essentially at first said the same thing Richard had said. She later said that Chrysler would cover the repair, as a good will, but we would have to pay the diagnostic fee.

On April 24, Gossett Motors performed a diagnostic, as a courtesy without charge, and found no hard codes, they said, but codes that indicated a shorted squib, whatever that is, to both right and left airbags. There was not, however, anything they could replace.

We left Gossett and in less than 50 miles the SRS light came back on.

Richard, at the Chrysler 800 number, again said that they, Chrysler, would cover repairs but we had to pay diagnostic fees.

The technician at Gossett Motors spent hours, and I don't know how many (we had to get a motel and return the next day) taking things apart and looking at wires. According to the technician, George, and the service manager, LaFAYETTE PATTERSON, the technician found nothing to cause the light to come on. The technician put it back together and we paid \$365.92 in diagnostic fees and left.

237 miles later the SRS light once again came on.

I have left a message for Richard at Chrysler and hope to hear from him on April 30 as to what options if any, I have.

I believe that it is obvious that some problem with the SRS system on this unit continues to exist and resetting the light only hides the problem for a few miles.

In addition to the obvious costs we have incurred, such as motel and meal expenses, we have spent in excess of \$150.00 on diesel fuel taking this unit to various dealers for a repair that clearly still has not been made.

We just want the unit repaired at no additional costs to us and we want to be reimbursed for the \$365.92 paid to Gossett Motors for no obvious benefit.

We are not refusing additional compensation should such be deemed appropriate.



Motor Vehicles Consumer Complaint Form

Please complete this form on your computer, print it and mail it to:

Consumer Protection
Attorney General's Office
9001 Mail Service Center
Raleigh, North Carolina 27699-9001
Telephone: (919) 716-8000
Fax: (919) 716-8060

From:

Your Name(s):

[REDACTED]

Address:

[REDACTED]

City:

Oriental, NC [REDACTED]

State: Zip: [REDACTED]

Telephone: Home: [REDACTED] Business: [REDACTED]

Dealer or Repair Shop Complained About:

Name:

DaimlerChrysler

Address:

P.O. Box 21-8004

City:

Auburn Hills

State: Zip:

Telephone:

Is your complaint about (please check one)?

- New car sales practices Used car sales practices Warranty
 Manufacturing defect Repairs Financing or leasing?

Did you buy your vehicle: New , Demo , Used ?

Make, Model & Year:

Date of Purchase:

Where Financed (if relevant):

Name:

Address:

City:

State: Zip:

What does the Consumer Protection Office Do?

The Attorney General's Consumer Protection Office acts to protect the public from unlawful business practices. While we can often assist with the mediation of a dispute, we do not have the authority or resources to act as a lawyer for consumers in individual disputes. We encourage citizens to send us information about suspect business practices because this helps us identify areas for enforcement.

Instructions

Please explain in the space provided. You may use additional sheets, if necessary. We will send a copy of your complaint to the business you are complaining about, so please type or write clearly. Try to brief, but be sure to tell what happened, when it happened, and where it happened.

If this is a vehicle sales problem, please include copies (not originals) of your bill of sale, credit contract and any correspondence relating to the problem. If this is a used car warranty problem, please include a copy of the warranty and describe specifically any oral warranties or promises made about the condition of the car. If this is a repair problem, please include copies of the repair orders or written estimates.

Explanation:

The "SRS" light on our 2006 Sprinter came on in November of 2006 when the vehicle had approximately 28000 miles. From that time until today, April 30, 2007, the light has come on after each repair attempt and there have been at least seven.

The vehicle now has just over 36000 miles on it and Chrysler refuses to repair the unit at no cost to us.

The vehicle has been diagnosed by by three different dealers and each of them supposedly repaired the unit.

The SRS light is still on and according to the dealers and the National Highway Traffic Safety Administration (NHTSA), the airbags will not deploy if the SRS light is on.

I am enclosing copies of my letter to Chrysler concerning North Carolina's Lemon laws with a full description of the problem and the actions taken.

I am enclosing a copy of the general comments of the NHTSA which says that safety-related defects must be repaired at no cost to owner.

I am enclosing (1) a summary by VIN of work performed on this vehicle and (2) repair orders provided by various dealers to us. Unfortunately, not all dealers were willing to provide us with written documentation, specifically when they only reset the light or reset other electronic components.

What do you want the company to do?

I want a refund of all monies spent by me.

I want the unit repaired so that the SRS system works properly and the light stays off during operation.

If I am entitled to reimbursement for out-of-pocket expenses such as hotel bills and meals while waiting for this unit to be repaired/diagnosed, I want those monies as well.

The above statements are true to the best of my knowledge and belief.

Signature _____

Date: 4/30/07

WARNING: Do not e-mail this form. The Consumer Protection Office currently is not equipped to handle substantive matters in this manner.

VIP Summary Report

Dealer: 26349 - GOSSETT MOTOR CARS INC

Date: April 24, 2007 Time: 17:07:48

VIN: WDYFD744886

Odometer: 36,167 Miles

Currency: USD

Vehicle Information

Year/Make/Model:	2006 FALMER SPRINTER 158 IN. 2000 CUB VAN			
In Service Date:	May 13, 2006	Warranty Coverage Code:	380	
Body Style:	VAN116	Build Date:	November 8, 2005	Hour: 01
Stock:	R	Capline:	R	
Color 1:	P01 - Arctic White		Color 2:	G01 - Arctic White
Engine:	E03 - 2.7L 65 Turbo Diesel Engine		Transmission:	D02 - 6-Speed Auto VMA550 Transmission
Sale Type:	I - DIRECT RETAIL		Last Odometer:	34,284 Miles on March 27, 2007

Warning Message

1: THIS VEHICLE HAS 01 CLAIM(S) THAT WERE SELF-AUTHORIZED.

Vehicle Restriction - No Vehicle Restriction

Owner Information

Name:	MR. MRB	Preferred Name:	
Address:			
City:	ORIENTAL	State/Province:	NC
Country:	USA	Language Preference:	English
Telephone-Home:		Fax:	
Original Owner:			

Warranty Coverage Summary

Type of Warranty	Original	Deductible	Expiration	Remaining
BASIC:	36 Month or 36,000 Miles	0	May 13, 2008	Expired (Odometer)
POWERTRAIN:	36 Month or 36,000 Miles	0	May 13, 2008	Expired (Odometer)
PERFORATION:	36 Month or 100,000 Miles	0	May 13, 2011	48 Month or 63,833 Miles
EMISSION:	36 Month or 100,000 Miles	0	May 13, 2011	48 Month or 63,833 Miles
ADJUSTMENT:	36 Month or 36,000 Miles	0	May 13, 2008	Expired (Odometer)
AIR CONDITIONING:	36 Month or 36,000 Miles	0	May 13, 2008	Expired (Odometer)
CRACK ENGINE:	36 Month or 100,000 Miles	0	May 13, 2011	48 Month or 63,833 Miles
EXTENDED FEDERAL EMISSIONS:	36 Month or 36,000 Miles	0	May 13, 2011	48 Month or 13,833 Miles

In Service Odometer:	1,143 Miles	Roadside Assistance:	No	Towing Assistance:	Yes
Master Shield:	NA	Transferable Service Contract:	No	Transferable Powertrain Warranty:	No

Recall Information - No Recall Information Available

Recommended Maintenance

*** 36167 MILE(S) MAINTENANCE SCHEDULE ***

No Recommended Maintenance Information available.

VIP Summary Report

Dealer: 26348 - GOBETT MOTOR CARS INC

Date: April 24, 2007 Time: 17:37:40

VIN: WDYPD744885

Odometer: 36,167 Miles

Currency: USD

Service History (24 Month)

Repair Date	Dealer/Payee	Claim Number	Repair Odometer	List Date	Transaction Type
March 27, 2007	48290 - CLATHE DODGE 1982252 - Clutch/ptg/Steering angle sen	117853	34,264 Miles	2007041	WARRANTY REPAIR
March 21, 2007	FD146 - LAG VEGAS FREIGHTLINER 0848081 - Module, air bag/occupant rest	V64326	32,437 Miles	2007041	WARRANTY REPAIR
January 14, 2007	FD146 - LAG VEGAS FREIGHTLINER 1982252 - Clutch/ptg/Steering angle sen	V64321	31,295 Miles	2007016	WARRANTY REPAIR
December 11, 2006	FD146 - LAG VEGAS FREIGHTLINER 3541830E - Pre-Tenalters and Airbag-AP	V52274	28,425 Miles	2007016	WARRANTY REPAIR
June 25, 2006	44376 - MECHANICVILLE DODGE 07661201 - Resistor, charge air cooler	228329	6,041 Miles	2006084	WARRANTY REPAIR

Service Contract(s) - No Service Contracts Available

Current Vehicle Transfer Information

Warranty Coverage Code	Model Year	Basic Coverage	Powertrain	Deductible	Rust Protection
300	1995-01	336	336*	0	7100
300	1997-02	336	336*	0	6100
300	2000-	336	336*	0	6100

WARRANTY COVERAGE GOES WITH THE VEHICLE. INFORM DEALER-CHRYSLER OF ANY SUBSEQUENT OWNERS NAME AND ADDRESS CHANGES USING THE SALES TAB IN DEALERCONNECT. *NOTE: DIESEL ENG. ONLY COVERED FOR 6100. BALANCE OF P/T COMPONENTS ARE 336.

Selling Dealer Information

Name:	81114 - DAIMLERCHRYSLER CORPORATION	Telephone:	
City:	AUBURN HILLS	State/Province:	MI

Open CAIR Summary - No Open CAIR Information Available

Complaints

- Search
- File a Complaint

Defect Investigations

- Search

Safety Recalls

- Search

Service Bulletins

- Search

Downloads

Foreign Campaigns

- Search

EWIS Information

- Account Management
- Equipment Manufacturer
- Low Volume Manufacturer

SiteMap

Contact

1-888-327-4236

TTY

1-800-424-9153

Form Approved OMB No. 2127-0008

File a Complaint

Help

Use one of the following methods to file a complaint:

Web Forms

Non-Secure Submission

Secure Submission (HTTPS)

Secured by  Thawte
click to verify

By Phone

Call the DOT Vehicle Safety Hotline at 1-888-327-4236 and a NHTSA representative will record your complaint information.

General Information

Your complaint information will be entered into NHTSA's vehicle owner's complaint database and used with other complaints to determine if a safety-related defect trend exists.

- If a safety-related defect exists in a motor vehicle or item of motor vehicle equipment, the manufacturer must fix it at no cost to the owner. Your complaint is the first step in the process.
- Government engineers analyze the problem. If warranted, the manufacturer is asked to conduct a recall. If the manufacturer does not initiate a recall, the government can order the manufacturer to initiate a recall.
- We do not have to receive a specific number of complaints before we look into a problem. We gather all available information on a problem. Your complaint is important to us.

For a prompt response from NHTSA, send your information request, suggestions, or comments to webmaster@nhtsa.dot.gov.

The Privacy Act of 1974 - Public Law 93-579, As Amended: This information is requested pursuant to the 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 statistical summary thereof, may be used in support of the agency's action.

Dear Consumer:

NVS-216cg

As a result of your report to the Vehicle Safety Hotline (VSH), we have recorded that report on the enclosed Vehicle Owner's Questionnaire (VOQ) form. Please review the form and make changes, additions and corrections as necessary. Additionally, please provide a more detailed description of the failure(s) you reported that you believe relevant to safety. Also, if available, include copies of repair invoices, letters to the manufacturer, or any other document related to the problem(s) you reported. If a crash or fire occurred, include a copy of the police or fire department report.

It is helpful to be as thorough as possible in your report so that our ability to use your report will be maximized. If you do not have the information, it is not necessary to complete all the boxes. However, it is very difficult to identify the scope of a vehicle problem unless the vehicle identification number (VIN) is known. The VIN is located inside the vehicle on the dashboard adjacent to the left (driver's side) of the windshield pillar and on the driver's door or the driver's door jam. It may also be listed on the dealer's repair invoices. When reporting a tire problem, the brand name, tire name and complete tire size should be included. If possible also provide the DOT tire identification number. It is usually located near the rim flange of the tire on either side of the tire.

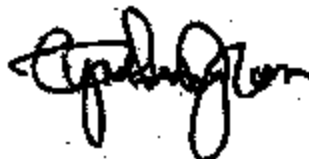
The Privacy Act prohibits our agency from identifying you to the manufacturer without your permission. If you wish to give us that permission, please mark the appropriate authorization box and sign the form to allow us to provide your name to the manufacturer. The information you provide may assist the manufacturer and NHTSA in determining if a safety-related defect exists.

Any information provided is entirely voluntary. There is no consequence or penalty of any kind if you do not wish to provide it. We seek this information to develop both statistical and investigative evidence that will help identify potential safety related problems in vehicle or vehicle equipment, e.g., tires, child safety seats, jacks, etc.

When completed, please fold and staple or tape the form so that the pre-addressed portion of the form is on the outside. If a larger envelope is used, tape the VOQ form to the larger envelope so that the pre-addressed portion of the form is showing.

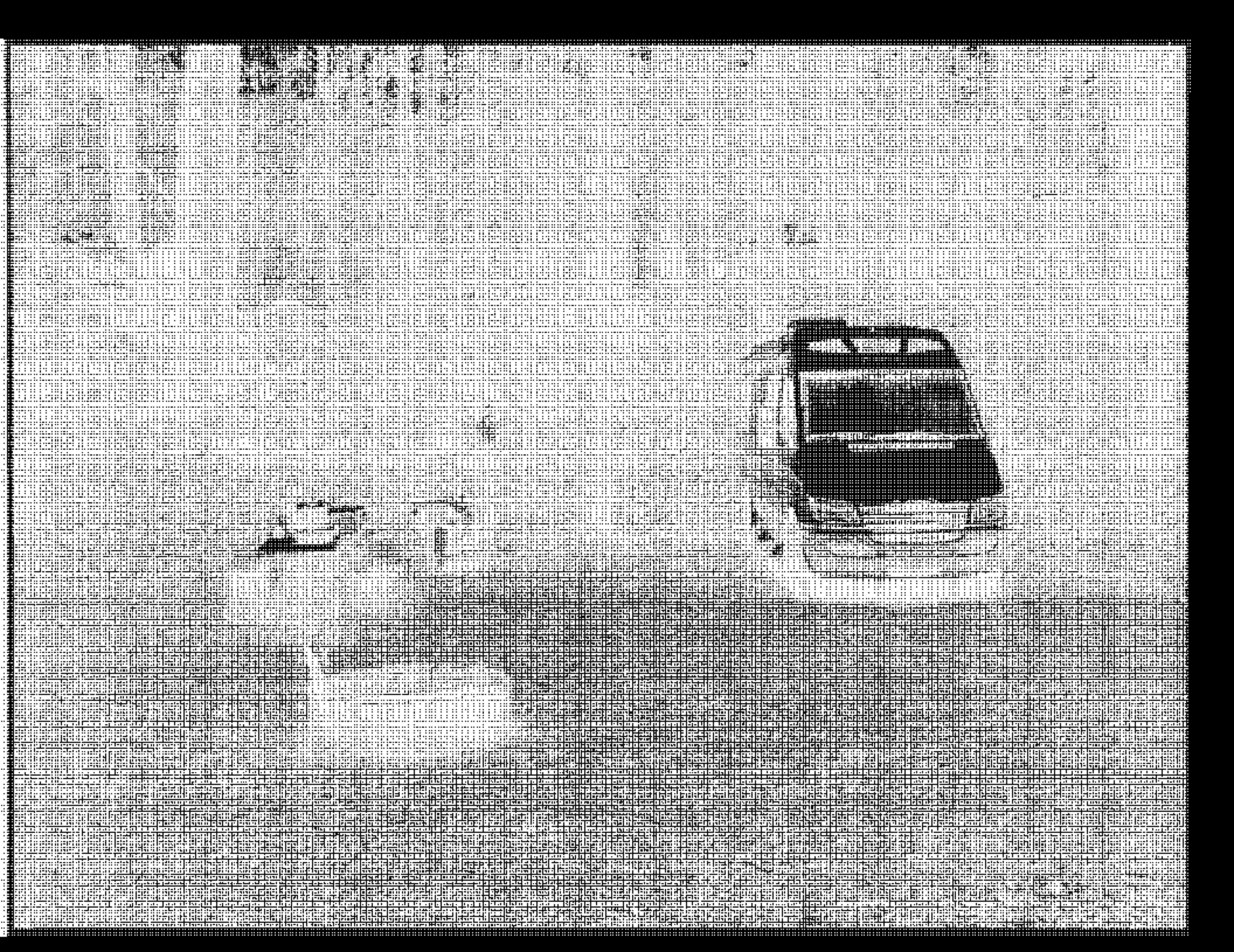
If further assistance is needed, please contact the VSH at their toll-free number, 1-888-327-4236.
Thank you for your cooperation.

Sincerely,



Cynthia Glass, Acting Chief
Correspondence Research Division
Office of Defects Investigation
Enforcement

Enclosure: VOQ



**THE ATTACHMENTS TO THIS
DOCUMENT HAVE BEEN REMOVED
TO PROTECT UNWARRANTED
INVASION OF PERSONAL PRIVACY
PURSUANT TO EXEMPTION 6 OF
THE FREEDOM OF INFORMATION
ACT (FOIA), 5 U.S.C. 552(b)(6).**