



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 05-FEB-2008
 2008 MAR 26 AM 9:04

Repository
 Reference No. 10217004

OWNER INFORMATION (Type or Print)

Name [REDACTED]
 Address [REDACTED]
 City GREENSBORO 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? YES NO
 In the absence of an authorization, NHTSA WILL NOT provide your name or address to the vehicle manufacturer.
 Signature of Owner [REDACTED] Date 03/26/08

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side: 1P4GH54R8N [REDACTED]
 Make PLYMOUTH Model GRAND VOYAGER Model Year 1991
 Date Purchased 01-APR-94 Dealer's Name and Telephone Number [REDACTED] Engine: No: Cylinders 6 Fuel Type: Gas
 Original Owner Dealer's City [REDACTED] State [REDACTED] Zip Code [REDACTED]
 Transmission Type AUTOMATIC Antilock Brakes Cruise Control Powertrain UNKNOWN Automatic?
 Vehicle Component Code 030000 SERVICE BRAKES, HYDRAULIC
 Multiple Failure: 10

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s) 26-SEP-2006 Failure Mileage 50847 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: DOTMAL9ABC036) 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).

TL*THE CONTACT OWNS A 1991 PLYMOUTH GRAND VOYAGER. WHILE DRIVING 95 MPH, THE VEHICLE WOULD NOT DECELERATE WHEN THE BRAKE PEDAL WAS DEPRESSED. THE CONTACT PUMPED THE BRAKE PEDAL SEVERAL TIMES AND THE VEHICLE GRADUALLY SLOWED DOWN. THE ABS WARNING INDICATOR LIGHT ILLUMINATED. THE DEALER STATED THAT THE ABS CAB CONTROLLER NEEDED TO BE REPLACED; HOWEVER, THE PART WAS NO LONGER BEING MANUFACTURED. SHE WAS ADVISED TO CHECK WITH A SALVAGE YARD. THE PART WAS PREVIOUSLY REPLACED AT 50,847 MILES UNDER NHTSA CAMPAIGN ID NUMBER 96V099000 (SERVICE BRAKES, HYDRAULIC:ANTILOCK). THE POWERTRAIN WAS UNKNOWN. THE FAILURE MILEAGE WAS 50,847 AND CURRENT MILEAGE WAS 58,791.

After taking the car to the Dealer to check ABS + Brake Light
 Own Looked under the hood + Found Brake Spilled over entire
 Master Cylinder, upon checking Fluid level Found Empty After

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice. ATTACH ADDITIONAL SHEETS IF NECESSARY
 The Privacy Act of 1974-Public Law 93-579 This information is requested pursuant to authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond this questionnaire. Your response may be used to assist the NHTSA in determining whether a Manufacturer

CONFIRMATION # 10220936
10220936



Safety Ratings	Defects & Recalls	Safe Driving Information	Resources
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Office of Defects Investigation

DEFECTS & RECALLS

File a Complaint

FILE A COMPLAINT

Complaints

Help

Defect Investigations

Consumer » Complaint » Vehicle » [Redacted]

Safety Recalls

VOQ Information

Service Bulletins

Completed	Optional
<input checked="" type="checkbox"/> Edit consumer	<input type="checkbox"/> Add tires
<input checked="" type="checkbox"/> Edit complaint	<input type="checkbox"/> Add equipment
<input checked="" type="checkbox"/> Edit vehicle	<input type="checkbox"/> Add childrestraint

Downloads

NOTE: Please review your Complaint information and click on "Submit Complaint" button located at the bottom of this page to Submit your complaint to NHTSA.

Foreign Campaigns

EWR Information

Consumer Information

Sitemap

Name: [Redacted]

Org. Name: [Redacted]

Address: [Redacted]

City, State, Zip: Greensboro, NC [Redacted]

Country: USA

Daytime Phone: [Redacted]

Ext:

Evening Phone: [Redacted]

Fax:

Email: [Redacted]

[top](#)

Contact ODI

1-888-327-4236

TTY: 1-800-424-9153

Complaint Information

Description: We own a 1991 Plymouth Grand Voyager. On January 9, 2006 the ABS warning light illuminated. We had the brakes of our Plymouth Grand Voyager supposedly fixed by Crown Chrysler in Greensboro, NC at this time. We bought the car to the dealership based on NHTSA CAMPAIGN ID Number 96V099000 (service brakes, hydraulic; antilock). In October of 2007, the ABS brakes quit working again. The ABS warning light illuminated. After talking to our mechanic, we finally bought the car back to the dealership in Greensboro on January 25, 2008. The dealer stated that the ABS CAB CONTROLLER needed to be replaced. However, the part was no longer being manufactured. He advised us to check with a salvage yard for parts. After taking the car to the dealer to check the ABS and brake light, my husband looked under the hood and found brake fluid spilled over the entire master cylinder. The brake fluid level was empty after the dealer checked the car out and returned it to us. Since this recall had a lifetime warranty on it, it should be the dealers responsibility to fix the ABS Brake sytem without charge. The part was previously replaced at 50,847 miles under NHTSA CAMPAIGN NUMBER 96V099000 (service brakes, hydraulic : antilock) The power train is automatic. The failure mileage was 50,847 and current mileage was 58,791. Please help us to resolve this problem with the dealership.

Incident Date: 9/26/2006

Fire: No

Num. Failures: 9999

Property Damage: No

Num. Deaths: 0

Crash: No

Num. Injured: 0

Police Report: No

Referral Source: OTHER/UNKNOWN

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Vehicle Information

VIN: 1P4GH54R8M [REDACTED]	Purchase Date: 4/11/2001
Manufacturer: DAIMLERCHRYSLER CORPORATION	
Year, Make and Model: 1991/PLYMOUTH/GRAND VOYAGER	Original Owner: No
# of Cylinders: 6	Trans. Type: AUTOMATIC
Engine Size: 6 cylinder	Vehicle Details Usage: RECREATIONAL
Cruise Control: Yes	Antilock Brakes: Yes
Current Mileage: 58791	Speed:
Failure Mileage: 50847	Powertrain: FRONT WHEEL DRIVE
Body Style: STATIONWAGON	Fuel System: FUEL INJECTION
Fuel Type: GAS	Vehicle Type:

[top](#)

Vehicle Component Information

Component 1: SERVICE BRAKES, AIR:ANTILOCK

Vehicle Dealer Information

Dealer: 1
Name: Crown Chrysler Dodge
Address: 3710 West Wendover Ave.
 Greensboro
 NC 27407
Dealer Phone: 336-294-5510
Email: www.crownauto.com

Dealer Type: SALES DEALER

Dealer Fax:

OEM: No
I NOT SURE
WHAT OEM
STANDS
FOR

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2008 MAR 26 AM 9:01

Greensboro, NC

March 05, 2008

US Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NVS-210
1200 New Jersey Ave. SE
Washington, DC 20077-9382

Dear Sir or Madam:

On September 9, 2006, we had the brakes of our Plymouth grand voyager supposedly fixed by Crown Chrysler in Greensboro, NC. We brought the car into this dealership based on the recall. In October of 2007 the brakes started to act up again. After talking to our mechanic, we finally brought it back to Crown Chrysler in Greensboro, NC. This was on January 25, 2008. We received a call from the dealership saying that the parts for our recall were no longer available, so they would not honor the recall warranty of life on the ABS system. The dealership then suggested we look for the parts at the junkyard. We feel that since there is a lifetime warranty on the ABS system that it is their responsibility to fix them at no charge.

Enclosed, please find copies of the work orders, our mechanics statement saying that the brakes are included in the recall, and the signed report, which I originally filed. We would appreciate any help you can give us. You may contact us at [redacted] or e-mail us at [redacted]. Thank you for your time and consideration.

ALSO New report filed over internet

Sincerely,

[redacted signature]

[redacted address]



Recalls 10yrs

See 5th

3607 West Wendover Ave.
Greensboro, NC 27407
(336) 856-5700
www.crownauto.com

In the near future you may receive a survey from the manufacturer. If for any reason you cannot answer "completely satisfied" please contact your Service Manager. Thank you! Crown Chrysler Dodge (336) 856-5700

3710 W Wendover

"Any warranties on the products sold hereby are those made by the manufacturer. The Seller, CROWN CHRYSLER DODGE, hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said product."

INVOICE TO		DRIVER/OWNER INFORMATION		INVOICE: W86426
[REDACTED]		[REDACTED]		
97228	GREENSBORO	NC	GREENSBORO	NC
	HOME: [REDACTED]	WORK: [REDACTED]	HOME: [REDACTED]	WORK: [REDACTED]
	CONTACT: [REDACTED]		CONTACT: [REDACTED]	
FOR OFFICE USE		VEHICLE INFORMATION		
TAG: 7914	ADV: 356 O'REILLY, INVOICE: PRELIM WAR W	GO	VIN 1P4GH54R8M	LICENSE NUMBER: [REDACTED]
	TAX RULES: YNNNN INVOICED: 09/28/2006 16:54:05		91 PLYMOUTH GR VOYAGER LE	3DR MVAN
ODOMETER IN: 50847	OUT: 50850	DIST: 1B3	DATES INSERVICE: 102490	PRODUCTION: 100590
DATES BEGIN: 09/26/06	DONE: 09/28/06			
CONCERN 40	685 ABS ACT/PISTON PUMP/MTR ASSY.	OPERATION	TECH	AMOUNT
CAUSE	RECALL 685	40	Y15	
CORRECTION	REPLACED ABS ACT PISTON AND PUMP MTR ASSY COMPLETED RECALL 685			
	PART NUMBER	PO#	NOTE	DESCRIPTION
	CMC R4740086			PIST PKG ABS B REMFG
	CMC U4740086			CORE CHG
	CMC R4509292			PUMP&MTR ABS B REMFG
	CMC U4509292			CORE CHG
	CMC 04318080AB			FLUID BRAKE
FACTORY	TECH: Y15 - MABE, BRYAN W			
	FP-R4509292			LINE AUTH: GO 092806 16:53
CONCERN 41	6406 LIFTGATE LATCH PN CFXR6406	OPERATION	TECH	AMOUNT
CAUSE	6406 RECALL	41	Y15	
CORRECTION	ORDERED PART			
FACTORY	TECH: Y15 - MABE, BRYAN W			
				LINE AUTH: GO 092806 16:53
CONCERN 42	730 LIFTGATE SUPPORT WASHERS	OPERATION	TECH	AMOUNT
CAUSE	RECALL 730	42	Y15	
CORRECTION	ORDERED PART			
FACTORY	TECH: Y15 - MABE, BRYAN W			
				LINE AUTH: GO 092806 16:53
CONCERN 43	742 SEAT BELT BUCKLE/ANCH. CLIP	OPERATION	TECH	AMOUNT

4

4

10-19-06

1

ON LINE SERVICE INVOICING BY UCS © 1979

I ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED ABOVE X

CLIENT



3607 West Wendover Ave.
Greensboro, NC 27407
(336) 856-5700
www.crownauto.com

In the near future you may receive a survey from the manufacturer. If for any reason you cannot answer "completely satisfied" please contact your Service Manager. Thank you!
Crown Chrysler Dodge
(336) 856-5700

"Any warranties on the products sold hereby are those made by the manufacturer. The Seller, CROWN CHRYSLER DODGE, hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said product."

9728

INVOICE TO [REDACTED] DRIVER/OWNER INFORMATION -- INVOICE: W86426

FOR OFFICE USE TAG: 7914 ADV: 356 O'REILLY INVOICED: 09/28/2006 16:54:05 GO 91 GR VOYAGER VEHICLE INFORMATION LICENSE NUMBER: [REDACTED]

CAUSE RECALL 742 43 Y15
CORRECTION ORDERED PART
FACTORY TECH: Y15 - MABE, BRYAN W
LINE AUTH: GO 092806 16:53

CONCERN 44 836 LEFT WIPER PIVOT OPERATION TECH AMOUNT
CAUSE RECALL 836 44 Y15
CORRECTION COMPLETED RECALL 836
PART NUMBER PO# NOTE DESCRIPTION QTY SELL
SPO CCXT8360 PIVOT WINDSHIELD WIPE 1
FACTORY TECH: Y15 - MABE, BRYAN W
FP-CCXT8360 LINE AUTH: GO 092806 16:53

10/19/06

PAYMENT DISTRIBUTION FOR INVOICE W86426

ESTIMATE
ESTIMATE \$80.00
IF YOU HAVE ANY QUESTIONS - PLEASE SEE GREGORY O'REILLY
NOT COMPLETELY SATISFIED? CALL KEN FENTRESS AT 294-5510
**** SATURDAYS FROM 8AM UNTIL 5PM****
PLEASE NOTE: CROWN DODGE IS GREENSBORO'S ONLY 5-STAR DEALER FOR
5 YEARS IN A ROW, THANKS TO OUR VALUED CUSTOMERS!
**VISIT OUR WEBSITE AT CROWNAUTO.COM

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LAST PAGE

ON LINE SERVICE INVOICING BY UCS © 1979

Serving Crown Customers For Life
GREG O'REILLY
Service Advisor
Greensboro, NC 27407
(336) 856-5700



3710 West Wendover Ave.
 Greensboro, NC 27407
 (336) 294-5510
 (336) 852-2227

SERVICE DEPARTMENT HOURS
 7:30 a.m. to 6:00 p.m.
 Monday - Friday
 8:00 a.m. - 5:00 p.m. Saturday

R/O Open Date	R/O Number
1/25/08	6002956/1
R/O Close Date	Status
1/25/08	Pre-Invoice
Mileage In	Mileage Out
58791	
Service Advisor / Tag #	
Smith, Sean/6764	
Vehicle Identification Number	
1P4GH54R8M	
Delivery Date	In-Service Date
12/16/07	10/24/90
Color	License Number

GREENSBORO, NC			Work Phone	
			Home Phone	
Year	Make	Model	Body	
1991	PLYMOUTH	GR VOYAGER	3DR MVAN	

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
#1 - 051: CUSTOMER STATES CK FOR OPEN RECALLS Work performed by BRYAN MABE (Y15)	Warranty
#2 - 051: CUSTOMER STATES CUST STATES BRAKE AND ABS LIGHT ON. ALSO ABS STRAN GE NOISE. PLEASE ADVISE Work performed by BRYAN MABE (Y15) ABS CAB CONTROLLER NO LONGER AVAIBLE Sub Total: Labor: .00 Parts:.00 Total: .00	

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. "I hereby authorize the repair work hereinafter to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in the vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you or your employees permission to operate the vehicle herein described on streets, highways, or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto."

DISCLAIMER OF WARRANTIES. Any warranties on the products sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.

LABOR	.00
PARTS	.00
DEDUCTIBLE	.00
SUBLET	.00
SHOP SUPPLIES	.00
HAZARDOUS MATERIALS	.00
SALES TAX OR TAX I.D.	.00
SPECIAL ORDER DEPOSIT	.00
DISCOUNTS	.00
TOTAL DUE	.00

AUTO REPAIR ORDER


NAME [REDACTED]
 ADDRESS [REDACTED]
 CITY, STATE Greensboro N.C.

ART		PRICE	CUSTOMER'S INFORMATION			
			DATE <u>9-07-07</u>	CUSTOMER'S ORDER NO.	WHEN PROMISED	PHONE
			YEAR • MAKE • MODEL <u>91 Plym. Grand Voyager</u>	SERIAL NO. MOTOR NO.		
			LICENSE NO.	ODOMETER	WRITTEN BY <u>[Signature]</u>	
			<input type="checkbox"/> LUBE	<input type="checkbox"/> OIL CHANGE	<input type="checkbox"/> FLUSH TRANS.	<input type="checkbox"/> FLUSH DIFF.
			<input type="checkbox"/> WASH	<input type="checkbox"/> POLISH		
			<u>✓ BRAKES</u>			
			<u>needs A.B.S. Unit.</u>			
			<u>Lifetime warranty at</u>			
			<u>dealer should apply.</u>			
			<u>Chrysler had recall on this part.</u>			
			GAS, OIL & GREASE		ACCESSORIES	
			GALS. GAS			LABOR ONLY
			QTS. OIL			PARTS
			LBS. GREASE			ACCESSORIES
			TOTAL GAS			GAS, OIL & GREASE
			OIL & GREASE			MISC. MERCHANDISE
			<input type="checkbox"/> RETAIN PARTS			SUBLET REPAIRS
			<input type="checkbox"/> DESTROY PARTS			TAX
			AUTHORIZED BY		TOTAL	<u>w/c.</u>

Complete Auto & Truck Repair
 All Makes & Models

MOORE'S TIRE & AUTO SERVICE CENTER

RALPH MOORE
 Shop: 336-574-3511



615 Eugene Court
 Greensboro, NC 27401

TOTAL PARTS

MECHANICS RECOMMENDATIONS

ESTIMATE AMOUNT • PARTS & LABOR

I HEREBY AUTHORIZE THE ABOVE REPAIR WORK TO BE DONE ALONG WITH THE NECESSARY MATERIAL, AND HEREBY GRANT YOU AND/OR YOUR EMPLOYEES PERMISSION TO OPERATE THE CAR, TRUCK OR VEHICLE HEREIN DESCRIBED ON STREETS, HIGHWAYS OR ELSEWHERE FOR THE PURPOSE OF TESTING AND/OR INSPECTION. AN EXPRESS MECHANIC'S LIEN IS HEREBY ACKNOWLEDGED ON ABOVE CAR, TRUCK OR VEHICLE TO SECURE THE AMOUNT OF REPAIRS THERETO.

YOU ARE ENTITLED TO A PRICE ESTIMATE FOR THE REPAIRS YOU HAVE AUTHORIZED. THE REPAIR PRICE MAY BE LESS THAN THE ESTIMATE, BUT WILL NOT EXCEED THE ESTIMATE WITHOUT YOUR PERMISSION. YOUR SIGNATURE WILL INDICATE YOUR ESTIMATE SELECTION.

TEARDOWN ESTIMATE - I UNDERSTAND THAT MY CAR WILL BE REASSEMBLED WITHIN _____ DAYS OF THE DATE SHOWN IF I CHOOSE NOT TO AUTHORIZE THE SERVICES RECOMMENDED.

I request an estimate in writing before you begin repairs.
 Please proceed with repairs but call me before continuing if the total will exceed \$ _____
 Do not start an estimate.