



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 2008 APR -8
(1-888-327-4236)

INTERNET: www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 100148

Date Received

Repository ☐

13-MAR-2008

Reference No.
10221069

OWNER INFORMATION (Type or Print)

Name

Address

City MENTONE

State CA

Zip Code

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 authorized signature, NHTSA WILL NOT provide your name or address to the vehicle manufacturer.
Signature of Owner Date 3/28/08

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side

1C3XY56R6LD

Make

CHRYSLER

Model

IMPERIAL

Model Year

1990

Date Purchased

2-14-07

Dealer's Name and Telephone Number

MOSS BROTHERS DODGE 1100 SOUTH E. ST.

Engine:

No: Cylinders 6

Fuel Type:

3.3 L-V6

Original Owner

Dealer's City

SAN BERNARDINO

State

CA

Zip Code

92408

Transmission Type

AUTOMATIC

☒ Antilock Brakes

☐ Cruise Control

Powertrain

FRONT WHEEL DRIVE

Vehicle Component Code

036000 SERVICE BRAKES, HYDRAULIC: ANTILOCK

Multiple Failure: 1 - 2

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)
02-MAR-2008

Failure Mileage
79923

Failure Speed
50

ABS PUMP AND MOTOR ASSEMBLY

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: DOTM19ABC036)

☐ Original Equipment
☐ 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), 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 1990 CHRYSLER IMPERIAL. ON MARCH 2, 2008, WHILE APPROACHING A STOP SIGN BETWEEN 50-55 MPH, THE VEHICLE KEPT GOING WHEN THE BRAKE PEDAL WAS DEPRESSED. WHILE DRIVING AT ANY SPEED, THE BRAKE PEDAL IS VERY DIFFICULT TO DEPRESS AND THE VEHICLE KEEPS MOVING. THE FIRST FAILURE OCCURRED IN 2007 AND THE CONTACT PAID \$3,150.01 FOR THE REPAIR. HE WAS UNAWARE OF ANY SAFETY RECALLS AT THE TIME. THE DEALER STATED THAT THE SERVICE BRAKES, HYDRAULIC: ANTILOCK FAILED (NHTSA CAMPAIGN ID NUMBER 96V099000). THE PURCHASE DATE WAS UNKNOWN. THE CURRENT MILEAGE WAS 83,823 AND FAILURE MILEAGE WAS 79,923.

MY FIRST FAILURE WAS FIRST PART OF MARCH 07. I GOT IT OUT OF GARAGE ON 2/21/07 WITH 79923 MILE ON CAR. I PAID \$3,115.01 TO BE FIXED. SECOND FAILURE WAS MARCH 2ND-08 THIS CAR IS IN SHOP WAITING TO BE FIXED. THE GARAGE MAN SHOWED ME WHERE THERE WAS A RECALL ON THIS CAR AND PARTS. RECALL ID# 58150 THIS IS LIFETIME COVERAGE. I AM SUPPOSED TO BE REIMBURSED MY MONEY PLUS FIX IT AGAIN. CHRYSLER IS NOT COOPERATING.

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)

I WAS VERY LUCKY TO HAVE GOT OUT OF THESE FAILURES
WITHOUT ANYONE GETTING SERIOUSLY HURT. I WAS GOING TO CHURCH
2ND TIME THIS HAPPED. I AND MY WIFE ARE 70 YEARS OLD
AND I HAD MY 97 YEAR OLD MOTHER WITH ME.
COULD NOT STOP AT LIGHT, AND RAN INTO ORANGE GROVE.
I AM ALLREADY OUT \$3,115.01 FOR FIRST FAILURE. AND ITS IN THE SHOP
NOW. IT WAS ABOUT 7 DAYS PAST THE DEALERS PARTS WARRANTY OF 1 YEAR
SO WOULD NOT GIVE CHARGE THE PART. I HAD ONLY PUT 3,979 MI ON THIS
CAR IN LESS THAN THE YEAR. THE AUTO REPAIR TOLD ME THIS IS A RECALL PART.
THAT CHRYSLER SHOULD PAY AND REIMBURSE ME
ALSO THIS IS FIRST REPAIR) BILL

ATTACH ADDITIONAL SHEETS IF NECESSARY

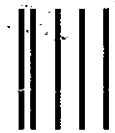
JUN 13, 1996 - RECALL ID #58150) RECALL ID #96V-099 CAMPAIGN #685

U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

1200 New Jersey Avenue SE.
Washington, D.C. 20077-9382

Official Business
Penalty for Private Use \$300



APR 17 2000

NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES

BUSINESS REPLY MAIL

FIRST-CLASS MAIL

PERMIT NO. 1888

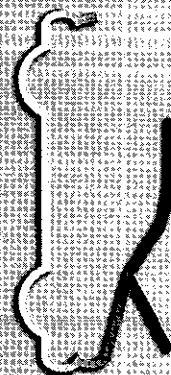
WASHINGTON, DC

POSTAGE WILL BE PAID BY ADDRESSEE

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



**Think your vehicle
has a safety defect?**



**If so:
Use the enclosed
form to file a report.**

or visit:

www.safercar.gov

or call:

**Vehicle Safety Hotline
888-327-4236**



Vehicle Owner's Questionnaire (VOQ)
U.S. Department of Transportation
National Highway Traffic Safety Administration

31 MAR 2008 PM 8:1

SAN BERNARDINO CA 924

JUL 19 1996

CERTIFIED MAIL
RETURN RECEIPT REQUESTED

Dale E. Dawkins, Director
Vehicle Compliance & Safety Affairs
Chrysler Corporation - CIMS 482-00-91
800 Chrysler Drive East
Auburn Hills, MI 48326-2757

NSA-111paw
96V-099

Dear Mr. Dawkins:

This acknowledges receipt of your Defect Information Report submitted June 7, 1996, filed in accordance with 49 CFR Part 573, "Defect and Noncompliance Reports." This recall involves 321,000 Chrysler Corporation (Chrysler) 1991 through 1993 Dodge Caravan, Grand Caravan, Plymouth Voyager, Grand Voyager, and Chrysler Town and Country model vehicles manufactured from July 1990 through June 1993; 1990 through 1993 Dodge Dynasty, Chrysler New Yorker, and Imperial model vehicles manufactured July 1989 through June 1993; and 1991 through 1992 Dodge Monaco and Eagle Premier model vehicles manufactured from July 1990 through June 1992. All of these vehicles are equipped with an antilock braking system (ABS). The ABS hydraulic control unit can experience excessive brake actuator piston seal wear which can cause pump-motor deterioration. If this occurs, the ABS function could be lost and reduced power assist may be experienced during vehicle braking. The assigned ID Number for this recall campaign is 96V-099 (*Chrysler Campaign No. 685*).

Chrysler is responsible for the remedy of these vehicles from this date forward, regardless of vehicle age, mileage, or ownership. You should know that the agency provides a listing of safety recalls to the media at the end of each month. This recall will be a part of that listing.

This recall was the subject of a Preliminary Evaluation, PE94-024, and Engineering Analyses, EA94-028 and EA95-016, conducted by the Office of Defects Investigation.

ADDITIONAL INFORMATION REQUIRED

In order for us to complete our file on this matter, under Part 573.5(c)(8), we request that Chrysler identify and describe how the remedial program will be conducted. This description should identify where repairs are to be made and how notification to

Drove 3,979

DEE & WALT'S AUTO REPAIR
 10537 MOUNTAIN VIEW AVENUE
 REDLANDS CA 92373
 (909) 796-5555
 BAR# AF088691 EPA#CAL000050326

2/22/2007 10:50 AM

page 1

Invoice #3997

Day Phone : [REDACTED]

MENTONE CA [REDACTED]

Vehicle : 1990 Chrysler Imperial 3.3 L 201 CID V6 OHV (Pushrod)

Tag/State : [REDACTED]

VIN : 1C3XY56R6LD [REDACTED]

Created : 2/14/2007 4:00:30 PM

Odometer In : 79923

Complete : 2/21/2007 4:46:51 PM

Odometer Out : 79923

Invoiced : 2/22/2007 10:47:20 AM

Labor/Notes

	Code/Tech*	Reference	Description		Price
	RC*	GUIDE	ABS PUMP & MOTOR ASSEMBLY - R&R	M	\$187.20
	RC*	L1	LABOR TO DIAGNOSE ABS PROBLEM		\$84.00
	MGR*	L3	LABOR TO REPAIR FRONT HEADLIGHT DOORS		\$72.00

Parts

Qty	Code/Tech*	Reference	Description	Condition	Unit Price	Price
1	WIP	601814	REFILL		\$11.01	\$11.01
1	-	4485289	NEW ABS/POWER BRAKE PUMP & MOTOR		\$2,561.44	\$2,561.44

Note: M - Labor Database, Copyright, Mitchell International, All Rights Reserved

Labor	\$343.20
Parts	\$2,572.45
Sublet/Misc.	\$0.00
Other Charges	\$0.00
Charges	\$0.00
Sales Tax	Tax @ \$2,572.45 * 7.7500% \$199.36
Total Due	\$3,115.01

Tech
MGR
RC

Certification #

NEXT LABOR & PARTS SHOULD BE ABOUT THE SAME PRICE

Revised
Estimate \$ _____ Time _____ Date ____/____/____ By: _____

Revised
Estimate \$ _____ Time _____ Date ____/____/____ By: _____

CUSTOMERS
SIGNATURE _____ Date ____/____/____

0

NOV 01, 1991 | Recall ID# 20766

Show Details

SERVICE BRAKES, HYDRAULIC:FOUNDATION COMPONENTS:HOSES, LINES/PIPING, AND FITTINGS

THE ANTI-LOCK BRAKE SYSTEM HIGH PRESSURE HOSE MAY LEAK OR DETACH AT ITS CRIMPED END FITTING RESULTING IN THE DISCHARGE OF HYDRAULIC FLUID.....more details

JUN 13, 1996 | Recall ID# 58150

Hide Details

Recall Reason **SERVICE BRAKES, HYDRAULIC:ANTILOCK**

Recall Date **JUN 13, 1996**

Model Affected **IMPERIAL**

Potential Units Affected **321000**

Recall Summary

THE ABS HYDRAULIC CONTROL UNIT CAN EXPERIENCE EXCESSIVE BRAKE ACTUATOR PISTON SEAL WEAR CAUSING PUMP-MOTOR DETERIORATION.

Consequence

IF THIS CONDITION OCCURS, THE ABS FUNCTION COULD BE LOST AND REDUCED POWER ASSIST WOULD BE EXPERIENCED DURING VEHICLE BRAKING INCREASING THE POTENTIAL FOR A VEHICLE ACCIDENT.

Remedy

DEALERS WILL TEST THE VEHICLE'S ANTI-LOCK BRAKE SYSTEM AND REPAIR THE VEHICLES IF NECESSARY. ALSO THE WARRANTY ON ALL ABS COMPONENTS WILL BE EXTENDED TO 10 YEARS OR 100,000 MILES (EXCEPT FOR THE BRAKE ACTUATOR PISTON ASSEMBLY AND THE PUMP-MOTOR ASSEMBLY WHICH WILL HAVE A LIFETIME COVERAGE). OWNERS WILL ALSO BE REIMBURSED FOR PREVIOUS ABS COMPONENT REPAIR COSTS.

Notes

CHRYSLER CORPORATION 685