



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: 10-DEC-2008
Repository: []
Reference No.: 10251407

OWNER INFORMATION (Type or Print)

Name:
Address:
City: BURBANK State: CA Zip Code:

Daytime Telephone Number:
Evening Telephone Number:
E-mail Address:

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle? [X] YES [X] NO WHY?
Signature of Owner: Date: / /

VEHICLE INFORMATION

17 digit Vehicle Identification Number: 1C4GK54R9P
Make: CHRYSLER Model: TOWN AND COUNTRY Model Year: 1993
Date Purchased: AUG 2006 Dealer's Name and Telephone Number: KEYES-LEXUS, (818) 379-4000
Engine: V-6 Fuel Type: GASOLINE
Transmission Type: AUTOMATIC Antilock Brakes: [X] Cruise Control: [X]
Powertrain: Multiple Failure: Incident Date(s): 01-SEP-2007

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 030000 SERVICE BRAKES, HYDRAULIC
Failure Mileage: 45000 Failure Speed: 0

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 [X] No Fire: [] Yes [X] 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 1993 CHRYSLER TOWN AND COUNTRY. THE CONTACT STATED THAT THE ABS INDICATOR REMAINED ILLUMINATED ON THE INSTRUMENT PANEL. SHE TOOK THE VEHICLE TO THE DEALER AND THEY STATED THAT THE PREVIOUS OWNER ALREADY HAD THE VEHICLE REPAIRED ACCORDING TO NHTSA CAMPAIGN ID NUMBER 96V099000 (SERVICE BRAKES, HYDRAULIC:ANTILOCK). THE CONTACT PAID FOR THE REPAIRS OUT OF POCKET AND THE DEALER REPLACED THE FILTER MODULE, BRAKE ROTORS, AND BRAKE CALIPER. THE REPAIR CORRECTED THE FAILURE FOR APPROXIMATELY ONE YEAR, BUT IT HAS RECENTLY RECURRED. THE ABS INDICATOR ILLUMINATES RANDOMLY. THE CONTACT IS UPSET BECAUSE THE FAILURE HAS OCCURRED TWICE AND SHE BELIEVES THAT THE DEALER IS REPAIRING THE VEHICLE WITH A DEFECTIVE PART, WHICH CAUSES THE PROBLEM TO RECUR. THE FAILURE MILEAGE WAS 45,000 AND CURRENT MILEAGE WAS 51,000.

REPAIR DEALERSHIP IS STAR CHRYSLER - GLENDALE, CA
SELLER DEALERSHIP IS KEYES-LEXUS-VAN NUYS, CA

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 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 ATTACHED PAPERS - CORRESPONDENCE + BILLS

ATTACH ADDITIONAL SHEETS IF NECESSARY

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

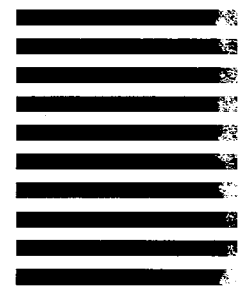


NO POSTAGE NECESSARY IF MAILED IN THE UNITED STATES

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 Avenue SE.
Washington, D.C. 20077-9382



Think your vehicle has a safety defect?



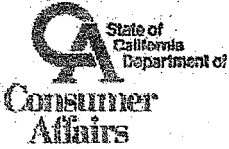

If so:
Use the enclosed form to file a report.

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

	Department of Consumer Affairs Correspondence Unit 1625 North Market Blvd., Suite N 112, Sacramento CA 95834 1-(800) 952-5210 GENERAL COMPLAINT FORM Please use a separate form for each complaint.	
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PERSON FILING COMPLAINT (COMPLAINANT)	BUSINESS OR PROFESSIONAL COMPLAINT IS ABOUT LICENSE/REG/NO: CHRYSLER AUTOMOTIVE CORP
Address (Number) (Street)	Address (Number) (Street)
(City) (State) (Zip) BURBANK, CA	(City) (State) (Zip)
Phone where you can be reached (8am - 5pm)	Business phone number
Email Address	Who did you deal with?

WHAT TYPE OF PRODUCT OR ITEM OF CONCERN? 1993 CHRYSLER (REPAIR 0007)	DATE OF REPAIR/ SERVICE/ PURCHASE AUG 2006
BRIEFLY DESCRIBE YOUR COMPLAINT (BE SPECIFIC -- WHO, WHAT, WHEN, WHERE, HOW) (USE ADDITIONAL PAPER IF NEEDED) SEE ACCOMPANYING PAPERS	

WHAT DO YOU WANT THE PERSON OR COMPANY TO DO TO SATISFY YOUR COMPLAINT?
PAY ME BACK FOR THE OVER \$3,600 I PAID TO REPAIR CHRYSLER'S DESIGN & MANUFACTURING MISTAKE - FIX THE ABS PROBLEM FLAW PERMANENTLY.

HAVE YOU FILED THIS COMPLAINT WITH ANY OTHER ORGANIZATION OR GOVERNMENT AGENCY? YES NO

IF YES, PLEASE PROVIDE THE FOLLOWING:

Agency Name	Contact Name	Phone Number	Case Number
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Please attach copies of any documents, receipts, warranties, invoices, correspondence, pictures, etc that will help substantiate this complaint, sign below, and mail to the above address.

I hereby certify under penalty of perjury under the laws of the state of California that to the best of my knowledge all of the above statements are true and correct.

SIGNATURE

DATE 10/10/08



STAR CHRYSLER • JEEP

1401 SOUTH BRAND BLVD. GLENDALE, CALIFORNIA 91204

(818) 502-1480 • SERVICE DIRECT (818) 502-1434 • FAX: (818) 246-0593
www.starworldofcars.com



YOUR FIVE STAR DEALER



SERVICE DEPT. HOURS
MON. - FRI. 7:30 A.M. - 7:00 P.M.
SAT. 8:00 A.M. - 5:00 P.M.

CELL :

CUSTOMER NO.	JAVIER ALVAREZ		875	TAG N	INVOICE DATE	06/14/07	INVOICE NO.	CHCS207883
BURBANK, CA	LABOR RATE	LICENSE NO.	MILEAGE	45,299	COLOR	BURGUNDY/	STOCK NO.	
	YEAR/MAKE/MODEL					DELIVERY DATE	DELIVERY MILES	
	93/CHRYSLER/TOWN & COUNTRY/SV					SELLING DEALER NO.	PRODUCTION DATE	
	VEHICLE ID NO.							
	1C4GK54R9P							
	F.T.E. NO.			P.O. NO.		06/08/07		
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS						

LABOR & PARTS
 J# 1 26CHZ1 RECALLS TECH(S):156 850.00

THE ABS LAMP IS ON CHECK ADN ADVISE
 RECALL# 685 MAY PERTAIN TO THIS
 UPON INSPECTION THE TECH FOUND THE BRAKING SYSTEM HAS
 SEVERAL COMPONENTS THAT ARE FAILING AND IN NEED OF
 ATTENTION. THE ABS MODULE HAS A INTERNAL FAILURE, THE
 DUAL PSI SWITCH IS NOT OPERATING CORRECTLY, AND THE
 ABS ACCUMULATOR HAS LOST IT'S PRECHARGE.
 REPLACED THE ABS ACCUMULATOR, DUAL PSI CUT OFF SWITCH, INLIN
 E BRAKE FLUID FILTER, AND ABS CONTROL MODULE.
 TESTED TO VERIFY THE REPAIR. THE ABS LAMP IS NOT ON ANYLONG
 ER.

PART	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	PRICE
JOB # 1	1	4485604	ACCUM PKG 5039002	267.00	267.00
JOB # 1	1	4485632	SWITCH A 8058060	306.16	306.16
JOB # 1	1	4485948	FILTER BR 5039010	18.43	18.43
JOB # 1	1	5234025	MODULE AB 8035030	1434.72	1434.72
				JOB # 1 TOTAL PARTS	2026.31
				JOB # 1 TOTAL LABOR & PARTS	2876.31

J# 2+03CHZ1 *BRAKE SYSTEM DIAG TECH(S):156 180.00

UPON INSPECTION THE TECH FOUND THE FT. BRAKE CALPERS AND
 BARKE PADS ARE EXCESSIVELY LOW. ROTORS (DISCS) AS WELL
 REPLACED THE FT. BRAKE PADS, CALIPERS(PISTONS) AND ROTORS.
 TESTED TO VERIDY THE REPAIR. THE BRAKES ARE OPERATING
 NORMALLY NOW. THE BRAKE PEDAL FEELS NORMAL AS WELL.

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	PRICE
JOB # 2	1	4423812	SHOE&LIN 5003003	111.78	111.78
JOB # 2	2	4509340	ROTOR FRT 5005003	86.17	172.34
JOB # 2	2	4549625-AC	FLUID DOT 1081006	6.17	12.34
JOB # 2	1	141.630-55	CALIPER	36.71	36.71
JOB # 2	1	141.630-56	CALIPER	36.71	36.71
				JOB # 2 TOTAL PARTS	369.88
				JOB # 2 TOTAL LABOR & PARTS	549.88

SUBLET	PO#	VEND INV#	INV. DATE	DESCRIPTION	PRICE
JGB # 1	81785		06/14/07	18.00RENTAL	0.00
TOTAL - SUBLET					0.00

TOTAL LABOR.... 1030.00
 TOTAL PARTS.... 2396.19
 TOTAL SUBLET... 0.00
 TOTAL G.O.G.... 0.00
 TOTAL MISC CHG. 0.00
 TOTAL MISC DISC 0.00
 TOTAL TAX..... 197.69
TOTAL INVOICE \$ 3623.88

CUSTOMER SIGNATURE

VIP Summary Report

Dealer: 59578 - GLENDALE DODGE LLC

Date: June 6, 2007 Time: 17:55:21

VIN: 1C4GK54R9P

Odometer: 45,268 Miles

Currency: USD

Vehicle Information			
Year/Model:	1993 CHRYSLER TOWN COUNTRY AWD LWB WAGON		
In Service Date:	March 4, 1993	Warranty Coverage Code:	135
Body Style:	ASCP53	Build Date:	February 1, 1993
Book:	F	Carline:	S
Color 1:	PMB - Wildberry Pearl Coat	Color 2:	QMB - Wildberry Pearl Coat
Engine:	EGA - 3.3L V6 OHV Engine	Transmission:	DGL - 4-Speed Automatic Transmission
Sale Type:	1 - DIRECT RETAIL	Last Odometer:	2,420 Miles on August 9, 1993

Warning Message

1: OWNERS LAST NAME DOES NOT MATCH WHAT YOU ENTERED CARP.

Vehicle Restriction - No Vehicle Restriction

Owner Information			
Name:		Preferred Name:	
Address:			
City:	LOS ANGELES	State/Province:	CA
Country:	USA	Language Preference:	English
Telephone-Home:		Fax:	
Original Owner:	R N CHENG		

Warranty Coverage Summary				
Type of Warranty	Original	Deductible	Expiration	Remaining
BASIC:	36 Month or 36,000 Miles	0	March 4, 1996	Expired (Time)
POWERTRAIN:	36 Month or 36,000 Miles	0	March 4, 1996	Expired (Time)
PERFORATION:	84 Month or 100,000 Miles	0	March 4, 2000	Expired (Time)
EMISSIONS:	60 Month or 50,000 Miles	0	March 4, 1998	Expired (Time)
ADJUSTMENT:	12 Month or 12,000 Miles	0	March 4, 1994	Expired (Time)
AIR CONDITIONING:	36 Month or 36,000 Miles	0	March 4, 1996	Expired (Time)
EXTENDED FEDERAL EMISSIONS:	96 Month or 80,000 Miles	0	March 4, 2001	Expired (Time)

In Service Odometer:	10 Miles	Roadside Assistance:	No	Towing Assistance:	N/A
Master Shield:	N/A	Transferable-Service Contract:	No	Transferable-Powertrain Warranty:	No

Recall Information

Incomplete Recall - No Incomplete Recall Information Available

Complete Recall			
Recall Number	Description	Launch Date	Repair Date
6405	LIFTGATE LATCH PN CFXG6405	December 19, 1995	July 4, 1996
685	ABS ACT/PISTON PUMP/MTR ASSY.	August 27, 1996	November 4, 1996

To: Governor Schwarzenegger;

I am sending these papers to your office as per a phone conversation with your L.A. office and I implore you to push this through with all the haste you can power because I am having to take my van in again for the same problem with less than 5,000 miles since the previous repair and it cannot be put off safely - after all, I have been trying for over a year to get the state departments to act. Plus Chrysler is now threatening to declare bankruptcy and that might get them out of any responsibility for not permanently fixing this mechanical defect through two owners (see papers on history of recalls showing at least one repair by the previous owner). Though this van is a 1993 it has less than 52,000 original miles on it - this is not a problem of age or high mileage.

As you can see from the following e-mails to various parties (read from the bottom up for continuity and order of messages) I have been trying for a long time to process this unacceptable problem. I sent complaints to the Dept of Consumer Affairs for Automotive Complaints including a copy of my e-mails and letters - I have heard nothing back from them and I have no idea if they are even bothering with my problem at all.

It is deplorable how little of their jobs the state agencies do, would you please check into my complaint and prod them to respond to me and do something about contacting Chrysler as a California State Agency filing a complaint - this situation is definitely a "Lemon Law" violation.

Thank you,

, Burbank, CA

Burbank, CA

Dept. of Consumer Affairs : Correspondence Unit -4 (800)952-5210
1625 North Market Blvd, Suite N. 112; Sacramento, CA 95834

I have followed your directions to request that Keyes Lexus of Van Nuys, the dealership that sold to me the 1993 Chrysler Town & Country van make a complaint on my behalf to the manufacturer Chrysler Corp about the trouble I am having with the ABS (brake system). Keyes Lexus has never responded to my request or follow-up inquires if they passed on my complaint to Chrysler, as Chrysler has never replied I do not know if any action was taken by Keyes Lexus so I am making a formal complaint through you. Distressingly it seems that the problem is occurring again and there is less than 5,000 miles more since the first time I had this problem repaired - this is totally unacceptable, is a owner expected to repair this manufactures defect that is under recall every 5,000 miles at their own expense?

Keyes Lexus
5905 Van Nuys Blvd
Van Nuys, CA 91401
(818)379-4000
www.keyeslexus.com

Keyes Lexus;

As you can see from the following e-mail to Assemblyman Paul Krekorian I have a complaint with the Chrysler Corp. concerning a van you sold to me. Assemblyman Krekorian's staff instructed me to contact the California Dept of Consumer Affairs which I did, the Consumer Affairs Dept in turn instructed me to request that you make a formal complaint on my behalf to the Chrysler Corp which is what I am doing with this letter. I appreciate your help and cooperation with a resolution of my problem.

Sincerely,

From:

To: Assemblymember.Krekorian@assembly.ca.gov, Hrag.yedalian@asm.ca.gov

Date: Fri, 25 Apr 2008 09:29:37 -0700

Subject: Help! - a Constituent

To: Assemblyman Krekorian;

I do not know where to file a complaint - I purchased a used Chrysler van from a Lexus dealership, the van developed trouble with it's ABS and only a dealership could fix it. Two Chrysler dealerships in Glendale said the problem was a manufacture's flaw and had been under recall very early on because it was recognized and changed the next year, and in the computer record of my van the previous owner had already repaired it under recall - it had failed again and the van did not even have 50K miles on it. Worse the dealership said that when the flawed part failed it took out the entire system involving many parts and Chrysler would only pay for the flawed part - I had to pay \$3,600.00+ to have this manufacture's recalled flaw fixed. How long will the repair last this time? The dealership repair manger said that the system could be changed over to the new system that was developed the next year but Chrysler just did not care about the people who got stuck with the engineering mistake. I feel this is a lemon situation but as it is with the manufacturer located outside California not the dealership that sold it to me I do not know if the "Lemon Law" applies - does that go over state lines? It would not go under the Auto Repair Shops Investigation dept as the complaint is not with the repair shop - but the manufacture's. Any advice you can give me would be appreciated.

Thank you,

Burbank,CA