



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

Repository ☐

02-DEC-2009

Reference No.
10294252

OWNER INFORMATION (Type or Print)

Name

Address

City

NORTH FORT MYERS

State

FL

Zip Code

Daytime Telephone Number

E-mail Address

Evening Telephone Number

The information you provide will be used to identify potential safety-related defects. We may share your information with the applicable vehicle manufacturer during an investigation or recall in accordance with the routine uses described in the agency's Privacy Act notice. See 49 FR 53971 (Sep. 3, 2004).

VEHICLE INFORMATION

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

1B3XC563XPD

Make

DODGE

Model

DYNASTY

Model Year

1993

Date Purchased

6/23/93

Dealer's Name and Telephone Number

Galeanna Chrysler Plymouth 239 437 1365

Engine: 3.6 liter

No. Cylinders

6

Fuel Type:

Gas

Original Owner

☐

Dealer's City

State

Zip Code

Transmission Type

Auto

☒ Antilock Brakes

☒ Cruise Control

Powertrain

Multiple Failure:

Actuator Piston Ass
pump motor Replacement 96

Incident Date(s)

17-NOV-2009

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 030000 SERVICE BRAKES, HYDRAULIC

excessive noise, will fail soon

Failure Mileage

93900

Failure Speed

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

Number of Other

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 DODGE DYNASTY. THE CONTACT STATED THAT THE PUMP MOTOR ASSEMBLY WAS MAKING A NOISE WHILE DRIVING. SHE WAS ADVISED THAT THE ABS, PUMP MOTOR ASSEMBLY AND THE BRAKE ACTUATOR PISTON WERE THE PRIMARY CAUSE OF THE FAILURE. A LOCAL MECHANIC ADVISED HER THAT RECALL 96V099000, SERVICE BRAKES, HYDRAULIC ANTILOCK SEEMED TO BE DIRECTLY RELATED TO THE FAILURE. AN AUTHORIZED DEALER INSPECTED THE VEHICLE AND OFFERED NO ASSISTANCE. THE MANUFACTURER ADVISED HER THAT THE REPAIR WAS PERFORMED PREVIOUSLY AND WOULD NOT REPAIR THE VEHICLE AGAIN UNDER THE RECALL. THE CONTACT REFERENCED THE LIFETIME COVERAGE OF THE PARTS ON THE RECALL NOTICE BUT THE MANUFACTURER DENIED IT. THE VEHICLE HAS NOT BEEN REPAIRED. THE CURRENT MILEAGE WAS 94,782 AND THE FAILURE MILEAGE WAS APPROXIMATELY 93,900.

Recall Notice clearly state lifetime warranty on brake actuator piston assembly and pump motor assembly!! How can they refuse to repair it!

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)

~~Ques~~ Dodge admits in recall This is a safety issue and warrented these parts for life of the veicle now they refuse to repair! How can they get away with refusing to Repair! [REDACTED]

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

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NECESSARY
IF MAILED
IN THE
UNITED STATES

BUSINESS REPLY MAIL

FIRST-CLASS MAIL

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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

