



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 ☐

01-FEB-2011

Reference No.
10379855

MAY 2 2011

OWNER INFORMATION (Type or Print)

Name

Address

City

PENNOCK

State MN

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

Make
DODGE

Model
STRATUS

Model Year
2001

1B3ET56U41N

Date Purchased
05-06-10

Dealer's Name and Telephone Number
Apple auto

Engine:
No. Cylinders
2.7L V6

Fuel Type:
Unleaded

Original Owner
☐

Dealer's City
Burnsville mn?

State MN

Zip Code

Transmission Type
Auto

☐ Antilock Brakes
☒ Cruise Control

Powertrain front drive
w/ autostic

Multiple Failure: upper
control arm + ball
joint.

Incident Date(s)
31-JAN-2011

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 021000 SUSPENSION: FRONT Right upper ball joint, RT upper control arm, both outer tie rod ends, right front axle shaft, oil pan replaced due to hole from axle, also hit timing covers.

Failure Mileage
100000

Failure Speed
25 MPH

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make

N/A

Tire Model (Name or Number)

N/A

Tire Size (Example P215/65R15)

N/A

DOT No. (Example: DOTM19ABC036)

N/A

☐ Original Equipment
☐ Prior Repair

Failure Location:

N/A

Tire Component Code

N/A

Tire Failure Type:

N/A

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 Deaths

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 2001 DODGE STRATUS. WHILE ATTEMPTING TO PARK THE VEHICLE, THE CONTACT PLACED THE VEHICLE IN REVERSE WITH THE BRAKES ENGAGED, HE NOTICED THAT THE FRONT END OF THE VEHICLE FELL WHILE MAKING A CLICKING NOISE AND WOULD NOT SHIFT INTO ANY GEAR. HE LOOKED INSIDE OF THE FRONT RIGHT WHEEL AND NOTICED THAT THE CONTROL ARM AND WHEEL BEARING FAILED WITHOUT WARNING. HE NOTICED LIQUID COMING FROM THE WHEEL BEARING HOUSING AND TWO SMALL FRAGMENTS ON THE GROUND. THE DEALER WAS CONTACTED AND STATED THAT NO MAJOR REPAIRS HAD BEEN PERFORMED ON THE VEHICLE. (THE CONTACT DID NOT INFORM THE MANUFACTURER NOR HAD THE VEHICLE BEEN REPAIRED OR THE FAILURE DIAGNOSED) THE CURRENT AND FAILURE MILEAGES WERE APPROXIMATELY 100,000. THE VIN WAS UNAVAILABLE.

This statement is prior to towing and was reported to manufacturer thru "Chrysler Customer Service" @ 1-800-992-1997 case # 20372294 reported on 2-1-11, also reported to you confirmation # 10379855. Same day called direct to Daimler @ 1-800-853-1423 was told "nothing left for me to do!"

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.

additional "research" I performed on back page

Diamler chrysler
1800-853-1403

"Jared" "No recalls on vin"

2-1-11
Chrysler customer service

1800-992-1997 press 3

"Adam"

Case # 20372294

Said "they will contact you
in one business day"

next day 2-2-11

"Mark" Told me something

+ "there is nothing you can
do to speed this process."

Case mng "Desarae"?

Transferred to "Kate"

Said "They will contact

you before 8:00 pm today

2-2-11 1-800-763-8422

2-2-11 contacted dealer
Apple Auto

952-403-7607

mechanic stated while
in there position

"No Major Repairs

Had been performed"

Contacted NHTSA "You"

1-888-327-4236

was given previous recall info

Jan 2001 Traveler modular

Replaced prior to original sale

Aug 2001 Transmission control

Relay

done by first owner

no other info available

NHTSA confirmation #

10379855

* called # above pressed 3

"Lewis or Louis"?

stated "No set number of

complaints to start a recall."

informed me that there

are over 200+ complaints

on suspension components

on the 2001 Dodge stratus

All repairs done
were a result
of a failure
in the control arm
wheel bearing/ball joint
excluding right
break light bulb +
Serpentine belt.

When the control arm
and ball joint
failed the tie rods
bent, the axle shaft
slipped out of drivetrain
causing the clicking
and failure to engage
gear. When this
happened the axle
punctured the oil pan
draining all fluid at

same time it
slammed the timing
cover shifting the
gasket out of place
was not found till
after initial repairs

After all repairs
I do have some
concerns about
the car running for
approx 3 min during
the failure while
the engine was dry
of oil.

now have a slight
"ticking" coming from
engine.

Doing my own research I found
that there has been a recall/issue/complaint
on every make + model of Dodge cars since
the early 90's most including or specific to
the front control arms. I also spoke
to local mechanics at a few dealers
around willmar mn 6 out of the 7 I called
stated that the issue in question is the
number one major repair done on Dodge stratus
Chrysler ciurus, Plymouth breeze, and other Dodge
cars that come to there shops. The 1 out of 7
stated that internal engine components was the
#1 major repair on Dodge vehicles @ his shop

Jergenson Auto Repair & Tire Sales

1951 48th Ave NE
Willmar, MN 56201
320-235-9661

Repair Order #0024571

Date : 2/23/11

Page : 1

Center : 2

Customer :
Address :
City : PENNOCK, MN
home : () Ext :
work : - Ext :

Vehicle : 2001 DODG STRATUS

License :

VIN : 1B3EJ56U41N

Engine : V6-167 2.7L DOHC

Trans : AUTO

Mileage : 106116

Op	Tech	Description	Labor	Parts	Subtotal
Quan	Part Number	Part Description	Reason for Replacement	Price	
TOW001	17	CUSTOMER TOW:FROM 826 OLAF AVE NW TO JERGENSEN AUTO REPAIR	70.00		70.00
DIA0	11	CHECK DAMAGE TO RIGHT FRONT OF VEHICLE AND ESTIMATE REPAIR COST - NEEDS RIGHT UPPER BALL JOINT, RIGHT FRONT AXLE SHAFT AND ALIGNMENT - RECOMMEND REPLACE LEFT BALL JOINT ALSO AS MAINTENANCE	20.00		20.00
SUS0	11	REMOVE & REPLACE RIGHT FRONT UPPER CONTROL ARM AND BOTH OUTER TIE ROD ENDS	137.00	183.53	320.53
	1.00	4782974AE RT UPPER CNTRL ARM		141.55	
	1.00	ES80360PM TIE ROD END-PTSMSTR		19.99	
	1.00	ES80361PM TIE ROD END-PTSMSTR		21.99	
DRT0	11	REMOVE & REPLACE RIGHT FRONT AXLE SHAFT ASSEMBLY	75.35	84.04	159.39
	1.00	60-3245 DRIVE AXLE SHAFT-REM		84.04	
ALG010	11	FOUR WHEEL ALIGNMENT INCLUDES CASTER, CAMBER AND TOE RESET - REPLACED RIGHT BRAKE LIGHT BULB	59.95	1.89	61.84
	1.00	3157 LAMP		1.89	
OIL005	11	OIL CHANGE FILTER & LUBRICATION: CHANGE ENGINE OIL WITH UP TO 5 QTS OF MOTOR OIL, REPLACE OIL FILTER AND LUBRICATE CHASSIS WHERE POSSIBLE	4.94	17.45	22.39
	10.00	5W30 KENDALL GT1 SYN BLEND, PINT		12.00	
	1.00	61085 OIL FILTER		3.95	
	1.00	DISPOSAL FEE		1.50	
COM0	11	REMOVE & REPLACE OIL PAN THAT HAS A HOLE KNOCKED IN IT WHEN AXLE SHAFT CAME APA	137.00	150.00	287.00
	1.00	MISC USED ENG. OIL PAN		110.00	
	1.00	OS30689R OIL PAN GASKET		40.00	

OK Bad Recommendation OK Bad Recommendation OK Bad Recommendation

I hereby authorize the repair work to be done along with the necessary parts and materials and hereby grant JAR employees permission to operate the vehicle anywhere, for the purpose of testing and/or inspection. An express mechanics lien is hereby acknowledged on the above vehicle to secure the amount of re-pairs thereto. I understand that JAR is not responsible for delay or other consequence due to the unavailability of parts shipments beyond their control, also not responsible for damage or articles left in car in case of fire, theft or any other cause beyond our control. WARRANTY IS 60 DAYS OR 6000 MILES WHICH EVER OCCURS FIRST, UNLESS SPECIFIED OTHERWISE!

X

Labor : \$504.24
Parts : \$435.41
Sublet : \$0.00
Other Fees : \$1.50
Supplies : \$18.38
Subtotal : \$959.53
Sales Tax : \$36.01

Paid By : Total : \$995.54
MSTR CHARG VISA
Pay Ref : Paid : \$995.54
Due : \$0.00

Jergenson Auto Repair & Tire Sales

1951 48th Ave NE
Willmar, MN 56201
320-235-9661

Repair Order #0024571

Date : 2/23/11

Page : 2

Center : 2

Customer: [REDACTED]

Address: [REDACTED]

City: PENNOCK, MN [REDACTED]

home: [REDACTED] Ext: [REDACTED]

work: [REDACTED] Ext: [REDACTED]

Vehicle : 2001 DODG STRATUS

License : [REDACTED]

VIN : 1B3EJ56U41N [REDACTED]

Engine : V6-167 2.7L DOHC

Trans : AUTO

Mileage : 106116

Op	Tech	Description	Part Description	Reason for Replacement	Labor	Parts	Subtotal
Quan		Part Number				Price	
COM005	11	TECHNICIAN NOTES:ALTERNATOR BELT IS CRACKED AND TENSIONER DOESN'T MOVE CAUSING "SQUAWK" - RECOMMEND POWER STEERING BELT AT THE SAME TIME				0.00	

OK	Bad	Recommendation	OK	Bad	Recommendation	OK	Bad	Recommendation

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X _____

Labor :	\$504.24	
Parts :	\$435.41	
Sublet :	\$0.00	
Other Fees :	\$1.50	
Supplies	\$18.38	
Subtotal :	\$959.53	
Sales Tax :	\$36.01	
Paid By :	Total :	\$995.54
MSTR CHARG VISA		
Pay Ref :	Paid :	\$995.54
	Due :	\$0.00

Jergenson Auto Repair & Tire Sales

1951 48th Ave NE
Willmar, MN 56201
320-235-9661

Repair Order #0024791

Date : 3/1/11

Page : 1

Center : 2

Customer :
Address :
City : PENNOCK, MN
home : Ext :
work : Ext :

Vehicle : 2001 DODG STRATUS
License :
VIN : 1B3EJ56U41N
Engine : V6-167 2.7L DOHC Trans : AUTO
Mileage : 106172

Op	Tech	Description	Labor	Parts	Subtotal
Quan	Part Number	Part Description	Reason for Replacement	Price	
ENGO	17	OIL LEAK - IS COMING FROM FRONT COVER GASKET THAT WAS SHIFTED AND IS NOW LEAKING - REPLACE GASKET AND SERPENTINE BELT	137.00	67.34	204.34
	1.00	TCS45035 TIMING COVER GASKET		41.56	
	1.00	K060551 SERPENTINE BELT		25.78	
COM015	11	MANAGER NOTES:BOOK LABOR IS \$295.00	0.00		

OK Bad Recommendation OK Bad Recommendation OK Bad Recommendation

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x

Labor : \$137.00
Parts : \$67.34
Sublet : \$0.00
Other Fees : \$0.00
Supplies : \$10.22
Subtotal : \$214.56
Sales Tax : \$5.33

Paid By : Total : \$219.89
MSTR CHARG VISA
Pay Ref : Paid : \$219.89
Due : \$0.00

JERGENSON AUTO REPAIR & TI
1951 48TH AVE NE
WILLMAR, MN 56201-9462
320-235-9661

XXXXXXXXXX [REDACTED] RM1

DATE 02/23/11 TIME 03:52 PM

ITEM: 002 NC SALE OP: 00
ACCT: XXXXXXXXXX [REDACTED] EXP: XXXX 3
RESP: AUTH/TKT 060929

TOTAL: \$995.54

I AGREE TO PAY ABOVE TOTAL AMOUNT
ACCORDING TO CARD ISSUER AGREEMENT
(MERCHANT AGREEMENT IF CREDIT VOUCHER)

JERGENSON AUTO REPAIR & TI
1951 48TH AVE NE
WILLMAR, MN 56201-9462
320-235-9661

XXXXXXXXXX [REDACTED] RM1

DATE 03/01/11 TIME 11:35 AM

ITEM: 002 VIS SALE OP: 00
ACCT: XXXXXXXXXX [REDACTED] EXP: XXXX 3
RESP: AUTH/TKT 062050

TOTAL: \$219.89

I AGREE TO PAY ABOVE TOTAL AMOUNT
ACCORDING TO CARD ISSUER AGREEMENT
(MERCHANT AGREEMENT IF CREDIT VOUCHER)

X

SIGNATURE

MINNEAPOLIS MN 554

12 OCT 2011 PM 4:2



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

20077+9382



Penmock MN