



U.S. Department of Transportation
National Highway Traffic Safety Administration

**Vehicle Owner's Questionnaire
To Report Vehicle Safety Defects**
1-888-DASH-2-DOT
(1-888-327-4236)
INTERNET: www.nhtsa.dot.gov/hotline

INFORMATION ACT (EOIA) 5 U.S.C. 552(B)(6)
DOT Auto Safety Hotline

FOR AGENCY USE ONLY 100148

Date Received
02-APR-2014

Repository
Reference No.
10576883

OWNER INFORMATION (Type or Print)

Name [Redacted]
Address [Redacted]
City BURBANK State CA Zip Code [Redacted]

Daytime Telephone Number [Redacted]
Evening Telephone Number [Redacted]
E-mail Address [Redacted]

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
1C4GK54R9PX [Redacted]
Make CHRYSLER Model TOWN AND COUNTRY Model Year 1993
Date Purchased 8/2006 Dealer's Name and Telephone Number KEYES LEXUS (818) 379-4000
Original Owner Dealer's City VAN NUYS State CA Zip Code 91401
Engine: No: Cylinders
Transmission Type AUTO Antilock Brakes Powertrain ALL-WHEEL DRIVE
 Cruise Control Multiple Failure: Incident Date(s) 15-JAN-2008

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: BRAKES (PWS) ABS SYSTEM Failure Mileage 43000 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 Failure Location:
 Prior Repair
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) END

TL* THE CONTACT OWNS A 1993 CHRYSLER TOWN AND COUNTRY MINI VAN. THE CONTACT STATED THAT THE ABS WARNING LIGHT CONTINUOUSLY ILLUMINATED ON THE INSTRUMENT PANEL. THE VEHICLE WAS TAKEN TO THE DEALER WHERE THE TECHNICIAN DIAGNOSED THE ABS SYSTEM WAS REPLACED AT THE RECOMMENDATION OF THE DEALER. THE FAILURE MILEAGE WAS 43,000 AND THE CURRENT MILEAGE WAS 75,000. NOT TRUE

DEALER... CHRYSLER RECALLED THE ABS SYSTEM ON MY '93 MINI-VAN WITH ALL-WHEEL DR. I AM THE 2ND OWNER - THE 1ST OWNER HAD IT REPAIRED UNDER RECALL - 3 TIMES. I AS THE 2ND OWNER ALSO HAD IT REPAIRED UNDER RECALL BY STAR MOTORS, GLENDALE, CA. CHRYSLER ONLY PAID FOR THE DEFECTIVE PART. NOT THE LABOR. OTHER PARTS DAMAGED BY THE ABS FAILURE RESULT I HAD TO PAY OVER \$1000. REPLACEMENT PART WAS \$1000. SEE PAPER

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice. ATTACH ADDITIONAL SHEETS IF NECESSARY

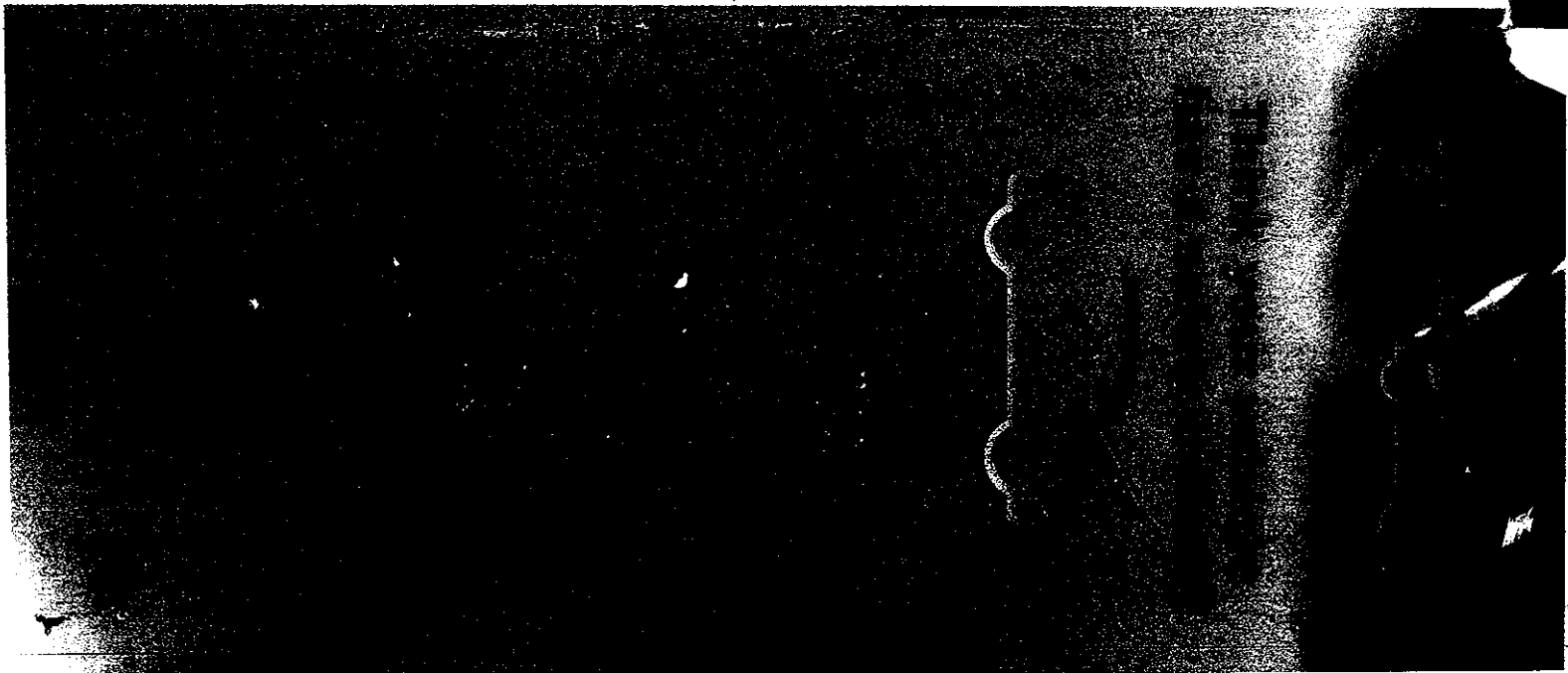
The Privacy Act of 1974-Public Law 93-579 This information is requested pursuant to authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond to this questionnaire. Your response may be used to assist the NHTSA in determining whether 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)

DEFECTIVE PART USED BEFORE-SETTING UP A FUTURE FAILURE-AGAIN! THE REPAIR DEPT, MANAGER STATED CHRYSLER CORRECTED THE DEFECT IN FOLLOWING YEARS-THEY CAN REPLACE THE DEFECTIVE SYSTEM WITH THE CORRECTED SYSTEM-THEY DON'T TO SAVE MONEY.

WARNING LIGHT STARTED COMING ON AGAIN-I TOOK MY VAN BACK TO STAR MOTORS FOR REPAIRS UNDER "LIFETIME" WARRANTY & RECALL-CHRYSLER TOOK THEIR DEALERSHIP AWAY FROM STAR SO STAR WOULD NOT HONOR THE WARRANTY, OTHER CHRYSLER DEALERSHIPS WOULD NOT HONOR THE WARRANTY-I PHONED CHRYSLER HEADQUARTERS-THEY REFUSED TO HONOR THE WARRANTY. I COMPLAINED TO CALIF. ST. DEPT. OF CONSUMER AFFAIRS, THEY ARRANGED A CHRYSLER DEALERSHIP, GLENDALE DODGE TO DO AN INSPECTION-DEALERSHIP SAID "NOT ABS-VAN NEEDS NEW BREAK LINES, NOT COVERED BY RECALL WARRANTY-YOU PAY \$800.00", ATTACH ADDITIONAL SHEETS IF NECESSARY

I KNOW THAT'S OVERCHARGING-IF ITS NOT COVERED I DON'T NEED A DEALERSHIP. I PHONED 6 AUTO REPAIR SHOPS, GOT BREAK LINE QUOTES OF \$90.00 -> \$1500-I TOOK MY VAN TO 3 SHOPS-PEP BOYS, MIDAS BREAK & MUFFLER, MY PERSONAL MECHANIC K.K. AUTO REPAIR-ALL INSPECTIONS SHOWED NEW BREAK LINES WERE NOT NEEDED-THAT WAS NOT THE CAUSE OF THE ABS WARNING LIGHT. THE CHRYSLER DEALERSHIP LIED. THE ABS LIGHT WENT ON & OFF OVER TIME-NOW THE ABS & PARK BREAK LIGHTS ARE ON CONSTANTLY, MY MECHANIC K.K. AUTO THINKS THE ABS SYSTEM IS NOT WORKING AND NEEDS TO BE REPAIRED AGAIN! WHAT'S REALLY NEEDED IS THE DEFECTIVE ABS SYSTEM TO BE TOTALLY REPLACED WITH A NEW CORRECTED SYSTEM-AS THE REPAIRS SHOULD HAVE BEEN DONE THE FIRST TIME. MY COSTS FOR A RECALL REPAIR SHOULD BE REFUNDED-IT WOULDN'T HAVE BEEN NECESSARY IF THE CORRECTED PARTS HAD BEEN USED ON THE FIRST REPAIR.



CHRYSLER



STAR CHRYSLER - JEEP

YOUR FIVE STAR DEALER



1401 SOUTH BRAND BLVD. GLENDALE, CALIFORNIA 91204

(818) 502-1480 SERVICE DEPT. CT: (818) 502-1434

FAX: (818) 248-7688

www.starautogroup.com

207883



E.P.A. EST.

B.A.R. # REG A/CIC1006

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION
JC1245K	45000 MILE SERVICE	MI	0.00		

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION

SALESMAN NO.

SERVICE

STATE REG# 3

TERMS CASH <input type="checkbox"/> CREDIT CARD <input type="checkbox"/> CHECK <input type="checkbox"/> PROLAPROVALS <input type="checkbox"/> OTHER <input type="checkbox"/>	VEHICLE I.D. NO. 1C4GK54R9P	YEAR/MAKE/MODEL 93/CHRYSLER/TOWN & COUNTRY/SV	PRODUCTION DATE	STOCK NO.	LICENSE NO.
SAVE REMOVED PARTS FOR CUSTOMER <input type="checkbox"/> YES <input type="checkbox"/> NO	BURBANK, CA	CUSTOMER NO. 80547	DELIVERY DATE	DELIVERY MILES	SELLING DEALER NO.
RESIDENCE PHONE	BUSINESS PHONE	COLOR BURGUNDY/	CONTRACT NO.	EXPIRATION DATE	EXPIRATION MILES
TIME RECEIVED 10:54am	DATE/TIME PROMISED 06/08/07 07:00pm	TURBO <input type="checkbox"/> M/MC <input type="checkbox"/> AIR COND <input type="checkbox"/> P.S. <input type="checkbox"/> TRANS. <input type="checkbox"/> MILEAGE CHZZ Y Y A 45,299	ADVISOR NO. 875	ADVISOR AVIER ALVARE	

I hereby authorize the repair work to be done along with the necessary materials, and hereby grant your employee permission to operate the vehicle described on streets, highways or elsewhere for the purpose of testing and/or inspection. If automobile is returned to customer before service performed, a diagnostic and handling charge will be made. I have read and understand the above estimate and terms. I authorize service including subtle work, and acknowledge receipt of this estimate. CUSTOMER'S SIGNATURE: _____

PARTS REQUISITION

LINE #	QTY	PART NUMBER	DESCRIPTION	PRICE
		10-51	Recall #685	484
		10-11	Accumulator Ball	261
		10-18	Duel pressure	303
		10-15	Inline filter	19
		10-12	Front p/s	172
		10-11	Front rotor	174
		10-11	Rear	179
		10-11	Rear hardware	35
		10-11	Possibly cylinders	85
		10-11	ECCU	1750.00
				\$3800.00

NO LOCAL DEALERS

CONTROL # COLOR GRADE SERVICE ADVISOR MECHANIC COUNTERPERSON CUST. WAR. EMIS. PWR TRN.

BENDIX