

 US Department of Transportation National Highway Traffic Safety Administration	AUTO SAFETY HOTLINE VEHICLE OWNER'S QUESTIONNAIRE NATIONWIDE 1-800-424-9393 DC METRO AREA 202-368-0123	POSTED DATE RECEIVED: <u>NOV 20 1999</u> OFFICE OF DEFECTS INVESTIGATION 551184	FOR AGENCY USE ONLY REFERENCE NO. _____ DATE RECEIVED: <u>NOV 20 1999</u> OFFICE OF DEFECTS INVESTIGATION 551184
--	--	---	--

OWNER INFORMATION (TYPE OR PRINT)	
NAME and ADDRESS [REDACTED]	DAY TIME TELEPHONE NO. (AREA CODE) [REDACTED]

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle? YES NO
 In the absence of an authorization, NHTSA WILL NOT provide your name or address to the vehicle manufacturer.

SIGNATURE OF OWNER: [REDACTED] DATE: 2/10/00

VEHICLE INFORMATION					
VEHICLE IDENTIFICATION NO. <u>1B4GP54L6TB377255</u>		VEHICLE MAKE <u>DODGE</u>		VEHICLE MODEL <u>GRAND CAVAN ES</u>	
*LOCATED AT BOTTOM OF WINDSHIELD ON DRIVER'S SIDE					
CURRENT ODOMETER READING <u>059000</u>		DATE PURCHASED <u>7/99</u>		DEALER'S NAME CITY & STATE <u>PROGRESSIVE MOTORS BELLEFONTE, PA. 16823</u>	
<input type="checkbox"/> NEW <input checked="" type="checkbox"/> USED		ENGINE SIZE (CID/CC/L) <u>3.8L</u>		<input type="checkbox"/> TURBO DIESEL <input checked="" type="checkbox"/> GAS FUEL INJECTN	
TRANSMISSION TYPE <input type="checkbox"/> MANUAL <input checked="" type="checkbox"/> AUTOMATIC	ANTILOCK BRAKES <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO	RESTRAINT SYSTEM <input checked="" type="checkbox"/> DRIVERSIDE AIRBAG <input type="checkbox"/> MOTORBELT <input type="checkbox"/> PASSENGERSIDE AIRBAG <input checked="" type="checkbox"/> 3-POINT BELT <input type="checkbox"/> 2-POINT BELT	CRUISE CONTROL <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO	DRIVETRAIN <input checked="" type="checkbox"/> FRONT <input type="checkbox"/> REAR <input type="checkbox"/> 4-WHEEL	BODY STYLE STAWAG _____ HATCH BK _____ 4 DR _____ VAN _____ 2 DR _____ PK LP TRK _____ OTHER _____

FAILED COMPONENT(S)/PART(S) INFORMATION (REPORT TIRE INFORMATION ON BACK)			
COMPONENT <u>HORN & AIRBAG</u>	PART NAME(S) <u>AIRBAG MODULE</u>	LOCATION <input checked="" type="checkbox"/> LEFT FRONT <input type="checkbox"/> RIGHT REAR	FAILED PART(S) <input checked="" type="checkbox"/> ORIGINAL <input type="checkbox"/> REPLACEMENT
NO. OF FAILURES <u>1</u>	DATE(S) OF FAILURE(S) <u>DEC 99</u>	MANUFACTURER CONTACTED <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO	NHTSA PREVIOUSLY CONTACTED <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO
	MILEAGE AT FAILURE(S) <u>APPROX 48,000</u>		
	VEHICLE SPEED AT FAILURE(S) <u>0-50</u>		

APPLICABLE ACCIDENT INFORMATION					
ACCIDENT <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO	FIRE <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO	NUMBER PERSONS INJURED _____	NUMBER OF FATALITIES <u>2</u>	PROPERTY DAMAGE EST\$ _____	POLICE REPORTED <input type="checkbox"/> YES <input type="checkbox"/> NO

NARRATIVE DESCRIPTION OF FAILURE(S), ACCIDENT(S), INJURY(IES)

AIR BAG LIGHT WAS INTERMITTANTLY LIGHTING UP FOR APPROX 2 WEEKS & THEN CAME ON STRADY & NOW REMAINS ON. HORN WARNING SYSTEM ALSO DOES NOT WORK. TAKEN TO DEALER & I WAS TOLD IT WOULD NEED A NEW AIR BAG MODULE (PRICE APPROX. 600.00). I CALLED

CONTINUE ON BACK IF NEEDED →

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.

NHTSA

February 18, 2000



Chrysler Customer Center
Box 302
Centerline, MI. 48015

To Whom It May Concern:

I am a police officer and the father of a family of 6, (Wife and 4 boys). This is only relevant in that I don't have excessive discretionary funds budgeted and that there are 4 potential Chrysler(Mopar) customers yet to hit the marketplace.

There is not a more avid Chrysler (Mopar) fan in existence than I. (Maybe a small exaggeration). I grew up in a "Mopar family". The first auto I remember was my dad's 1954 Chrysler Windsor. We then owned a 1954 DeSoto Firedome 8; the first car I ever drove legally. We then went to a 1960 Chrysler Imperial (incomparable). A 1966 Plymouth Fury was next in line. These vehicles were purchased used, as there were 9 in my family at the time and budget was tight. By then, myself and most of my 4 brothers and 2 sisters were of age to be buying our own cars. I myself have regularly driven a 1972 Plymouth Fury, 1976 Plymouth Valiant, and Plymouth Volare and Dodge Aries. I have owned a Chrysler Town and Country K-Car Station Wagon, an 88 Plymouth Voyager Mini-Van, a 92 Plymouth Grand Voyager Mini Van and now a 96 Dodge Grand Caravan ES. My next eldest brother currently owns his 2nd Dodge Mini Van along with a full size RAM Van. My 3rd eldest brother currently has his 2nd Jeep Cherokee and has had a Dodge Shadow and Dodge Caravan. My youngest brother is on his 2nd or third Dodge Mini Van. The point I'm trying to make is that Dad had a great influence on us regarding Chrysler and Mopar, and we as a family have been regular customers.

I currently have a problem that relates to my 96 Grand Caravan ES. (VIN: 1B4GP54L6TB377255). I bought it with 35,000 miles on it in July 1999 and it now has 50,000 due to 2 long x-country trips in less than 5 months for a vacation and deaths in the family. **The airbag indicator light in (on the control panel remains on and the horn does not work, nor does the cruise control,** although I believe the cruise was working prior to my taking it to the dealer to be looked at. The dealer service center told me that the problem is a "driver squib circuit" and to remedy the problem I would need an **airbag module** which costs 620.00 just for the part. (The Chrysler Dealer I went to is Clark Motors in State College Pa.

This is ridiculous. The Airbag is a SAFETY item and a non-moving part and should not have to be replaced unless deployed in an accident. It seems reasonable therefore that it should be warranted for the life of the car barring deployment. It should

not need to be replaced unless activated by an impact. The fact that the horn does not work and the cruise control does not work points to a possible connection or wiring problem somewhere. If this is the case, this should not require the replacement of a non-deployed \$600.00 airbag to repair. That's either a ripoff or extremely bad engineering.

not need to be replaced unless activated by an impact. The fact that the horn does not work and the cruise control does not work points to a possible connection or wiring problem somewhere. If this is the case, this should not require the replacement of a non-deployed \$600.00 airbag to repair. That's either a ripoff or extremely bad engineering. After some checking with friends and on the Web, I learned it may be caused by a part called a clockspring in the steering column. The service center did not mention this part when they ran diagnostic tests which I have already paid 1.9 hrs labor costs for (\$76.19). I don't know if replacing this clockspring would require airbag replacement. In any event, my issue here is that I don't believe I should have to pay for a new airbag, (required safety equipment) (and discard a non-deployed airbag in the process), to replace an electrical connection or circuit related to a non-functioning horn and cruise control. This sounds as ridiculous to me as replacing an engine due to a bad spark plug.

I have a letter from Theodor R. Cunningham Executive Vice President-Sales and Marketing General Manager-Minivan Operations from 1996(?) in which is stated:"Chrysler Corporation firmly stands behind the quality and safety of our minivans".....and "Chrysler Corporation has a history of safety leadership. We take it very seriously. We at Chrysler Corporation want you to be safe and certain." I believe that also.

I am respectfully asking that Chrysler (Mopar) find it in their wisdom to take one of two actions in my situation . Find a way to fix the problem without requiring airbag module replacement or replace the non-deployed airbag module at no-charge for the part. Thank you for your consideration in this matter.

Respectfully,

A large black rectangular redaction box covering the signature area.

cc: Thomas Stalkamp (President)
Robert Eaton (CEO)