



U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

DOT Auto Safety Hotline

Vehicle Owner's Questionnaire

TO REPORT VEHICLE SAFETY DEFECT

1-888-DASH-2-DOT

1-888-327-4236

INTERNET: <http://www.nhtsa.dot.gov>

RECEIVED AGENCY USE ONLY

Date Received

10 AUG -1 PM 10:00

OFFICE

DEFECTS INVESTIGATION

Od

rd

od

up

lfr

Reference No.

553359

Daytime Telephone Number

OWNER INFORMATION (Type or Print)

Name

Street

City

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

Date 7/14/00

VEHICLE INFORMATION

Vehicle Ident. No. (VIN) (17 Digits) (located at bottom of windshield on driver's side) 4P3CF44E0PE001573

Vehicle Make

Plymouth

Vehicle Model

Laser

Vehicle Year

1993

Current Odometer Reading

1 0 2 5 2 3

Purchased Date

11-04-98

Dealer's Name

Hayward Auto Chrysler Plymouth Jeep Eagle

Dealer's City

Hayward

State

CA

Zip Code

94541

Engine Size (CID/GCC/L)

2.0

☐ Turbo

☐ Diesel

☒ Gas

☒ Fuel Injection

No. Cylinders

4

Transmission Type

☒ Manual

☐ Automatic

Articlock Brakes

☐ Yes

☐ No

Restraint System

☐ Driverside Airbag

☐ Passengerside Airbag

☒ 3-Point Belt

☒ Motorbelt

☐ 2-Point Belt

Cruise Control

☒ Yes

☐ No

Drivetrain

☒ Front

☐ Rear

☐ 4-Wheel

Vehicle Type

☒ Car

☐ Van

☐ Minivan

☐ Other

☐ Sport Util.

☐ Truck

☐ Motorcycle

☐ Other

Body Style

☒ 2-Door

☐ 4-Door

☐ Station wagon

☐ Pick Up Truck

☐ Other

FAILED COMPONENT(S)/PART(S) INFORMATION

Component

Part Name(s)

One piece rear axle

Location

☐ Left

☐ Front

☐ Right

☒ Rear

Failed Part(s)

☐ Original

☒ Replacement

No. of Failures

3

Date(s) of Failure(s)

7-15-99, 4-6-2000, 4-21-2000

Mileage at Failure(s)

Vehicle Speed at Failure(s)

Failed Part(s) Available?

☐ Yes

☒ No

NHTSA Previously Contacted?

☒ Yes

☐ No

APPLICABLE INCIDENT INFORMATION

(Please describe in detail the incident(s), failure(s), crash(es), and injury(ies) on the back of this form)

Crash

☒ Yes

☐ No

Fire

☐ Yes

☒ No

Number Persons Injured

1

Number of Fatalities

0

Estimated Property Damage

\$ 3500.00

Reported to Police

☐ Yes

☐ No

INFORMATION ON TIRE FAILURE(S) (IF APPLICABLE)

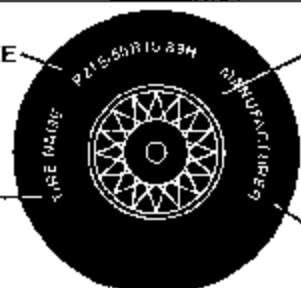
To report defective or failed tires provide the following: DOT Number Tire Manufacturer, Tire Name, Tire Size (include all numbers and letters)

Note: This information not required for normal operation tires.

DOT _____ Manufacturer _____ Tire Name _____ Complete Tire Size _____

TIRE SIZE

TIRE NAME



U.S. DOT safety standard code

The number may be on the inner side of the tire and have up to 11 letters and numbers. Usually located near rim flange on side opposite whitewall or on either side of blackwall tire.

TIRE MANUFACTURER

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 administration 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)

1993 Plymouth Laser axles need to be recalled. No such action has yet been taken. They don't meet their own manufacturer's specifications. I purchased and installed three of them with no favorable results. All were out - of - specification. I was reimbursed for two of these axles on 7-13-00, with no promise of availability of a good replacement axle. The dealer has said to me, "I think you're doing the right thing to get rid of the car -- let somebody else put up with it. Currently I am that "somebody else". This dealer's attitude stinks! Doesn't Federal Law Mandate that 'Good' parts be available for nine (9) years? Please help.

ATTACH ADDITIONAL SHEETS IF NECESSARY

U.S. Department
of Transportation

**National Highway
Traffic Safety
Administration**

400 Seventh St., S.W.
Washington, D.C. 20590

Official Business
Penalty for Private Use \$300

BUSINESS REPLY MAIL

FIRST CLASS PERMIT NO 73173 WASHINGTON, D.C.

POSTAGE WILL BE PAID BY NATIONAL HIGHWAY TRAFFIC SAFETY ADMIN.

U.S. Department of Transportation
National Highway Traffic Safety Administration
DOT Auto Safety Hotline, NSA-10.1
400 7th Street, SW
Washington, DC 20590

NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES



**VEHICLE
OWNER'S**

QUESTIONNAIRE

DOT AUTO SAFETY HOTLINE

TO REPORT VEHICLE SAFETY DEFECTS
COMPLETE THIS FORM
OR

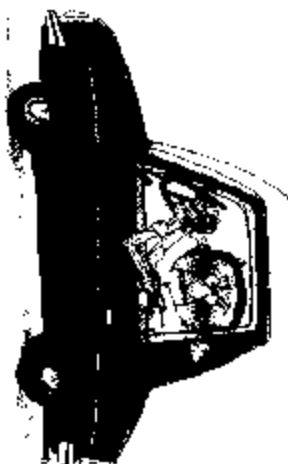
DASH2DOT

and dial toll free at

1-888-DASH-2-DOT

1-888-327-4236

DOT Auto Safety Hotline
(DASH) 2 DOT



U.S. Department of Transportation
National Highway Traffic Safety
Administration
<http://www.nhtsa.dot.gov/hotline>

July 5, 2000

Bureau of Automotive Repair
Consumer Affairs Complaint Case Management
10240 Systems Pkwy.
Sacramento, Ca 95827
FAX (916) 255-4482

Dear Sirs:

This is to request your help to resolve an alignment problem on my 1993 Plymouth Laser. Following an accident it was determined that my rear axle was bent and in need of replacement.

Three replacement axles ordered through Daimler-Chrysler have proven to be defective, each one demonstrating a different dimension/dimensions out of manufacturer's specification. The dealer has been contacted as well as an unnamed factory representative.

I was told that if my body shop had the technical expertise to correct the problem(s), Chrysler would - after receiving an estimate - reimburse him for his work. The estimate was 40 hours of labor at \$80.00 per hour. Greg Martin, service manager at Hayward Auto, where I bought the car (Hayward, CA.) exclaimed "That's ridiculous" . . . "That's AB-SO-LUTE-LY ridiculous!" He did say, however, that he'd run those figures by the factory representative and get back to me by July 7, 2000.

The first defective axle was a (9) nine-month old replacement for the bent axle. I paid \$1850.64 to have two other axles installed with similar unfavorable results. I'm asking Chrysler to RECALL the axles and refund my \$1850.64-in-full immediately.

It is my understanding that ALL auto manufacturers must make "good" parts for their autos for (9) nine years after manufacture. My car was made in 1993, therefore Federal Law states that I SHOULD be able to purchase parts meeting manufacturer's specification until 2002. Greg Martin doesn't think so, and that troubles me. Our conversations about availability of acceptable parts are disintegrating, and July 3rd he told me on the phone, "I think you're doing the right thing to get rid of the car" . . . (I asked him to buy it back from me). I have spent alot of money on maintenance in the last year and a half - it's in far better condition now than when I bought it. He seems to have lost interest

Also, when the parts driver for Hayward Auto dropped-off each of the two axles at Rocky's AutoBody, he was quoted by Rocky as saying "Oh yeah - they know about the trouble with these axles -- I've been doing quite alot of driving around chasing after them. Nobody's happy about this". It should be noted that Greg Martin has never mentioned this foreknowledge to me, or discussed it.

Below is a list of people I have contacted about this problem with no favorable results. Please let me know if you can help remedy this situation.

Chrysler Corporation

1-800-992-1997

Tony: Chrysler File #7128933 (E-file) May 5, 2000.

National Highway Traffic & Safety Administration

1-800-424-9393

Bureau of Automotive Repair

Sacramento, CA 95827

FAX (916) 255-4482 July 5, 2000.

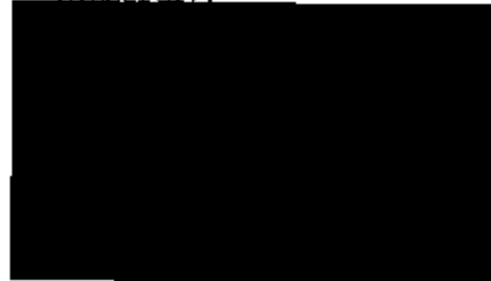
Federal Trade Commission

- pending receipt of their report forms. Forms ordered by phone July 3, 2000.

Five to ten days average delivery.

Thank you for your attention to this matter. My direct request for reimbursement from Chrysler was mailed July 5, 2000 - Certified Letter - Return Receipt Requested. The receipt is in my possession.

Sincerely,



supporting documents follow

PLEASE TELL US WHAT YOU THINK

On May 4, 2000, you spoke with KAREN MASON from the DaimlerChrysler Customer Assistance Center concerning a request for assistance. Please take a few minutes to give us your opinion about how this phone call was handled.

1. Which ONE of the following statements BEST describes your feelings about the ACTION TAKEN by DaimlerChrysler to respond to your request for assistance?

- ☐ I was completely satisfied.
☐ I was NOT completely satisfied but the action taken was acceptable.
☒ I was NOT completely satisfied but some action was taken.
☐ I was NOT AT ALL satisfied with the action taken.
☐ I was NOT AT ALL satisfied because no final action was taken.

*Chrysler File
7128933*

2. How satisfied were you with the DaimlerChrysler Customer Assistance Center in each of the following areas:

	Very Satisfied	Somewhat Satisfied	Neither Satisfied Nor Dissatisfied	Somewhat Dissatisfied	Very Dissatisfied
EASE OF CONTACT					
• Ability to get through on first call	☒	☐	☐	☐	☐
• Length of time on hold	☐	☐	☐	☒	☐
PERSONNEL					
• Professional/Courteous	☒	☐	☐	☐	☐
• Responsive	☐	☐	☐	☒	☐
• Knowledgeable	☐	☐	☐	☐	☒
• Authority to resolve problem/ customer question	☐	☐	☐	☐	☒
RESPONSE					
• Timely	☐	☐	☐	☒	☐
• Clear/Understandable	☐	☐	☒	☐	☐
• Helpful	☐	☐	☐	☒	☐
• Follow through on promised action <i>we will see.</i>	☐	☐	☐	☐	☐

*(1993 Laser
AXLES NEED
TO BE RECALLED
SUCH ACTION
HAS YET BEEN
TAKEN) THE
DON'T MEET*

3. How many times did you have to contact the DaimlerChrysler Customer Assistance Center before your question/problem was answered?

1 ☐ 2 ☐ 3 ☐ 4 ☐ 5+ ☐

Final Action
Still Not Taken

*MANUFACTURER'S
SPECIFICATIONS.*

4. Overall, how satisfied were you with the DaimlerChrysler Customer Assistance Center?

Very Satisfied ☐ Somewhat Satisfied ☐ Neither Satisfied Nor Dissatisfied ☒ Somewhat Dissatisfied ☐ Very Dissatisfied ☐

*I've purchased &
INSTALLED TWO OF THEM
AT A COST OF \$1850.64.
BOTH ARE UNACCEPTABLE.
I SHOULD BE REIMBURSED*

5. How likely is it that you would recommend a Chrysler, Plymouth, Dodge, or Jeep vehicle to a friend who needed a new car/truck/minivan?

Definitely ☐ Probably ☐ Might Or Might Not ☐ Probably Not ☒ Definitely Not ☐

*CAR WAS AT ROCKY'S APRIL
6-28, 2000.*

6. a. Did you make someone at a dealership aware of your reason for contacting DaimlerChrysler prior to contacting us?

Yes ☒ No ☐

- b. If yes, what is your overall satisfaction with the action taken by the dealership?

Very Satisfied ☐ Somewhat Satisfied ☐ Neither Satisfied Nor Dissatisfied ☐ Somewhat Dissatisfied ☒ Very Dissatisfied ☐

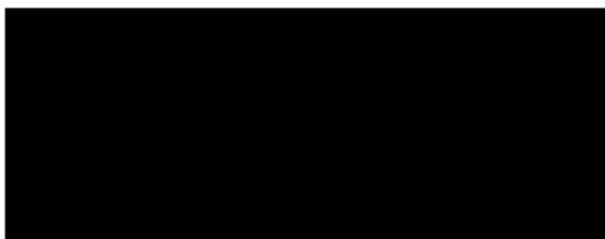
7. What was the:

Harward Auto
Dealership Name

Harward, Ca
City

DAIMLERCHRYSLER

May 26, 2000



Dear Mr. [REDACTED]

Recently, you contacted the DaimlerChrysler Customer Assistance Center on May 4, 2000 and gave us the opportunity to respond to your request for assistance.

To help us determine how well we responded to your inquiry, please take a few minutes to complete the questionnaire on the reverse side of this letter. After completing the survey, please return it in the enclosed postage-paid envelope.

Thank you for taking the time to let us know how well we are meeting your expectations. We value your opinion and appreciate your business.

Sincerely,

A handwritten signature in cursive script that reads "Robert D. Johannes".

Robert D. Johannes
Director, National Customer Relations

hayward auto

May 23, 2000

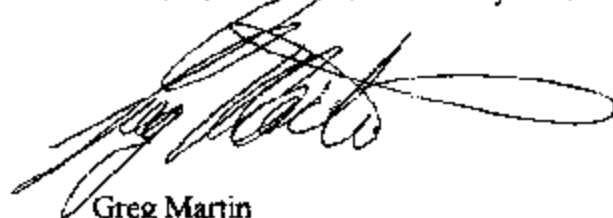
Rocky's Auto Body
3142 Castro Valley Blvd.
Castro Valley, Ca. 94546

To Whom It May Concern:

This letter is to inform you that Rocky's Auto Body is held harmless in regards to work asked of you to perform on [REDACTED] 1993 Plymouth Laser VIN#4P3CF44E0PE001573. Specifically, Daimler Chrysler has authorized and is willing to pay for your company to put the rear axle of the vehicle in question into proper alignment specifications

It is understood that this axle, part# MB584485 has been replaced several times with the intention of bringing the rear axle into specs, with no favorable results.

Please feel free to call me if you have any questions.



Greg Martin
Service Manager



hayward auto

GREG MARTIN
Service Manager



CHRYSLER

Plymouth

Jeep

20095 Mission Blvd. • Hayward, CA 94541 • 510 / 278-8600
Fax 510 / 278-6370

04/13/2000 at 09:05 AM
27123

Job Number:

ROCKY'S AUTO BODY
3142 CASTRO VALLEY BLVD
CASTRO VALLEY, CA 94546
(510)581-5353 Fax: (510)581-5476

PRELIMINARY ESTIMATE

Written by: ROCKY FUKUSHIMA #
Adjuster:

Insured
Owner
Address
Evening
Business

Claim #
Policy #
Deductible:
Date of Loss:
Type of Loss:
Point of Impact:

Inspect ROCKY'S AUTO BODY
Location: 3142 CASTRO VALLEY BLVD
CASTRO VALLEY, CA 94546

Business: (510)581-5353

Insurance
Company:

Days to Repair

1993 PLYM LASER RS 4-2.0L-FI 3D Int:
VIN: 4P3CF44E0PE001573 Lic:

Prod Date:

Odometer:

Rear Defogger	Tilt Wheel	Intermittent Wipers
Tinted Glass	Dual Mirrors	Clear Coat Paint
Power Steering	Power Brakes	Power Mirrors
4 Wheel Disc Brakes	Cloth Seats	Hiback Bucket Seats
Recline/Lounge Seats		

NO.	OP.	DESCRIPTION	QTY	EXT.	PRICE	LABOR	PAINT
1		FRAME SET UP	1			1.5	
2		FRAME CHECKING TIME	1			3.0	
3		REAR SUSPENSION					
4	Repl Axle assy 2.0 liter		1	745.00	m	3.0	
5	Check rear alignment				m	1.0	

04/13/2000 at 09:05 AM
27123

Job Number:

PRELIMINARY ESTIMATE

1993 PLYM LASER RS 4-2.0L-FI 3D Int:

NO.	OP.	DESCRIPTION	QTY	EXT.	PRICE	LABOR	PAINT
6		Align four wheels		m		2.1	
Subtotals ==>			745.00			10.6	0.0
Parts							745.00
Body Labor							10.6 hrs @ \$ 56.00/hr 593.60
SUBTOTAL							\$ 1338.60
Sales Tax							\$ 745.00 @ 8.2500% 61.46
GRAND TOTAL							\$ 1400.06
ADJUSTMENTS:							
Deductible							0.00
CUSTOMER PAY							\$ 0.00
INSURANCE PAY							\$ [REDACTED]

Estimate based on MOTOR CRASH ESTIMATING GUIDE. Non-asterisk(*) items are derived from the Guide DR3SD90. Database Date 2/2000. Double asterisk(**) items indicate parts supplied by a supplier other than the original equipment manufacturer. Pound sign (#) items indicate manual entries. CAPA items have been certified for fit and finish by the Certified Auto Parts Association. NAGS Part Numbers, Prices and Labor Times are provided from National Auto Glass Specifications, Inc.

Pathways - A product of CCC Information Services Inc.

ROCKY MOUNTAIN AUTO BODY COLLEGE SPECIAL BT 0107 001 0203

Telephone
Vehicle
License
Page
Inspection
Date and Date
Specifications

1994 ply laser
4fdu506
19995
13:41:19 04/19/00
Plymouth
90-94 Laser 4X2 2.0L w/o Turbo, w/ps

Left Front

Min.	Nominal	Max.	Actual
-0.4°	0.00°	0.50°	0.3°
1.7°	2.40°	2.90°	2.0°
-0.00	0.00"	0.06"	0.01"
			
			

Camber
Caster
Toe
SAI
included Angle
Turning Angle

Right Front

Actual	Min.	Nominal	Max.
0.1°	-0.42°	0.00°	0.50°
2.3°	1.90°	2.40°	2.90°
0.02"	-0.06"	0.00"	0.06"
.....			
.....			

Front

Cross Camber
Cross Caster
Total Toe
Set Back

Actual	Min.	Nominal	Max.
0.2°		0.00°	
-0.4°		0.00°	
0.03"	-0.12"	0.00"	0.12"
0.33°			

Left Rear

Min.	Nominal	Max.	Actual
-1.25°	-0.75°	0.25°	1.4°
-0.00°	0.00°	0.06°	0.11°

Camber
Toe

Right Rear

Actual	Min.	Nominal	Max.
1.1°	-1.25°	-0.75°	0.25°
0.05"	-0.06"	0.00"	0.06"

Rear

Total Toe
Thrust Angle

Actual	Min.	Nominal	Max.
0.16"	-0.12"	0.00"	0.12"
0.06°			

04/27/2000 at 04:16 PM
27123

Job Number:

ROCKY'S AUTO BODY
3142 CASTRO VALLEY BLVD
CASTRO VALLEY, CA 94546
(510)581-5353 Fax: (510)581-5476

PRELIMINARY ESTIMATE

Written by: ROCKY FUKUSHIMA #
Adjuster:

Insured
Owner
Address

Claim #
Policy #
Deductible:
Date of Loss:
Type of Loss:
Point of Impact:

Day:
Evening:

Inspect
Location:

Insurance
Company:

Days to Repair

1993 PLYM LASER RS 4-2.0L-FI 3D Int:

VIN: 4P3CF44E0PE001573 Lic:

Prod Date:

Odometer:

Rear Defogger	Tilt Wheel	Intermittent Wipers
Tinted Glass	Dual Mirrors	Clear Coat Paint
Power Steering	Power Brakes	Power Mirrors
4 Wheel Disc Brakes	Cloth Seats	Hiback Bucket Seats
Recline/Lounge Seats		

NO.	OP.	DESCRIPTION	QTY	EXT.	PRICE	LABOR	PAINT
1		REAR SUSPENSION					
2*	R&I	RT Strut 2.0 liter		m	1.3		
3*	R&I	LT Strut 2.0 liter		m	1.3		
4*	R&I	Axle assy 2.0 liter [2nd time]		m	3.0		
5	Repl	RT Cap	1		3.85		
6	Repl	LT Cap	1		3.85		

04/27/2000 at 04:16 PM
27123

Job Number:

PRELIMINARY ESTIMATE

1993 PLYM LASER RS 4-2.0L-FI 3D Int:

NO.	OP.	DESCRIPTION	QTY	EXT.	PRICE	LABOR	PAINT
7*	Repl	RT Cap nut [comeing]	1		5.10		
8*	Repl	LT Cap nut [comeing]	1		5.10		
9	Repl	Align four wheels	1			m 2.1	
Subtotals ==>					17.90	7.7	0.0
Parts							17.90
Body Labor			7.7 hrs @	\$ 56.00/hr			431.20
SUBTOTAL							\$ 449.10
Sales Tax			\$ 17.90 @	8.2500%			1.48
GRAND TOTAL							\$ 450.58
ADJUSTMENTS:							
Deductible							0.00
CUSTOMER PAY							\$ 0.00
INSURANCE PAY							\$ 0.00

Estimate based on MOTOR CRASH ESTIMATING GUIDE. Non-asterisk(*) items are derived from the Guide DR3SD90. Database Date 2/2000. Double asterisk(**) items indicate parts supplied by a supplier other than the original equipment manufacturer. Pound sign (#) items indicate manual entries. CAPA items have been certified for fit and finish by the Certified Auto Parts Association. NAGS Part Numbers, Prices and Labor Times are provided from National Auto Glass Specifications, Inc.

Pathways - A product of CCC Information Services Inc.

ROCKY AUTO BODY COLLISION SPECIALIST (510) 581-5353

Name _____
 Address _____
 Telephone _____
 Vehicle 1995 ply laser
 License 4fdu506
 Mileage 10000
 Technician _____
 Time and Date 14:40:24 04/27/00
 Specifications Plymouth
 90-94 Laser 4X2 2.0L w/o Turbo, w/ps

Left Front

Min.	Nominal	Max.	Actual
-0.42°	0.00°	0.58°	0.2°
1.18°	2.40°	2.90°	2.2°
-0.06°	0.00°	0.06°	0.02°
			
			

Camber

Caster

Toe

SRI

Included Angle

Turning Angle

Right Front

Actual	Min.	Nominal	Max.
0.0°	-0.42°	0.00°	0.58°
2.5°	1.90°	2.40°	2.90°
0.02°	-0.06°	0.00°	0.06°
.....			
.....			

Front

Gross Camber

Gross Caster

Total Toe

Set Back

Actual	Min.	Nominal	Max.
0.2°		0.00°	
-0.3°		0.00°	
0.04°	-0.12°	0.00°	0.12°
0.27°			

Left Rear

Min.	Nominal	Max.	Actual
-1.25°	-0.75°	0.25°	-1.1°
-0.06°	0.00°	0.06°	0.13°

Camber

Toe

Rear

Total Toe

Thrust Angle

Actual	Min.	Nominal	Max.
0.38°	-0.12°	0.00°	0.12°
-0.11°			

Right Rear

Actual	Min.	Nominal	Max.
-1.0°	-1.25°	-0.75°	-0.25°
0.25°	-0.06°	0.00°	0.06°

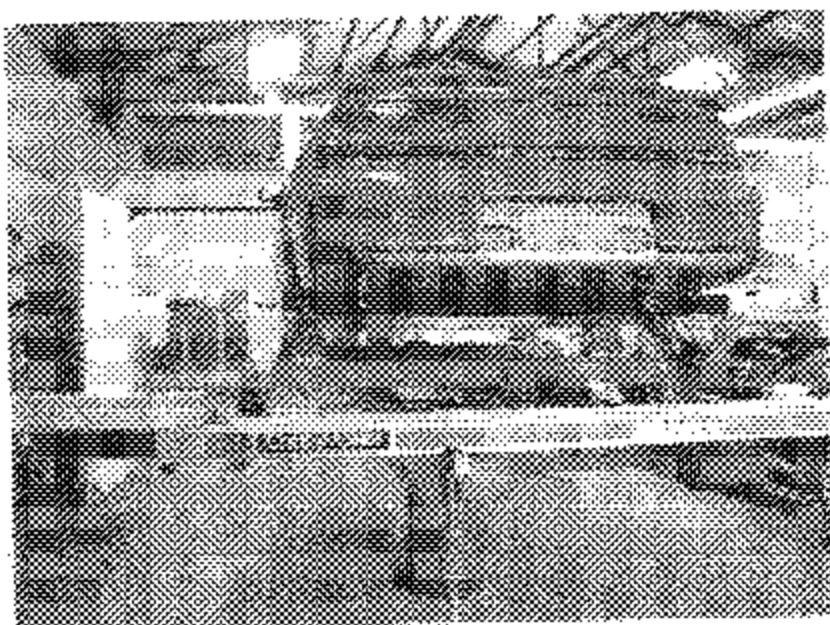


image 1.3