

December 5, 2001

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Ashburn, VA
[REDACTED]

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OFFICE
DEFECTS INVESTIGATION

NHTSA
Office of Defects Investigation, NSA-10
400 Seventh St, SW
Washington, D.C. 20590

To Whom It May Concern:

I would like to express my concern over the safety of my airbag light coming on while on travel. I am referring to Action Number **PE00-032** with the Caravan/Voyager/Town & country 1996 Air Bag Clock Spring breaking on a week end trip. This was most concerning to everyone in the van on a weekend trip visiting my aunt in Pennsylvania.

As previous others have already reported, we experienced the air bag light coming on and the horn working every once in a while. After we got back, through fog and a lot of traffic on Thanksgiving weekend, we researched this on the Internet and managed to get your address and isolate the problem. It appears that we are not alone in this.

My husband took the Plymouth van over to the dealership and they managed to fix it rather quickly. Apparently thousands of these cars have had this problem, and I was not made aware of this. I sincerely find this to be a safety issue, and not a normal maintenance issue. Other cars/trucks have had recalls with the same problem. Why not this one?

Please inform me of your investigation results. I can be reached at the above address or please phone if necessary.

Sincerely,
[REDACTED]