



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

Auto Safety Hotline

Vehicle Owner's Questionnaire

NATIONWIDE 1-800-424-9393
DC METRO AREA (202) 366-0123
INTERNET: <http://www.nhtsa.dot.gov>

FOR AGENCY USE ONLY 258

Date Received

22-FEB-2002

Od. or

rt. dt

od. rt

ip. lr

Reference No.

758507

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

Signature of Owner _____ Date ____/____/____

VEHICLE INFORMATION

Vehicle Ident. No. (VIN) (Location at bottom of windshield and driver's side door)	Vehicle Make	Vehicle Model	Vehicle Year	Current Odometer Reading
2C4GJ44R0YR700968	PLYMOUTH TRUC	GRAND VOYAGE	2000	

Purchase Date 01-APR-2000	Dealer's Name _____	Engine Size (CID/CC/L) 3.3L	☐ Turbo ☐ Diesel ☐ Gas ☒ Fuel Injection
☒ New ☐ Used	City _____ State _____ Zip Code _____	No Cylinders _____	
Transmission Type ☐ Manual ☐ Automatic	Antilock Brakes ☒ Yes ☐ No	Restraint System ☒ 3-Point Belt ☐ Motorbelt ☐ Driverside Airbag ☐ 2-Point Bel ☐ Passengerside Airbag	Cruise Control ☒ Yes ☐ No
	Drive Train ☒ Front ☐ Rear ☐ 4-Wheel	Vehicle Type ☐ Car ☐ Sport Util ☒ Van ☐ Truck ☐ Minivan ☐ Motorcycle ☐ Other _____	Body Style ☐ 2-Door ☐ 4-Door ☐ Stationwagon ☐ Pick Up Truck ☐ Other _____

FAILED COMPONENT(S)/PART(S) INFORMATION

Component 01100000	Part Name(s) STEERING:WHEEL AND COLUMN	Location ☐ Left ☐ Right ☐ Front ☐ Rear	Failed Part(s) ☐ Original ☐ Replacement
No of Failure 3	Date(s) of Failure(s) 22-JAN-2001	Failed Part(s) ☐ Yes ☐ No	NHTSA Previously ☐ Yes ☐ No
	Mileage at Failure(s) 11560		
	Vehicle Speed at Failure(s) 2		

APPLICATION 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 of Persons Injured	Number of Fatalities	Estimated Property Damag	Reported to Police ☐ Yes ☒ No
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NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)

A SNAPPING SOUND CAN BE HEARD AND FELT INTERMITTENTLY EMINATING FROM THE STEERING COLUMN UNDER VARIOUS CONDITIONS INCLUDING: STARTING FROM A STOP, BRAKING, TURNING, SLIGHT BUMPS IN THE ROAD, WHEN THE TRANSMISSION SHIFTS GEAR. THE STEERING COLUMN IN THIS VEHICLE IS THE SUBJECT OF A DAIMLERCHRYSLER TECHNICAL SERVICE BULLETIN. AUTOFAIR CHRYSLER PLYMOUTH REPAIRED THE STEERING COLUMN TWICE. AFTER THE SECOND REPAIR THE NOISE DISAPPEARED FOR TWO MONTHS, THEN RETURNED AND HAS GROWN PROGRESSIVELY WORSE. AUTOFAIR CHRYSLER PLYMOUTH IS NO LONGER IN BUSINESS. CARLSON CHRYSLER PLYMOUTH OF CONCORD, NH AND DAIMLERCHRYSLER CORPORATION ARE NOW REFUSING TO REPAIR THE VEHICLE. TH

CONTINUE ON REVERSE

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.

ADD TO # 758507

From: Gwapropos <NHTSA>
To: Margaret <NHTSA> Cauthorne
Date: 2/25/02 9:59AM
Subject: ATTACHMENT FOR ODI 758507-Delegated

MCauthorne@nhtsa.dot.gov: Please do not reply to
gwapropos@nhtsa.dot.gov. Please respond To the author of the attached
letter (address embedded below), Or forward it To someone who can. Your
efforts are appreciated.

-----Original Message-----

From: WEBMASTER2@nhtsa.dot.gov [mailto:WEBMASTER2@nhtsa.dot.gov]
Sent: Saturday, February 23, 2002 6:08 PM
To: gwapropos@nhtsa.dot.gov
Subject: ATTACHMENT FOR ODI 758507-Delegated <3800301.34470.1195.43/end>

>> [REDACTED] 02/23/02 18:05 >>>

[REDACTED]
Bow, New Hampshire [REDACTED]

February 23, 2002

U.S. Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NSA-10.01
400 7th Street, SW
Washington, DC 20590

RE: ATTACHMENT FOR VOC SUBMITTED VIA INTERNET FORM-ODI NUMBER 758507

Please place this letter and the attached newspaper article into ODI file
number 758507, which was submitted via an Internet form on February 22,
2002.

The article provides a terse, articulate description of one defect
described
in the above-referenced ODI file and thus I will not attempt to paraphrase
it

here. I don't believe the matter in this article has been publicized
nationally. It involves a serious design defect affecting several years
(1991-2000) of America's most popular minivan. Unfortunately this defect is

usually misdiagnosed thereby resulting in costly repair bills for vehicle
owners and the serious safety problem is never corrected. It may also
affect

Chrysler/Dodge/Plymouth trucks and passenger cars. I personally have owned
a

1999 Plymouth and 2000 DaimlerChrysler minivan. I experienced the problem
described in the article with both vehicles. Three front axles and a
transmission were replaced in these vehicles. Each summer we rent a minivan

while on vacation and each has demonstrated this same problem. In total,



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FOR AGENCY USE ONLY 1058

Date Received

21-NOV-2002

Ord. or
rt. dt
pd. rt
rp. ltr

Reference No.

758507

Work Number

Home Number 603-224-7075

OWNER INFORMATION (Type or Print)

MICHAEL SANTORSA 790358
P. O. BOX 1910
BOW NH 03304

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

Signature of Owner _____ Date ____/____/____

VEHICLE INFORMATION

Vehicle Ident. No. (VIN) (Location at bottom of windshield and driver's side)	Vehicle Make PLYMOUTH	Vehicle Model PLYMOUTH	Vehicle Year 1999	Current Odometer Reading
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Purchase Date	Dealer's Name _____	Engine Size (CID/CC/L) _____	☐ Turbo ☐ Diesel ☐ Gas ☐ Fuel Injection
☐ New ☒ Used	City _____ State _____ Zip Code _____	No Cylinders _____	

Transmission Type ☐ Manual ☐ Automatic	Antilock Brakes ☐ Yes ☒ No	Restraint System ☐ 3-Point Belt ☐ Motorbelt ☐ Driverside Airbag ☐ 2-Point Bel ☐ Passengerside Airbag	Cruise Control ☐ Yes ☒ No	Drive Train ☐ Front ☐ Rear ☐ 4-Wheel	Vehicle Type ☐ Car ☐ Sport Util ☒ Van ☐ Truck ☐ Minivan ☐ Motorcycle ☐ Other _____	Body Style ☐ 2-Door ☐ 4-Door ☐ Stationwagon ☐ Pick Up Truck ☐ Other _____
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FAILED COMPONENT(S)/PART(S) INFORMATION

Component 07240000	Part Name(s) POWER TRAIN: TRANSMISSION: UNKNOWN TYPE	Location ☐ Left ☐ Right ☐ Front ☐ Rear	Failed Part(s) ☐ Original ☐ Replacement
No. of Failure 1	Date(s) of Failure(s) _____ Mileage at Failure(s) _____ Vehicle Speed at Failure(s) _____	Failed Part(s) ☐ Yes ☐ No	NHTSA Previously ☐ Yes ☐ No

APPLICATION 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 of Persons Injured	Number of Fatalities	Estimated Property Damag	Reported to Police ☐ Yes ☒ No
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NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)

CONSUMER STATED THE TRANSMISSION HAD TO BE REPLACED.*SCC

COPIES OF THIS FORM ARE:

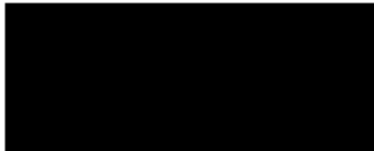
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I've driven approximately twenty 1999 and 2000 model year Chrysler minivans with this problem.

DaimlerChrysler exchanged my 1999 minivan for a 2000 minivan (known as a "buy back") while their representative maintained that a problem did not exist, despite both front axles and the transmission being replaced. More interestingly, while DaimlerChrysler's representative was alleging nothing was wrong with my vehicle, he was asking the dealership servicing my vehicle to correct the same problem in a minivan he bought for his wife.

Other supporting documents and references would willingly be provided should you choose to investigate this matter.

Sincerely,



SUNDAY MONITOR March 25, 2001

CLASSIFIED

G

Failed plunge joint causing van wobble

Q One of the problems your readers had submitted struck a nerve. The problem was for information on wheel wobble from their '88 Caravan.

He was told by techs it was warped rims. I also have this type of problem on my '91 Voyager and have even met another with a '91 Voyager with the same wobble as mine. It seems that when I accelerate I feel a wobble which seems to be from the rear since I can feel it in the seat and floor. The wobble goes away around 20 mph and doesn't come back until I stop and accelerate again. I too, have checked for rim and tire damage. I have also checked powertrain mounts, rear bearings and brakes. Could we all just have bent rims or is there a solution to this problem?

Please help me.

A Our shop was beginning to see a plague of Chrysler/Dodge/Plymouth minivan wobble problems. When accelerating, these vehicles had varying degrees of wobble. In one case, riding the Chrysler (star) brand argument as a cross hair to sight the road line, the star orbited like a drunken sharp shooter. A person with sensitivity to motion would become ill riding in this vehicle. The vehicle was moving left to right on its own in a manner that one would think that either the rim was bent or a hair in the tire was failing. This condition was a progressive failure barely detectable in the early stages yet it progressed into a most taser wobble. To save you all the agonizing, the root cause was found to be a failed driver's side plunge joint.

The inner joint on a front-wheel-drive vehicle's axle is called a plunge joint. There is a lot of geometry going on in a vehicle's front suspension, which requires the ability of the front-drive axles to change length. The plunge joint allows for this. Removal and inspection of the plunge joint found that the internal spring that loads

Let's Talk Cars

Jim Grant



the plunge joint had failed and the joint was wearing the bearing surfaces. The fix was a replacement plunge joint.

Usually when an inner plunge joint is failing in a vehicle there will be a high-speed shake that develops. This is because the axle will be spinning off center. The driver's side in this application is short, it does not have sufficient rotating mass to develop the high-speed shake as the much longer axle going to the right side. What makes diagnosing this condition interesting is that the wheels of the vehicle do not wobble. It is the body of the vehicle that is moving. The tire has the weight of the vehicle forcing it to hold its line in the road. The uneven wear in the plunge joint pushes on the axle and transmission.

The tires will hold a straight line and push against the axle, pushing back on the transmission, which moves the body of the vehicle. It gives a whole new meaning to a bent axle.

(Jim Grant manages the Northwood Garage. Write to him in care of the Sunday Monitor, P.O. Box 2177, Concord, NJ 03302-2177.)



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Purchase Date ☐ New ☒ Used	Dealer's Name _____ City _____ State _____ Zip Code _____		Engine Size (CID/CC/L) _____ No Cylinders _____	☐ Turbo ☐ Diesel ☐ Gas ☐ Fuel Injection	
Transmission Type ☐ Manual ☐ Automatic	Antilock Brakes ☐ Yes ☒ No	Restraint System ☐ 3-Point Belt ☐ Motorbelt ☐ Driverside Airbag ☐ 2-Point Belt ☐ Passengerside Airbag	Cruise Control ☐ Yes ☒ No	Drive Train ☐ Front ☐ Rear ☐ 4-Wheel	Vehicle Type ☐ Car ☐ Sport Util ☒ Van ☐ Truck ☐ Minivan ☐ Motorcycle ☐ Other _____ Body Style ☐ 2-Door ☐ 4-Door ☐ Stationwagon ☐ Pick Up Truck ☐ Other _____

FAILED COMPONENT(S)/PART(S) INFORMATION

Component 02590000	Part Name(s) SUSPENSION: AXLE UNKNOWN NON-POWER	Location ☐ Left ☐ Right ☐ Front ☐ Rear	Failed Part(s) ☐ Original ☐ Replacement
No of Failure 1	Date(s) of Failure(s) _____ Mileage at Failure(s) _____ Vehicle Speed at Failure(s) _____	Failed Part(s) ☐ Yes ☐ No	NHTSA Previously ☐ Yes ☐ No

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

THE CONSUMER STATES THAT THE VEHICLE HAS A SERIOUS DESIGN DEFECT. THE DEFECT IS USUALLY MISDIAGNOSED, RESULTING IN COSTLY REPAIR BILLS FOR THE OWNERS AND IS NEVER CORRECTED. PROBLEM-THREE FRONT AXLES. PER ARTICLE-THE VEHICLE WOBBLER WHEN ACCELERATING. THE INNER JOINT ON THE FRONT WHEEL DRIVE VEHICLE AXLE IS CALLED A PLUNGE JOINT. THERE IS A LOT OF GEOMETRY GOING ON IN THE FRONT SUSPENSION WHICH REQUIRES THE ABILITY OF THE FRONT DRIVE AXLES TO CHANGE LENGTH. WHEN THE INNER PLUNGE JOINT IS FAILING, THERE WILL BE A HIGH SPEED SHAKE THAT DEVELOPS. THIS IS BECAUSE THE AXLE WILL BE SPINNING OFF CENTER. THE TIRES WILL HOLD A STRAIGHT LINE AND PUSH AGAINST THE AXLE, PUSHING BACK ON THE TRANSMISSION.

COPIES OF THIS FORM ARE:

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