

**785221**

**From:** siracusa@publicinteractive.com  
**To:** Young, Beverly <NHTSA>, Jimenez, Alberto <NHTSA>, Chiang, George <NHTSA>  
**Date:** 1/1/01 9:40PM  
**Subject:** Car Talk VOQ submission

\* This data was submitted via a fill-in form at the Cartalk web site  
\* (<http://www.cartalk.cars.com/Tools/nhtsa.pl>) If you have any problems  
\* or suggestions regarding the format of this submission, send email  
\* to [webmaster@cartalk.com](mailto:webmaster@cartalk.com)

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SUBMISSION DATE: Monday, January 1st 2001 at 9:40:39 PM

#### VEHICLE OWNER'S QUESTIONNAIRE

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##### OWNER INFORMATION

NAME

ADDRESS

MAILING

TELEPHONE

NHTSA authorized to send a copy of this report to the manufacturer: Yes

##### VEHICLE INFORMATION

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VIN: 1C4GP64L9VB343869

MAKE: Chrysler

MODEL: Town & Country LXI

YEAR: 97

ODOMETER: 30,000

PURCHASE DATE: NEW OR USED: New

DEALER NAME: Highland Chrysler

ADDRESS: Grand Rapids, MI

ENGINE SIZE: 3600cc

CYLINDERS: 6

FUEL INJECTION: Yes

TURBO: No

FUEL TYPE:

ANTILOCK BRAKES: Yes

CRUISE CONTROL: Yes

DRIVETRAIN: Front

DRIVER AIRBAG: Yes  
PASSENGER AIRBAG: Yes  
3-POINT BELT: Yes  
MOTOR BELT: No  
2-POINT BELT: No  
BODY STYLE: Van

FAILED COMPONENT(S)/PART(S) INFORMATION

COMPONENT: Brake Rotors rusted

PART NAME(S):

LOCATION: Front

NUMBER OF FAILURES:

DATE(S) OF FAILURES: April 2000

MILEAGE AT FAILURE(S): 29,000

SPEED AT FAILURE(S): 70 MPH

MANUFACTURER CONTACTED: Yes

NHTSA CONTACTED: Yes

APPLICABLE ACCIDENT INFORMATION

ACCIDENT: No

FIRE: No

NUMBER OF PERSONS INJURED: 0

NUMBER OF FATALITIES:

ESTIMATED PROPERTY DAMAGE: \$600

DRIVER AIRBAG DEPLOYED: N/A

PASSENGER AIRBAG DEPLOYED: N/A

REPORTED TO POLICE: No

INFORMATION ON TIRE FAILURE(S) (IF APPLICABLE)

DOT NUMBER: DOT

TIRE MANUFACTURER:

TIRE NAME:

TIRE SIZE:

ADDITIONAL COMMENTS

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The front brake rotors on both sides rusted out developing deep pits despite being examined just 3,000 miles earlier and routine normal use. These rust pits caused failure of one brake pad on one side leading to braking failure at speed. Also, one of the guide pins failed causing premature wear. However, 3 of the pads were not worn out yet. The rotor did not "wear out" due to worn out brake pads, the usual cause of failure and reason for rotors not to be covered for failure. However, this is an obvious manufacturing defect. The rotor material rusted and delaminated as well almost leading to separation of the center from the rotor. I have cars built in the 50's and 60's still with their original rotors and brake drums. These do not wear out or rust unless the pad is let wear down to metal. The manufacturer should have covered this defect under Magnuson defect law as well as correct this safety defect and improper manufacture or materials. One would reasonably expect a brake rotor less likely to not rust out than the cars frame to rust through and fail. Numerous people are having this problem but are being misled that pads wore out and caused failure of the rotor.

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END OF FORM  
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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

254

Date Received

01-JAN-2001

Od\_or \_\_\_\_\_  
rt\_dt \_\_\_\_\_  
pd\_rt \_\_\_\_\_  
ip\_ltr \_\_\_\_\_

Reference No.

785221

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) <small>(Located at bottom of dashboard on driver's side)</small> | Vehicle Make  | Vehicle Model | Vehicle Year | Current Odometer Reading |
| 1C4GP64L9VB243869                                                                         | CHRYSLER TRUC | TOWN AND COUN | 1997         |                          |

|                                                                                                                                   |                                                                                                                                                                                                                                                                                |                                                                                                                                                                                                                                                  |                                                                                                                                                         |
|-----------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------|
| Purchase Date<br><br><input checked="" type="checkbox"/> New <input type="checkbox"/> Used                                        | Dealer's Name _____<br><br>City _____ State _____ Zip Code _____                                                                                                                                                                                                               | Engine Size (CID/CCL) 6 CYL<br>No Cylinders _____                                                                                                                                                                                                | <input type="checkbox"/> Turbo<br><input type="checkbox"/> Diesel<br><input type="checkbox"/> Gas<br><input checked="" type="checkbox"/> Fuel Injection |
| Transmission Type<br><br><input type="checkbox"/> Manual<br><input type="checkbox"/> Automatic                                    | Antilock Brakes<br><br><input checked="" type="checkbox"/> Yes<br><input type="checkbox"/> No                                                                                                                                                                                  | Restraint System<br><br><input checked="" type="checkbox"/> 3-Point Belt <input type="checkbox"/> Motorbelt<br><input type="checkbox"/> Driverside Airbag <input type="checkbox"/> 2-Point Belt<br><input type="checkbox"/> Passengerside Airbag | Cruise Control<br><br><input checked="" type="checkbox"/> Yes<br><input type="checkbox"/> No                                                            |
| Drive Train<br><br><input checked="" type="checkbox"/> Front<br><input type="checkbox"/> Rear<br><input type="checkbox"/> 4-Wheel | Vehicle Type<br><br><input type="checkbox"/> Car <input type="checkbox"/> Sport Util<br><input checked="" type="checkbox"/> Van <input type="checkbox"/> Truck<br><input type="checkbox"/> Minivan <input type="checkbox"/> Motorcycle<br><input type="checkbox"/> Other _____ | Body Style<br><br><input type="checkbox"/> 2-Door<br><input type="checkbox"/> 4-Door<br><input type="checkbox"/> Stationwagon<br><input type="checkbox"/> Pick Up Truck<br><input type="checkbox"/> Other _____                                  |                                                                                                                                                         |

## FAILED COMPONENT(S)/PART(S) INFORMATION

|                       |                                                                                                    |                                                                                                                                          |                                                                                             |
|-----------------------|----------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------|
| Component<br>03273000 | Part Name(s)<br>BRAKES:HYDRAULIC:DISC:ROTOR:DISC HUB                                               | Location<br><input type="checkbox"/> Left <input type="checkbox"/> Right<br><input type="checkbox"/> Front <input type="checkbox"/> Rear | Failed Part(s)<br><input type="checkbox"/> Original<br><input type="checkbox"/> Replacement |
| No. of Failures<br>1  | Date(s) of Failure(s) 01-APR-2000<br>Mileage at Failure(s) 29000<br>Vehicle Speed at Failure(s) 70 | Failed Part(s) Available?<br><input type="checkbox"/> Yes <input type="checkbox"/> No                                                    | NHTSA Previously Contacted?<br><input type="checkbox"/> Yes <input type="checkbox"/> 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<br><br><input type="checkbox"/> Yes <input type="checkbox"/> No | Fire<br><br><input type="checkbox"/> Yes <input type="checkbox"/> No | Number of Persons Injured | Number of Fatalities | Estimated Property Damage | Reported to Police<br><br><input type="checkbox"/> Yes <input type="checkbox"/> No |
|-----------------------------------------------------------------------|----------------------------------------------------------------------|---------------------------|----------------------|---------------------------|------------------------------------------------------------------------------------|

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

THE FRONT BRAKE ROTORS ON BOTH SIDES RUSTED CAUSING FAILURE OF ONE SIDE LEADING TO BRAKE FAILURE, ALSO ONE OF THE GUIDE PINS FAILED CAUSING PREMATURE WEAR. NLM

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.