

U.S. Department
of TransportationNational Highway
Traffic Safety
Administration

DOT Auto Safety Hotline

Vehicle Owner's Questionnaire (VOQ)

NATIONWIDE 1-888-DASH-2-DOT

1-888-327-4236

www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 156

Date Received

01-MAR-2000

 Od_or _____
 Rt_dt _____
 Od_rt _____
 Up_ltr _____

Reference No.

857689

 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) _____ (located at front of windshield on driver's side)	Vehicle Make	Vehicle Model	Vehicle Year	Current Odometer Reading
2B4GP453XTR730896	DODGE TRUCK	CARAVAN	1996	

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 ☐ Motorbell ☒ Driverside Airbag ☐ 2-Point Belt ☐ Passengerside Airbag	Cruise Control ☐ Yes ☒ No	Drive Train ☐ Front ☐ Rear ☐ 4-Wheel	Vehicle Type ☐ Car ☐ Sport Ult ☒ 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 06310000 12111200	Part Name(s) ELECTRICAL SYSTEM:WIRING:HARNESS:FRONT:UNDERHOOD INTERIOR SYSTEMS:PASSENGER RESTRAINTS:AIR BAG:FRONT A	Location ☐ Left ☐ Right ☐ Front ☐ Rear	Failed Part(s) ☐ Original ☐ Replacement
No. of Failures	Date(s) of Failure(s) 27-FEB-2000 Mileage at Failure(s) 92 Vehicle Speed at Failure(s) _____	Failed Part(s) Available? ☐ Yes ☐ No	NHTSA Previously Contacted? ☐ 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 Damage	Reported to Police ☐ Yes ☒ No
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NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)

A FIRE STARTED IN THE STEERING WHEEL FROM WHICH FLAMES CAME OUT. ALSO, DRIVER'S AIRBAG DEPLOYED. VEHICLE SHUT OFF. PLEASE PROVIDE FURTHER INFORMATION. *AK

CONTINUED ON BACK (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.



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OFFICE
DEFECTS DIVISION

Od or _____
rt dt _____
dd 71 57 _____
up tr _____

Reference No.

857689

OWNER INFORMATION (Type or Print)

693105

Work Number 2015006727

Home Number

Do you authorize NHTSA to provide a copy of report to the manufacturer of your vehicle?
in the absence of an authorization, NHTSA WILL NOT provide your name and address to the vehicle manufacturer.

☒ YES ☐ NO

Signature of Owner

Date 1/1/

VEHICLE INFORMATION

Vehicle Ident. No. (VIN.) (located at bottom of windshield or driver's side)

2B4GP453XTR730896

Vehicle Make

Minivan

DODGE ~~TRUCK~~

Vehicle Model

CARAVAN

Vehicle Year

1998

Current Odometer Reading

92000

Purchase Date

5/96

Dealer's Name Fitzgerald

Engine Size

(CID/CC/L) 3.0

☐ Turbo
☐ Diesel
☐ Gas
☒ Fuel Injection

☒ New ☐ Used

City Rockville State Md. Zip Code 20876

No Cylinders 6

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☒ Van☒ Minivan☐ Other☐ Sport Utv☐ Truck☐ Motorcycle

Body Style

☐ 2-Door☒ 4-Door☐ Stationwagon☐ Pick Up Truck☐ Other

FAILED COMPONENT(S)/PART(S) INFORMATION

Component

08310000
12111200

Part Name(s)

ELECTRICAL SYSTEM:WIRING:HARNES:FRONT:UNDERHOOD
INTERIOR SYSTEMS:PASSENGER RESTRAINTS:AIR BAG:FRONTA

Location

☒ Left☐ Front☐ Right☐ Rear

Failed Part(s)

☒ Original☐ Replacement

No of Failures

Date(s) of Failure(s) 27-FEB-2000

Mileage at Failure(s) 92

Vehicle Speed at Failure(s)

Failed Part(s)
Available?☐ Yes ☐ NoNHTSA Previously
Contacted?☐ 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 Damage

Reported to Police

☒ Yes☒ No

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

A FIRE STARTED IN THE STEERING WHEEL FROM WHICH FLAMES CAME OUT. ALSO, DRIVER'S AIRBAG DEPLOYED, VEHICLE SHUT OFF. PLEASE PROVIDE FURTHER INFORMATION. *AK Actually, the fire started at the left heat/Ac vent by the steering wheel, on the left side of dash-board. It started out as a small candle-light-like flame, and within 1-5 mins, it engulfed the whole front and the rest of the car thereafter. This car had last been serviced by Fitzgerald Dodge for transmission problems, that have been taking place since it was purchased. The Van was in great condition and well cared for.

CONTINUE ON BACK IF NEEDED

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[REDACTED]

October 2, 1997

The Better Business Bureau
1012 14th. Street NW
Washington, DC 20005-3406

Re: Letter dated 9/16/97, to Chrysler Customer Relations, File #4218770 regarding
reimbursement on defective 1996 Dodge Caravan.

To whom it may concern:

This is a follow up on the letter sent to Chrysler Customer Relations on September 16, 1997, regarding my request for total reimbursement on the dollar amount I used to purchase my 1996 Dodge Caravan from Colonial Dodge (Fitzgerald dealer) located 11411 Rockville Pike, Rockville, Maryland.

In that letter, I described all of the problems I have had with my car up to that date. Since then, I had the car brought in because it had stalled, and, according to them, it was due to carbon build up on the throttle body, which, when I asked why this was occurring a second time, I was told it was because I had not given it a tune up; however, when I said that I had done the tune up done by an independent mechanic, they then stated that the problem was caused by the parts I used. They said I should have used Mopar (Chrysler) parts, which are made of high quality and effective precision. I had called Chrysler to complain on the poor quality of my vehicle and that I suspected this was a defective vehicle, at which time, they made a deceiving promise: "we will send our own mechanic to look at it to see if in indeed it is defective". When we called the dealer the next day, they told us what they had done to the car; namely, they had taken the part that I had used to give the car a tune up and trashed them, and of course, used their own to give it another tune up, charging me almost \$400.00 for the tune up and cleaning the throttle body. We then called Chrysler to see if they were going to come to see our vehicle, and their response was: "the dealer's mechanic, is our mechanic". You can imagine my frustration, having to pay the amount not knowing whether or not they were being totally honest with me.

Since then, I have consulted with a mechanic who used to work for Chrysler who enlightened me on their tactics. He said that the abovementioned problem was not created by my not using Mopar parts. Their allegations are just a way of: 1) avoid having to service the cars without charge and 2) confusing you into believing that your car is not as bad as they really are so you

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October 2, 1997

Re: Letter dated 9/16/97, to Chrysler Customer Relations, File #4218770 regarding reimbursement on defective 1996 Dodge Caravan.

don't try to get your money back. Furthermore, he stated that the alleged "Mopar parts" are in fact normal standard parts, i.e., the spark plugs he used to perform a tune up, while at Chrysler, where of "Champion" brand-- certainly not the high precision parts told to me. He added that he has seen newer vehicles (Dodge Caravans) with many other problems, attesting to the comments made by Fitzgerald's mechanics: "Caravans are a piece of trash".

In that same visit to the mechanic, he found that my struts are leaking, and, again, he said, this is totally unacceptable for the time and mileage on my vehicle. To this date, I have not yet received a call so that I can bring my car in to be serviced for all the other internal mechanical defects they are aware of.

I strongly feel that because of my ignorance on how a car should function mechanically, I have been and will continue to be ripped off by at least Fitzgerald Dealer. Since, I have yet to receive a response from Chrysler Corporation, I'm inclined to believe that they also fit this description. I'm, thereby, asking for your help and guidance as to how I should go about in getting total reimbursement for my vehicle, or the highest compensation possible. I need to know if I can approach this case from the "false advertizement/deceptive practice" perspective. In essence, I'm looking to return my vehicle to them without any loss from my part. I'm hoping I can find a legal means of taking them to court, and in essence, set a precedent on how the consumer can defend themselves from this type of fraudulent practices.

I look forward to hearing from you as soon as you can possible respond to my need, and take this opportunity to thank you for your very prompt response on my first letter. I really appreciated that.

Sincerely,


CC: Chrysler Customer Relations
Fitzgerald Dodge
Eleanor Bollinger, Customer Relicensing for Chrysler Motors