

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 255

Date Received

10-MAR-2000

 Od_or _____
 Rt_dt _____
 od_rt _____
 up_ltr _____

Reference No.

858282

 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 drivers side)	Vehicle Make DODGE TRUCK	Vehicle Model GRAND CARAVA	Vehicle Year 1990	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 ☐ 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 07300000	Part Name(s) POWER TRAIN:TRANSMISSION:AUTOMATIC	Location ☐ Left ☐ Right ☐ Frnt ☐ Rear	Failed Part(s) ☐ Original ☐ Replacement
No of Failures 2	Date(s) of Failure(s) _____ Mileage at Failure(s) _____ 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)

WHILE DRIVING ON HIGHWAY TRANSMISSION DROPPED INTO A LOW GEAR. TRANSMISSION WAS RESET BY RESTARTING VEHICLE. ALSO, TRANSMISSION WAS REPLACED. THE SECOND TRANSMISSION HAS HAD THE SAME PROBLEM. DEALER HAS BEEN CONTACTED, AND TRANSMISSION NEEDED TO BE REPLACED AGAIN. *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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Date Received

30 MAR 2000

OFFICE
INVESTIGATION

Od or
rt dt
od rt
up_ltr

Reference No.

858282

OWNER INFORMATION (Type or Print)

596503

Work Number

Home Number

Do you authorize NHTSA to provide a copy of report to the manufacturer of your vehicle?
in the absence of a signature, your name and address to the vehicle manufacturer.

☒ YES☐ NO

Signature of Owner

Date 3/23/00

VEHICLE INFORMATION

Vehicle Ident. No. (VIN) (Locate and copy as shown on windshield on driver's side) 1B4FK44RDLX206304
Vehicle Make DODGE TRUCK
Vehicle Model GRAND CARAVA
Vehicle Year 1990
Current Odometer Reading 164,280

Purchase Date

6/23/97

Dealer's Name

Engine Size
(CID/CC/L)

3.3L

☐ Turbo
☐ Diesel
☐ Gas
☒ Fuel Injection

☐ New ☒ Used

City State Zip Code

No Cylinders

6

Transmission Type

Antilock Brakes

Restraint System

Cruise Control

Drive Train

Vehicle Type

Body Style

☐ Manual☐ Yes☐ 3-Point Belt☐ Motorbelt☒ Yes☒ Front☐ Car☐ Sport UT☐ 2-Door☒ Automatic☒ No☐ Driverside Airbag☐ 2-Point Belt☒ No☐ Rear☐ Van☐ Truck☐ 4-Door☐ Passengerside Airbag☐ 4-Wheel☐ Other☐ Motorcycle☐ Pick Up Truck☒ Other

VAN

FAILED COMPONENT(S)/PART(S) INFORMATION

Component 07300000 Part Name(s) POWER TRAIN:TRANSMISSION:AUTOMATIC Location ☐ Left ☐ Right ☐ Front ☐ Rear Failed Part(s) ☐ Original ☒ Replacement

No of Failures

2

Date(s) of Failure(s)

8/28/98

3/2/00

Mileage at Failure(s)

123,842

164,250

Vehicle Speed at Failure(s)

70mph

55mph

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

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

WHILE DRIVING ON HIGHWAY TRANSMISSION DROPPED INTO A LOW GEAR. TRANSMISSION WAS RESET BY RESTARTING VEHICLE. ALSO, TRANSMISSION WAS REPLACED. THE SECOND TRANSMISSION HAS HAD THE SAME PROBLEM. DEALER HAS BEEN CONTACTED, AND TRANSMISSION NEEDED TO BE REPLACED AGAIN. *AK

NEED TO ADD: THE TRANSMISSION FAILURE OF 3/00 DID NOT BEHAVE AS FAILURE OF 8/98. SECOND FAILURE WAS A TOTAL LOSS OF FORWARD & REVERSE GEAR. MY WIFE WAS TAKING OUR CHILDREN TO SCHOOL. (ON BACK)

CONTINUE ON BACK IF NEEDED

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Fold to show Return Address (no stamp needed) Fasten with tape or staple and mail

INFORMATION ON TIRE FAILURE(S) IF APPLICABLE

TIRE IDENTIFICATION NO.*

D O T

MANUFACTURER/TIRE NAME

SIZE

* The identification number consists of 7 to 10 letters and numerals following the letters DOT. It is usually located near the rim flange on the side opposite the whitewall or on either side of a blackwall tire.

NARRATIVE DESCRIPTION (CONTINUED)

LUCKY FOR MY WIFE, TRAFFIC WAS NOT HEAVY AT THE TIME OF FAILURE.
IF HEAVY TRAFFIC WAS PRESENT, A LOSS OF THE TRANSMISSION, IN MY OPINION,
CONSTITUTES A SAFETY HAZARD! THE FIRST FAILURE WE EXPERIENCED
WAS ON HIGHWAY 40, TRAVELLING AT 70 MPH (ON CRUISE CONTROL), RESULTING
RAPID DECELERATION. WE WERE ABLE TO DRIVE HOME, BUT AFTER
REPLACEMENT OF SECOND GEAR & TRANSMISSION COMPONENTS, THE TRANSMISSION
NEEDED TO BE REPAIRED (COPY OF INVOICES ENCLOSED). THIS SECOND FAILURE
ALSO REQUIRES A REPLACEMENT TRANSMISSION (COST ESTIMATE ENCLOSED FROM
WALT GARDNER, HAVE NOT OBTAINED WRITTEN ESTIMATE FROM MANUFACTURER "PIACER").
MY OWN RESEARCH HAS BEEN REVEALED TO ME THAT THIS PROBLEM IS
RECURRENT WITH THIS PARTICULAR MODEL OF CHRYSLER TRANSMISSIONS, AND APPEARS
TO BE A MANUFACTURER'S DEFECT! (COST ESTIMATE FROM DEALER REQUIRES SERVICE WHICH
I AM NOT WILLING TO PAY.
ALSO ENCLOSED IS A COPY OF A LETTER I SENT TO DEALER/CHRYSLER, AND YOU PREVIOUSLY.

U.S. Government Printing Office: 1985-523-320

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 NATL HWY TRAFFIC SAFETY ADMIN

U.S. Department of Transportation
National Highway Traffic Safety Administration
Auto Safety Hotline, NEF-11 HL
400 7th Street, SW
Washington, DC 20590

NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES



March 10, 2000

DaimlerChrysler
P.O. Box 21-8004
Auburn Hills, MI 48321

Dear Sirs;

I am writing this letter concerning my 1990 Dodge Grand Caravan SE (VIN: 1B4FK44ROLX206304). On March 7 of this year my wife was transporting our two daughters to school when the minivan shuddered, vibrated and lost all transmission gears, at highway speeds (55-60mph). She was fortunate to get off the road, coasting into a church parking lot. Due to concerns of travelling any farther with the children safely, she called a neighbor for assistance with the children and then informed me at my place of employment of our vehicle problem. Getting services to have the van towed to our mechanic resulted in me losing a day's work. The van was transported to our trusted local mechanic, who employs a former Chrysler-certified technician. This former Chrysler-certified technician diagnosed our Caravan with a faulty Ultradrive transmission.

My wife and I had strong suspicions that this was going to be a transmission problem since we experienced a similar problem less than two years ago. We were travelling on Interstate 40 East in North Carolina when the van suddenly shifted to low (second) gear, or what is referred to as "limp mode". The unexpected shift caused the engine to reach high RPMs since the vehicle was on cruise control at 70mph. We were able to reset the transmission by turning the vehicle off and then make it home after a two and a half-hour, tension-filled drive. Unlike this previous failure, the current transmission failed completely and did not enter "limp mode", losing all gears resulting in having the minivan towed to our mechanic.

Our van currently has just over 164,000 miles on the odometer. The transmission that was replaced in August of 1998 (see enclosed copy of work order from Big "O" Dodge) occurred at 123,842 miles. The technician informed me that the transmission replaced was in fact a replacement transmission, and not the original. Our current transmission woes, at 164,000 miles, show that the current transmission only lasted 40,000 miles. We did not put extra strain on our vehicle by towing or hauling heavy cargo. This van is strictly used as the typical "Mom's Taxi".

It has been my understanding that a major automobile component, such as a transmission, should last at least 100,000 miles. This, however, is not just my opinion but the opinion of my current mechanic, *Consumer Reports* and other technicians I have contacted. On March 9, I contacted your Customer Assistance Service (1-800-992-1997) to register a formal complaint and was quite surprised to hear the service representative inform me that it was just my "opinion" that a Chrysler transmission should last 100,000 miles. This gave me the impression that the Chrysler transmission in my minivan was just fine to last only 40,000 miles.

I have been conducting research on the internet and my local libraries concerning the Chrysler Ultradrive transmission (formally referred to as the A-604, and presently referred to as the 41TE/42LE) and have been shocked to learn not just how problematic this transmission is, but how widespread. I was dumfounded to read reports of Chrysler customers replacing or rebuilding this particular type of transmission three, four, and even five times in relatively short periods of time. I was also amazed at the number (at least 40) of Technical Service Bulletins I uncovered issued by Chrysler that pertain to the Ultradrive transmission. I have been reading articles from national newspapers, internet websites, and *Consumer Reports* citing statistics on the failure rate of the Ultradrive, which were and are excessively higher than that of other manufacturers' automatic transmissions. Then to read that Chrysler spokespersons have acknowledged that

the Ultradrive has been a problem led me to write you this letter and send copies to state and federal government agencies.

At this time I would like to have my Caravan's transmission repaired by a Chrysler or Dodge dealership's service department, but I am expecting that Chrysler to cover all repair costs. I am well aware of the 12 month/12,000 mile "warranty" covering the former replacement transmission. I am also well aware of Chrysler aiding their customers with problems that have been beyond the normal warranty. In an October 1999 *Consumer Reports* article, the owners of a 1990 Dodge Caravan, the same model year as my Caravan, had their faulty transmission replaced for the cost of labor only. I have also read accounts of Chrysler minivan owners having all costs deferred for Ultradrive repairs.

After all the literature I have read and witnessing how widespread the Ultradrive transmission problems Chrysler owners are, have or will experience can only be the result of a faulty manufacturer design that current updates and "fixes" have not and cannot remedy. I would like to hear from DaimlerChrysler concerning my current problem. My home phone number is (919) 732-5896 and my work phone number is (336) 335-6840 (available 7:30am - 4:00pm EST M-F). If you wish to contact us via e-mail, our address is leverette.baker@mindspring.com. Thank you for your attention to this letter.

Sincerely,

[Redacted Signature]

Cc: National Highway Traffic Safety Administration (NHTSA)
Center for Auto Safety
Federal Trade Commission
N.C. Attorney General
White House Office of Consumer Affairs

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After all the literature I have read and witnessing how widespread the Ultradrive transmission problems Chrysler owners are, have or will experience can only be the result of a faulty manufacturer design that current updates and "fixes" have not and cannot remedy. I would like to hear from DaimlerChrysler concerning my current problem. My home phone number is [REDACTED] my work phone number is (336) [REDACTED] available 7:30am - 4:00pm EST M-F). If you wish to contact us via e-mail, our address is leverette.baker@mindspring.com. Thank you for your attention to this letter.

Sincerely,

Robert D. Leverette

Cc: National Highway Traffic Safety Administration (NHTSA)
Center for Auto Safety
Federal Trade Commission
N.C. Attorney General
White House Office of Consumer Affairs



March 15, 2000

DaimlerChrysler
P.O. Box 21-8004
Auburn Hills, MI 48321

Dear Sirs,

I am writing this second letter as an addition to the letter I dated March 10, 2000. Again this letter concerns my transmission in my 1990 Dodge Grand Caravan SE (VIN: 1B4FK44ROLX206304). If

DaimlerChrysler is concerned with the quality of its vehicles and the existence of any manufacturing defects in the major drivetrain components, why does a replacement automatic 4-speed transmission for my minivan only come with a 12-month/12,000 mile warranty? Should not a new, replacement transmission have a 3 year/36,000 mile or even a 7 year/70,000 mile warranty that your new vehicles possess? Also, is there an option for the customer of a new replacement transmission to have an extended warranty placed on the vehicle, and if so why was I not informed by the Chrysler Service representative that an option was available to me? I would very much like a response to this letter as soon as possible.

Sincerely,





DEALER NAME ADDRESS CODE

Life & Service
7040 LORRAINE BL
(622) 611-1111 M 27000

67 43084

CHRYSLER U.S.A. CO.

IN SERVICE DATE

DATE VEHICLE
RECEIVED FOR REPAIR

AUTORIZATION

RECEIVED

DATE OWNER NOTIFIED

NAME & VR

MODEL

PROBES

AM PM

DEALER I.D. NO.

LIC. NO.

BATTERY PRO-DATA

OIL, MNTALL

LCP BOOK USED

CABLE

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Dealer's Certification: By examination of this claim, dealer deems person certifying that the parts and/or labor were replaced or repaired as shown on this order to be the owner of the vehicle and that the repairs were not required due to accident involving property damage or personal injuries. A copy of this W.R.O. or a similar document describing the repairs performed has been provided to the customer.

UNIVERSAL REPAIR ORDER

☐ WRO ☐ RECALL ☐ FREIGHT ☐ SCC

MOPAR WARRANTY REPAIR ORDER

ONE CONDITION PER CLAIM

CARGO, MOVING &

CARGO, RUMBY REPAIR DATE

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TRANSPORTATION CLAIM

☐ TRANSPORTATION CLAIM

CARRIER CODE

EXCEPTION CODE

DELIVERY RECEIPT

VEHICLE CLASS CODE

CONTROL NO.

CERT. MAIL RECEIPT NO.

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4504570000 Solenoid

148.00

120580 Miles



HIGH TECH AUTO CARE & BRAKES

2106 Guess Road
DURHAM, NC 27708
(919) 288-0879

DATE 7-31-98

NAME
ADDRESS
CITY

YEAR TYPE OR MODEL MOTOR NO SERIAL NUMBER LICENSE NUMBER

CUSTOMER'S ORDER NO ODOMETER

REPAIR ORDER - LABOR INSTRUCTIONS

LUBRICATE ☐ CHANGE OIL ☐ FLUSH TRANS ☐ FLUSH OIL ☐ WASH ☐ POLISH ☐

LT R/R Solenoid parts

15-78.00

TOTAL PARTS

ESTIMATE AMOUNT

PARTS

LABOR

ESTIMATE TOTAL

I HEREBY AUTHORIZE THE ABOVE REPAIR WORK TO BE DONE, ALONG WITH NECESSARY MATERIALS, YOU AND YOUR EMPLOYEES MAY OPERATE ABOVE VEHICLE FOR PURPOSES OF TESTING, INSPECTION OR DELIVERY AT MY RISK. AN EXPRESS WARRANTY IS ACKNOWLEDGED ON ABOVE VEHICLE TO SECURE THE AMOUNT OF REPAIRS THEREON. YOU WILL NOT BE HELD RESPONSIBLE FOR LOSS OR DAMAGE TO VEHICLE OR ARTICLES LEFT IN VEHICLE IN CASE OF FIRE, THEFT, ACCIDENT OR ANY OTHER CAUSE BEYOND YOUR CONTROL.

AUTHORIZED BY

RECEIVED BY

RETAIN PARTS ☐ DESTROY PARTS ☐

TOTAL LABOR

78.00

TOTAL PARTS

148.00

TOTAL GAS - OIL - GREASE

0.00

TOTAL AMOUNT

226.00

Unless otherwise provided by law, the seller (whose name is designated) hereby expressly disclaims all warranties, either express or implied, including any limited warranty of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products.

HIGH TECH AUTO CARE
2106 GUESS ROAD
DURHAM, NORTH CAROLINA 227705
919-286-3879
BETTER CAR CARE...GAURANTEED...
ED GAYDOSIK OWNER/OPERATOR

Transaxle Assembly..... 4728180 1375.00 (qty. 1)

Part Number Discontinued, May be Included in an Assembly or Kit.

Transaxle, Renew (B)..... 4.80 hours (rate A)

Includes: R&R Transaxle.

NOTE

To Replace Flexplate, Add..... .40 hours (rate A)

To Check Cooler System Flow, Add..... .70 hours (rate A)

To Reverse Flush Cooler System, Add..... .80 hours (rate A)

To Replace Torque Converter, Add..... .20 hours (rate A)

To Replace Crankshaft Rear Main Oil

Seal, Add..... .50 hours (rate A)

Total labor hours at rate A (\$52.00 hour)..... 7.40

56.00

Total labor *414.00*
~~\$ 384.00~~

Total TAXABLE parts..... \$1375.00

Total tax at Parts rate (5.00%)..... \$ 82.50

Trans Fluid
 Estimate Total..... *24.00*
~~\$1842.00~~

Customer Signature

Date

approx
1950.00

